



IEDSIGHTS

2026 SVS® Report

★ Promoted themes



18 of 18 promoters provide

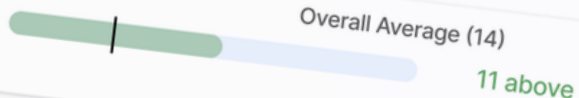
Positive Atmosphere: Students experience excitement that permeates the school, happiness and enthusiasm for attending.

Friendships and Community: Students have a sense of community they have a second home and a place where they belong.

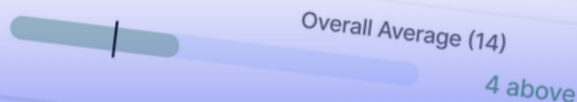
Engaging Learning Environment: Students appreciate the challenging and dynamic learning environment, where subjects come to life and make learning enjoyable.

Campus Tags

Honors (251) 25



Greek Life (1655) 18



Founders' Note

2026 has been an interesting year for higher education. We are surrounded by visible and urgent challenges: an enrollment cliff that has now arrived, financial pressures on both institutions and students, increased social and political scrutiny on the value of a degree, the list goes on. Not to mention the uncertainty brought on by AI, related to everything from learning outcomes to a rapidly changing job market. It can feel easy to get bogged down by the negativity.

That's why we were so excited when reviewing this year's Student Voice Score® (SVS®) data. Despite the challenges and uncertainty, this study shows that when you ask students directly, you get a different perspective. For all types of institutions – 4-year public institutions, 4-year private universities, and 2-year public institutions – students are reporting greater satisfaction than they have in the last three years, with steady growth in SVS for all sectors from 2024-2026.

And that gives us hope. Every day, we speak with Presidents, Provosts, VPs of Enrollment, and VPs of Student Success who, even in the uncertainty, have made dramatic strides in their student outcomes and remain dedicated to improving student experience year after year. It's wonderful to see those efforts reflected so clearly in the data.

We don't always get to celebrate the wins, and there's certainly more work to be done, but for now, we'd like to extend a "thank you" to all the higher ed leaders who are fighting for their students each and every day. Your work matters, and there's no better way to see that than in the direct feedback from students contributing to this study.



Carolina Recchi and Claudia Recchi

Co-Founders and Co-CEOs, EdSights

P.S. At the end of this report, you'll see our inaugural class of the "SVS Honors List." These are the institutions with the highest SVS in their respective sectors. Members of this list have delivered exceptional student experiences, and we're excited for us all to learn from their great work in the rest of 2026! Congratulations!

Contributor Acknowledgement

We extend a heartfelt thank you to Dr. Will Miller, Associate Vice President for Continuous Improvement and Institutional Performance at Embry-Riddle Aeronautical University, for his pivotal role in this report's analysis and for providing valuable insights into the data and trends.

Introduction

The Student Voice Score® (SVS®), powered by EdSights, is the first industry-wide benchmark that captures student satisfaction directly from students and at scale.

While institutions have traditionally used one-off surveys to track satisfaction, the SVS offers a new approach, delivering regular, unbiased insights through conversational AI. This enables campuses nationwide to better understand how student sentiment varies across populations and over time. The scores and feedback are derived solely from student feedback, reflecting the most direct understanding of how students perceive their institution.

In an era where expectations for the college experience are higher than ever, the SVS provides a clear starting point for meaningful dialogue and institutional action.

Methodology

EdSights has reported SVS consistently across partners since 2024. For this report, we compiled responses from over 125,000 students across 257 institutions during the spring of 2026.

The Student Voice Score (SVS) is calculated from direct student responses. Via text message, students are sent a prompt, “On a scale of 0 to 10, how likely are you to recommend your institution to a friend?” Responses are categorized as Promoters (9–10), Passives (7–8), or Detractors (0–6). An institution’s SVS is determined by subtracting the percentage of Detractors from the percentage of Promoters.

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



Student Voice Score (SVS) = % Promoters - % Detractors

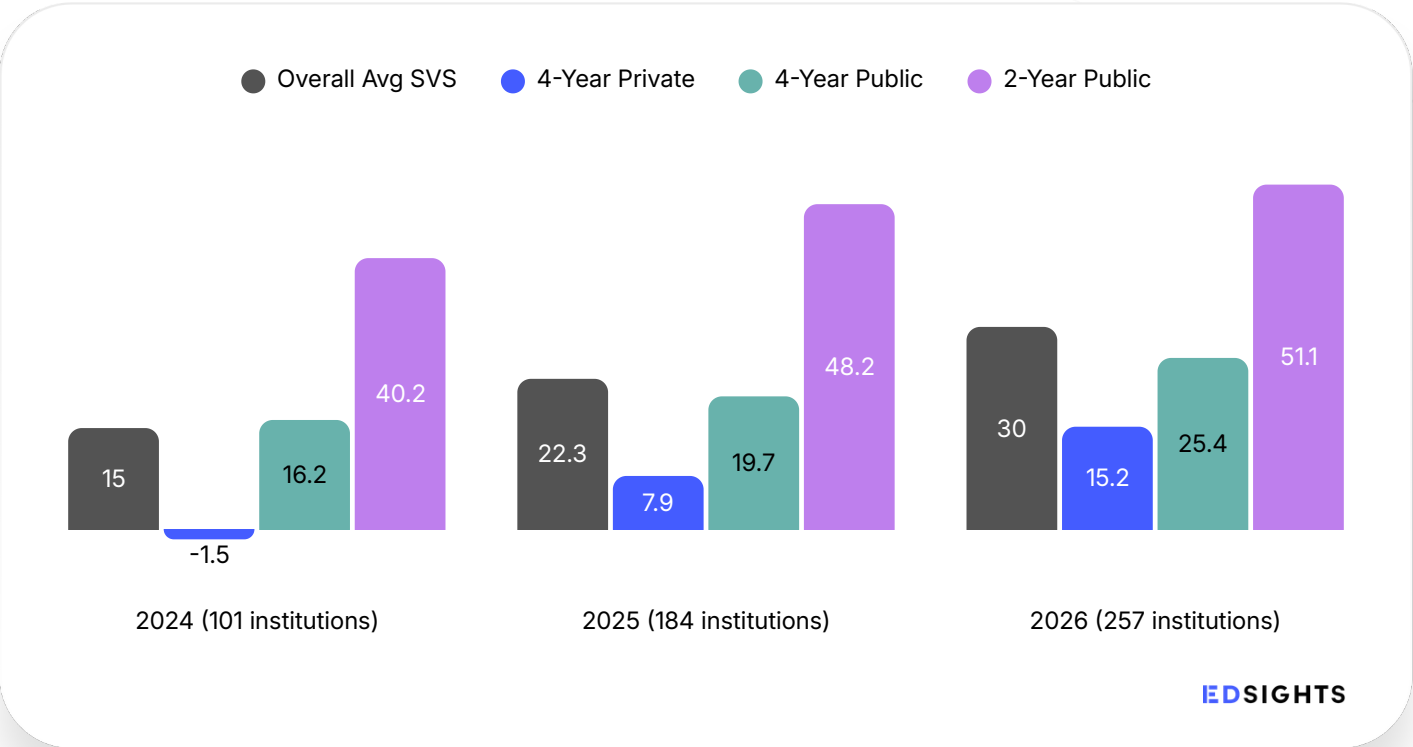
Please note: All tag-based breakdowns in this report — including institution type, student group, and sector-level themes — are calculated on individual student responses, while institutional benchmarks are calculated as school-level averages; the two are not directly comparable and may not reconcile exactly.

In addition to collecting a quantitative score, we asked students to provide the reason for their rating. We’ve analyzed the qualitative responses to identify trends significantly impacting their perceptions. Qualitative themes are generated using a reproducible, rule-coded classification system applied to promoter comments (for positive themes) and detractor comments (for negative themes).

The Student Voice Score is an integral component of EdSights’ retention framework, which uses conversational AI to proactively check in with students every 7-10 days and uncover common barriers to persistence. Across all campaigns and partners, EdSights sees an average opt-in rate of 97 percent and student engagement rate of 62 percent. To learn more about EdSights’ research-backed framework, visit edsights.com.

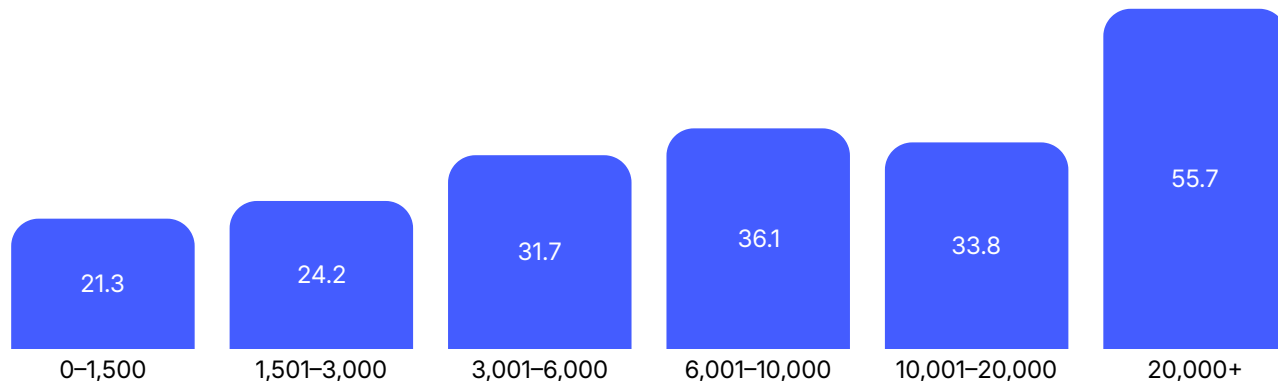
Overall trends

Since first compiled into an official benchmark report in 2024, the overall SVS across all participating institutions has risen steadily each year, from 15.0 in 2024, to 22.3 in 2025, to 30.0 in 2026. This upward YOY trend holds for all three institution types, though there are notable differences in scores across sectors.



Size of institution – measured by enrollment figures – also plays a role in student satisfaction. The overall trend shows student satisfaction rises as enrollment increases – with schools enrolling over 20,000 students showing a dramatic increase in SVS compared to smaller institutions. This may correlate with cost, with smaller institutions often costing more to attend, but it also likely reflects the more comprehensive resources, broader program options, and greater operational capacity of large institutions to support varied student needs.

Average SVS, by enrollment
2026



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2-Year Public Institutions: Summary of key feedback

Across sectors, and consistent with previous years, public 2-year institutions lead the pack in student satisfaction, due to the access, affordability, and flexibility these institutions offer and their ability to consistently meet those expectations. Despite this leadership, students still identify administrative friction and online course quality as the biggest opportunities to improve.

TOP STRENGTHS

-  Accessibility, affordability, and convenience
-  Helpful faculty and staff
-  Student services and academic support

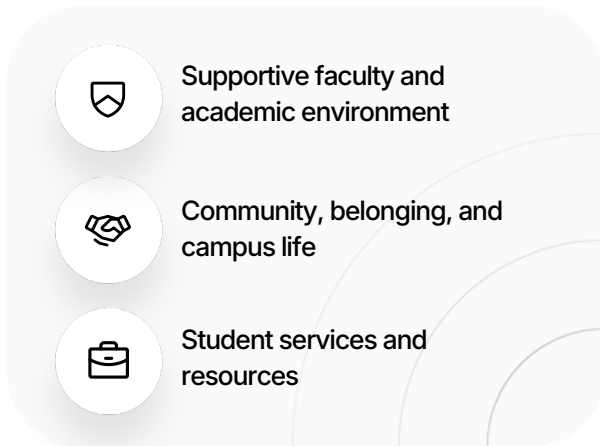
TOP CONCERNS

-  Administrative communication and process friction
-  Course availability and scheduling limits
-  Online course quality and technological consistency

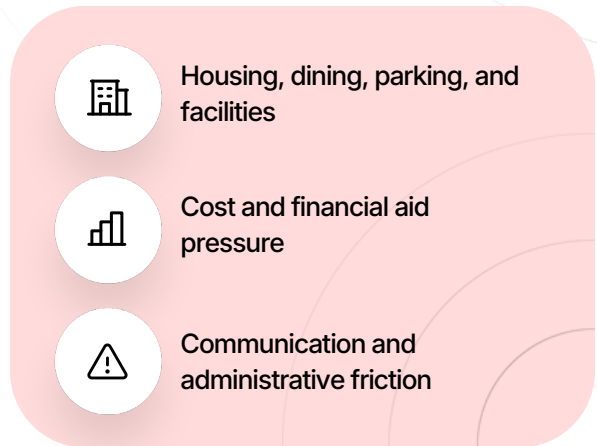
4-Year Public Institutions: Summary of key feedback

Public 4-year institutions show the next highest scores, on average, with steady improvement year over year. Students appreciate the scale of resources – campus life, career services, clubs, and libraries – that these institutions tend to provide, the supportive faculty and sense of belonging across campus, and a stronger perception of value versus higher-cost alternatives. At the same time, rising tuition and other expenses, impersonal administrative processes, and maintenance issues for housing, dining, and parking can negatively impact student perception of value.

TOP STRENGTHS



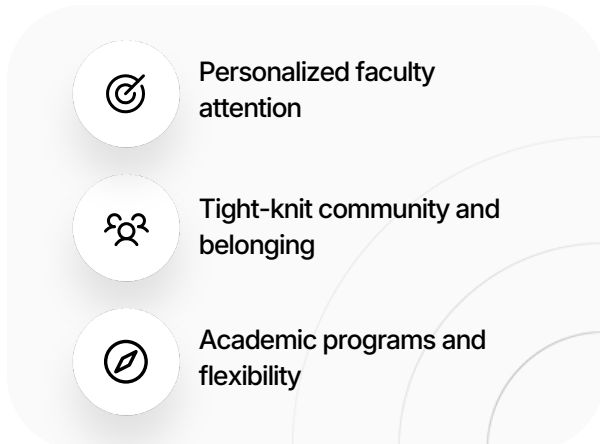
TOP CONCERNS



4-Year Private Institutions: Summary of key feedback

Finally, private 4-year institutions have historically seen the lowest average SVS, and this remains so in 2026. The sector remains particularly sensitive to concerns around overall cost, administrative support, and residential experience, with its relatively higher price points raising expectations across the board. That being said, its average score has steadily improved since 2024, with students citing personalized attention, tight-knit communities, small class sizes, and flexible learning options as key reasons to recommend their institution.

TOP STRENGTHS

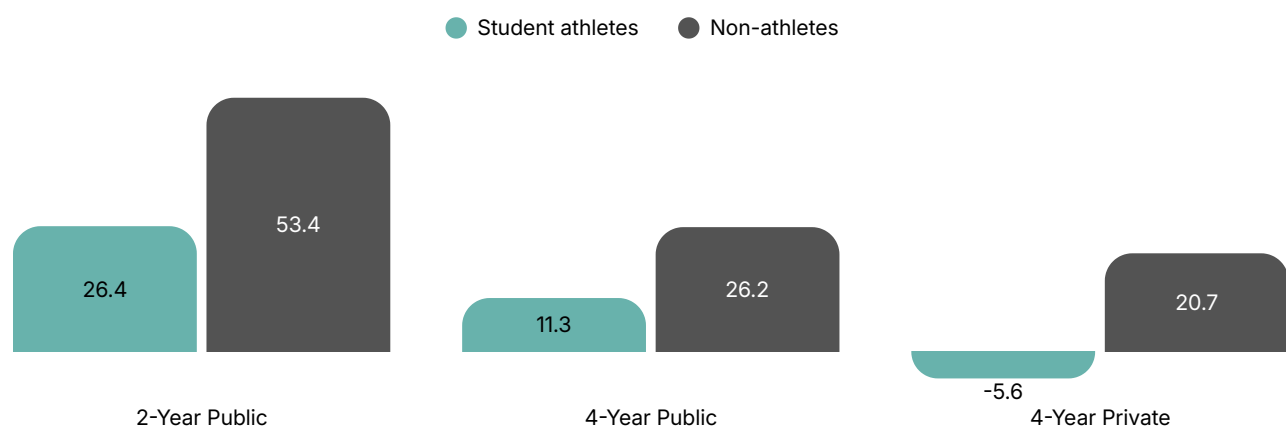


TOP CONCERNS



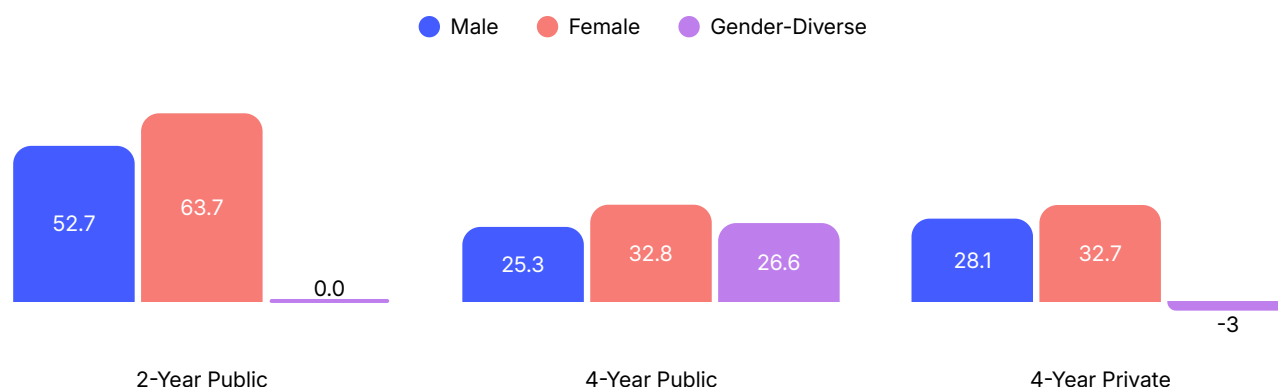
Perceptions by Student Groups

Across all three sectors, **student athletes** report by far the lowest satisfaction of any group in this year's data, with an aggregate SVS of 3.5 against non-athletes' 28.3. The pattern is most pronounced at 4-year private institutions, where the athlete SVS turns negative at -5.6, but even at 4-year public and 2-year public institutions, athletes report roughly half the SVS of their non-athlete peers. This pattern has been consistent in prior years: student athletes continue to report disappointment around program resources and team dynamics, and can feel unsupported, disconnected, or unable to balance their athletic program with their schoolwork.



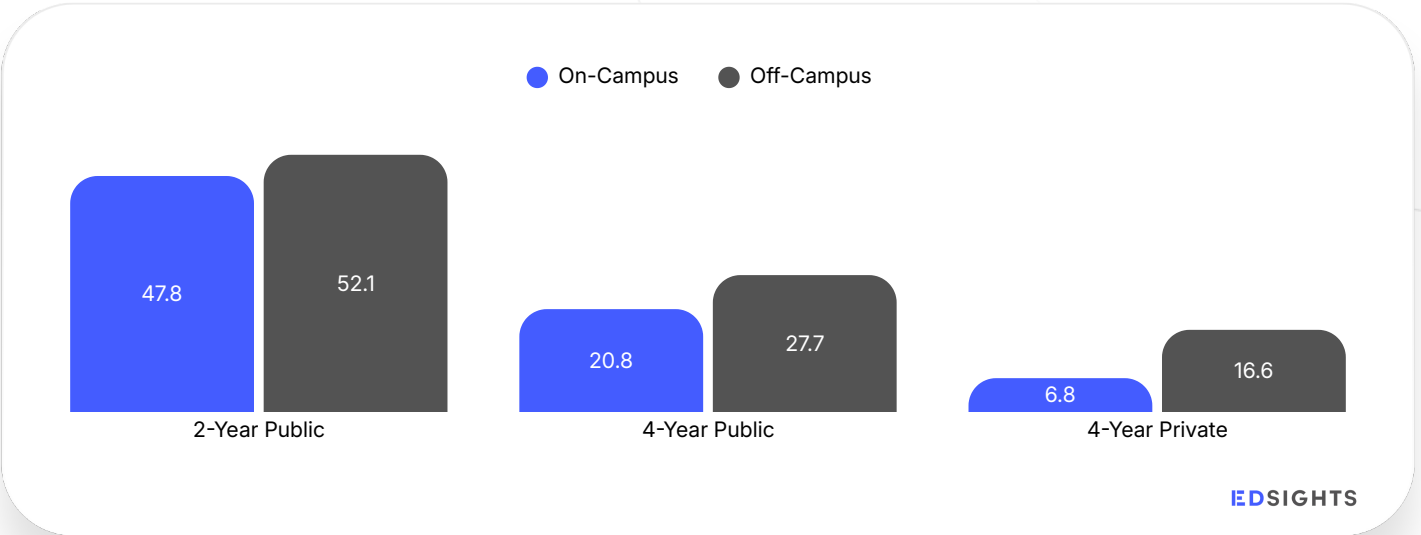
EDSIGHTS

After athletes, **gender-diverse students** report the next-lowest satisfaction overall, though the size of that gap shifts considerably by sector and due to sample size, should be considered directional. At 4-year public institutions, gender-diverse students land much closer to their male and female peers, while the gap is starker at 2-year public institutions, where gender-diverse students report an SVS of 0 compared to 52.7 among male students and 63.7 among female students, a sharp departure from the strong satisfaction that typically defines the 2-year experience.

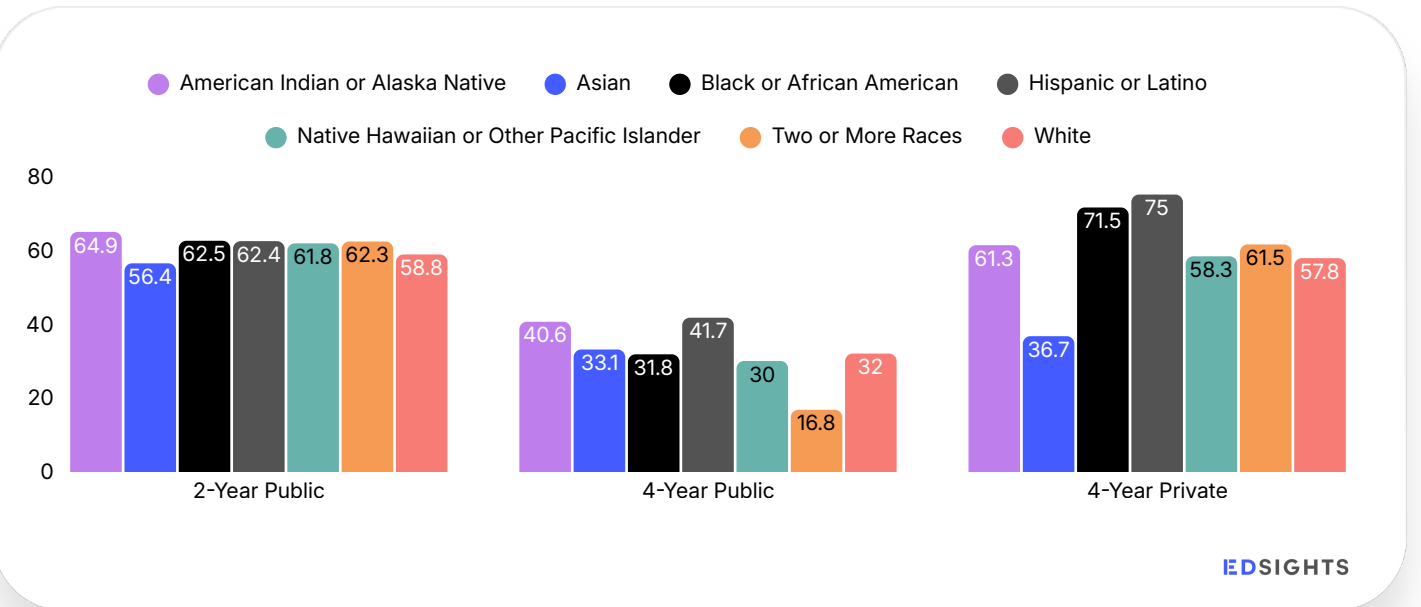


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Living arrangement is another consistent divide, and it is most pronounced at 4-year private institutions, where on-campus students report satisfaction 59 percent lower than their off-campus peers. This fits a broader pattern across 4-year sectors: students who live on campus have more frequent contact with housing, dining, maintenance, parking, and amenities, creating more opportunities for unmet expectations to weigh on overall satisfaction. The dynamic is less pronounced at 2-year public institutions, where residency behaves differently since only a small share of students live on campus.



Racial disparities are comparatively muted, though not absent. At 2-year public institutions, differences by race/ethnicity are modest: Asian students report the lowest satisfaction of any racial group, but sit only a few points below the sector average. That gap widens considerably at 4-year private institutions, where Asian students report an SVS of 36.7, well below the 57-75 range reported by every other racial or ethnic group. At 4-year public institutions, most race/ethnicity groups cluster in the 30-42 range, with the notable exception of students identifying as Two or More Races, whose SVS of 16.8 stands apart from their peers.



Two other patterns hold consistently across every institution type: **first-generation students** report nominally higher satisfaction than their non-first-gen peers, and **female students** report nominally higher satisfaction than male students, regardless of sector.

Diving Deeper: Students at 2-Year Public Institutions

As the highest-scoring sector, 2-year public institutions earn their strongest praise when they effectively deliver on their core mission: access, affordability, and convenience. Low cost, flexible scheduling, and online/hybrid options make the path to a credential feel achievable alongside work and family. Students recommend these institutions when that mission is operationalized and felt in the day-to-day experience, not just advertised.

Close behind, instructors, advisors, and staff are frequently described as accessible and invested, making students feel that the institution is designed with them in mind. Tutoring, advising, and transfer support round out the top themes as practical infrastructure that keeps students moving toward completion.

Note: Student quotes have all been anonymized and lightly edited for readability. All identifying information has been removed to protect student and institutional confidentiality.

2-Year Public | Top Strength #1

Accessibility, affordability, and convenience

Practical access, including:

- ✓ Low overall cost
- ✓ Accessible location
- ✓ Flexible scheduling
- ✓ Online/hybrid options
- ✓ School/life balance

“

I loved all of my instructors, the staff was great, everyone was kind and welcoming; multiple locations and class options (in-person, hybrid, etc.) made it easy to go back to school as an adult learner.

“

Campus activities, knowledgeable professors, and I've gained some very practical skills. The campus is easy to access on the bus, tuition and fees are reasonable. I've had a great 2 years.

2-Year Public | Top Strength #2

Helpful faculty and staff

Staff and faculty described as:

- ✓ Accessible
- ✓ Patient
- ✓ Invested in student success
- ✓ Helping college feel navigable

“

All of the professors I have had have made such an impact on me. They're kind, understanding, and good at what they do. Every staff member has been exceptional. They help in an instant, offer resources to support you, and they care so much.

“

I just feel like the whole process has not been stressful. Single mom, online courses? Passing? YES! I love it here. My instructors are great. I feel supported and answered and heard and valued.

“

This was my first semester at [institution]. In the beginning I felt very overwhelmed, and finally I sought guidance from a counselor. I remember being so nervous but they made my experience so easy. I feel very supported here at [institution] and I look forward to my next term in the fall!

2-Year Public | Top Strength #3

Student services and academic support

Infrastructure for persistence:

- ✓ Tutoring
- ✓ Advising
- ✓ Technology resources
- ✓ Career/transfer support

“

Coming back to finish my degree fifteen years later felt overwhelming at first. The student services department took great care of my needs, got me on the right track for graduation, and made certain my accommodations were met.

“

The direct admission passage to a four-year school, the downtown campus, the offered programs, and the overall support have been the most important and impactful parts of my success.

The sector's largest friction point is administrative: students report difficulty getting clear, timely answers from offices and systems, and for those already juggling work or financial constraints, small delays can become real barriers. A related concern is course availability — registration friction that can extend time to completion. Both issues cut against the sector's core promise: affordability and flexibility only pay off when students can actually navigate the processes in front of them.

A third theme centers on the consistency of online and hybrid delivery. Students aren't rejecting online learning itself; the criticism targets canned content, weak instructor interaction, and unreliable technology.

Together, these trends suggest the sector has largely won on access — the next gains in satisfaction will likely come from tightening the experience around it: faster administrative response, more reliable course access, and online quality on par with in-person instruction.

2-Year Public | Top Concern #1

Administrative communication and process friction

Friction in processes add up to become major barriers to degree completion.

“

When I first got registered I tried contacting an advisor and no one got back to me. Classes are okay, which makes the score higher, but getting connected to advising was frustrating.

“

Classes are okay, but there were lots of issues with admissions, registration, and billing with both me and my sister. And we also get way too much junk mail in our email.

2-Year Public | Top Concern #2

Course availability and scheduling limits

Registration challenges, like:

- ✓ Required classes filling up
- ✓ Limited section availability
- ✓ Registration process friction
- ✓ Schedules that clash with work or family commitments

“

Too many people enrolled, not enough course offerings. Classes should not be getting filled within the first hour of them being open.

“

There are not enough classes offered at various times to work within my schedule.

2-Year Public | Top Concern #3

Online course quality and technology consistency

Disappointment with:

- ✓ Canned content
- ✓ Weak instructor interaction
- ✓ Inconsistent structure
- ✓ Unreliable technology/support

“

For my program I feel like there are not enough in-person classes. And I feel like everything offered from asynchronous courses are learning resources I could get for free on YouTube so it seems pretty expensive for just learning off of videos with minimal support from an instructor.

“

Several courses have felt disorganized, communication has been poor, and simple assignments have taken months to be graded even when they appear to use pregraded or automated systems. I have also had instructors rely on AI announcements or class planning which made the courses feel less clear and less supported.

Diving Deeper: Students at 4-Year Public Institutions

Positive sentiment at 4-year public institutions centers on the classroom and campus experience. Students most often credit approachable, responsive faculty who make coursework feel relevant and challenging without leaving students to navigate it alone. Close behind is a sense of belonging — friendships, clubs, athletics, and traditions that make the campus feel like more than a place to take classes. Advising, tutoring, career services, and other resources round out the top themes, converting institutional complexity into confidence when students know where to go and what to do next.

4-Year Public | Top Strength #1

Supportive faculty & academic environment

The everyday academic experience is often praised:

- ✓ Instructors who are approachable, responsive, and invested.
- ✓ Courses that feel relevant
- ✓ Programs that make students feel challenged without feeling alone.

“

It's a great institution. My human services instructors have been amazing as I have walked through the program. They have taught me so much and have had so much grace throughout my learning process. I can tell they have the career experience and have been able to give the experiences and knowledge I need to succeed in my future career.

“

My main reason for giving [institution] a 10 is the quality of education and support I received. The professors are so helpful and really care about our success, and there are many resources available like tutoring and advising.

4-Year Public | Top Strength #2

Community, belonging & campus life

Students appreciate:

- ✓ A welcoming campus climate
- ✓ Friendships, clubs, athletics, events, and traditions that help them feel that they are part of something larger than their classes.

“

Dorms, facilities, campus life, activities/events, student support. The list goes on and on, but there is no college I've seen that treats students as well as [institution] does. Just even comparing my experiences to my sisters' is crazy how different they are.

“

I have felt "at home" at [institution], which I think is really hard to come by in an online-only setting. I feel supported by staff, and I feel I am still able to create and maintain working relationships with staff and other learners despite not working face to face.

4-Year Public | Top Strength #3

Student services and resources

Support resources are seen as valuable, particularly:

- ✓ Advising
- ✓ Tutoring
- ✓ Career services
- ✓ Counseling
- ✓ Libraries

“

The support and care that goes beyond just academics. I've been checked on several times with resources for stress, mental health, and general guidance. That means a lot for a first time student.

“

Professor involvement, access to resources, academic support...When I need help staff are usually around and happy to help me. If you just look on the website and email the appropriate person, then usually your questions will be answered.

On the negative side, the most common complaints are operational: housing, dining, parking, and facilities shape the daily experience of being on campus and can weigh down satisfaction even among students who like their classes. Cost sensitivity is a related pressure point — students often still see public institutions as comparatively affordable, but unpredictability and the value equation can be sticking points.

4-Year Public | Top Concern #1

Housing, dining, parking, and facilities

Students are often disappointed by facilities they interact with regularly:

- ✓ Residence halls
- ✓ Dining options
- ✓ Parking
- ✓ Maintenance
- ✓ Classroom spaces
- ✓ Technology
- ✓ Campus logistics

“

The living conditions are the main problem in my opinion. I feel that the dining halls and residence halls should be of a higher quality. Many of the residence halls feel very old, outdated, and not taken care of. I feel as though the dining halls are constantly putting out the same food, which are very inconsistent in terms of taste and quality of the food.

“

Student parking is \$400 for a full academic year, and yet, there are still almost no spots for students. I looked for a spot at the tiny parking lot for the STUDENT tower, and had to park a block away. Make this campus more accessible for students.

4-Year Public | Top Concern #2

Cost and financial aid pressure

Though comparatively affordable, public 4-year institutions still face challenges around:

- ✓ Rising tuition & fees
- ✓ Aid processes
- ✓ Unexpected costs

“

Prices have only gone up at alarming rates, and scholarships/financial aid haven't been enough. I have to work nearly full time to afford tuition and living, which leaves little time for succeeding in school. Res hall prices, parking, and increasing fees are all hurting students.

“

The amount of tuition continued to increase from what my parents were told and they do not have funds to pay another 15k out of pocket. I like the instructors and the courses, but financially, my family can't afford it.

A third theme is communication and administrative friction: slow responses, unclear handoffs, and inconsistent information leave students aware that help exists but unsure how to reach it efficiently. None of these issues require a wholesale redesign — clearer ownership and timelier follow-up on routine processes would address a meaningful share of what's driving detractors in this sector.

4-Year Public | Top Concern #3

Communication and administrative friction

Administrative friction is palpable, particularly:

- ✓ Slow responses
- ✓ Unclear handoffs
- ✓ Inconsistent information
- ✓ Difficulty resolving routine issues
- ✓ Classroom spaces

“

Lack of direction in my college and for transfer students, often feeling stranded especially during registration time. The websites that are utilized are not user friendly, and staff (outside of professors) are non-responsive even after multiple emails.

“

The main reason for my score is the classes offered. Not all the classes I need will count toward my degree, and when this was brought to an advisor's attention, they said it would take years before a change could be made.

Diving Deeper: Students at 4-Year Private Institutions

At 4-year private institutions, positive feedback is anchored in personalization. Students appreciate when professors and advisors know them individually, offering the kind of high-touch guidance that validates the sector's core value proposition. A tight-knit community is a close second — peer relationships and campus traditions that let students build connections quickly — followed by specialized academic programs and flexible formats, provided that flexibility comes paired with real advising and instructor engagement.

4-Year Private | Top Strength #1

Personalized faculty attention

Students in this sector like when they can build a relationship, where professors and advisors:

- ✓ Know them well
- ✓ Offer individualized guidance
- ✓ Create small, engaging learning environments

“

I like the small class sizes and the fact that [institution] offers several scholarships that makes education here a bit more affordable. I also like that students are able to get to know the faculty more in the small community. I personally like the small class size and being able to connect with peers and professors more.

“

I gave the college a 10 because I absolutely love it. I really enjoy studying online, everything is so accessible. My advisor is so responsive, and the course instructors are always kind and helpful. Overall, I couldn't ask for a better experience.

4-Year Private | Top Strength #2

Tight-knit community and belonging

Private institutions are uniquely valued for:

- ✓ Close peer relationships
- ✓ Welcoming people
- ✓ Traditions
- ✓ A campus atmosphere where students can build connections quickly

“

My experience at [institution] has been fun, exciting, and very engaging. I got involved in a bunch of clubs, became a student leader, and even started my own initiative. It really pushes you to find a voice you didn't know you had. The community is amazing.

“

The environment is welcoming, positive, and motivates us to do our best every day. The experience here so far has been incredible and I have gained so much knowledge, confidence, and support.

4-Year Private | Top Strength #3

Academic programs and flexibility

Flexible programming is cited as a core value, particularly when it includes:

- ✓ Specialized programs
- ✓ Career-relevant pathways
- ✓ Flexible formats
- ✓ Course structures that allow them to balance college with work or family

“

The programs the college offers, as well as how much hands-on experience we get in our courses. Also, how flexible is the school when it comes to classes and labs. The staff is amazing here as well, I've made so many connections.

“

I chose a 10 because [institution] has made it possible for me to continue my education while managing my everyday responsibilities. The online format is flexible and convenient, and the courses are organized in a way that keeps me focused.

The sector's sharpest criticism centers on value: high tuition, aid complexity, and fees raise the bar for what the day-to-day experience needs to deliver, and unresolved cost questions can harden into broader doubts about whether the institution is worth it. Administrative bottlenecks compound the problem, with slow responses and confusing processes that can feel like a broken promise in an environment that markets itself on personal attention.

4-Year Private | Top Concern #1

Value, tuition, and aid concerns

Negative comments often connect dissatisfaction to high tuition, aid complexity, fees, and doubts about whether the day-to-day experience matches the price.

“

The price, it's so expensive and gets significantly more expensive EVERY YEAR! Tuition increases each year, which makes zero sense and so does housing and dining... It feels like I'm getting cheated out of my money, so even though I really like the university, I think there are other places people could go to that would be more cost effective.

“

The overall support from my faculty and academic staff has been great. However the financial aid and student accounts and billing have been extremely poor. I honestly have spent more time resolving financial issues than academic problems....Time=\$\$\$

4-Year Private | Top Concern #2

Administrative bottlenecks and communication gaps

Students are frustrated by:

- ✓ Slow responses
- ✓ Confusing processes
- ✓ Uneven follow-through
- ✓ Difficulty getting timely answers from offices such as financial aid, advising, and student services

“

Since September I have not been able to communicate with my counselor about my classes so I can organize them in a manner of which class to take next, due to my counselor never replying to my email.

“

The schedules change last minute, constant staff leaving mid-term, inconsistency in most areas, tests changed literally the day we were supposed to take them, poor quality of staff, insanely expensive tuition, lack of support.

Housing, dining, and facilities round out the top concerns, and they carry particular weight: at a higher price point, students expect the physical campus experience to match the cost of attendance. Together, these themes point to a gap between the sector's high-touch promise and the friction students still encounter in transactional, day-to-day interactions. Closing that gap, more than adding new offerings, is likely the fastest path to higher satisfaction.

4-Year Private | Top Concern #3

Housing, dining, and facilities not matching expectations

Students find that their facilities may not match expectations, commonly complaining about:

- ✓ Residential life
- ✓ Food
- ✓ Building condition
- ✓ Maintenance
- ✓ Campus amenities

“

I appreciate the program, however I wish that our tuition was being used in ways that better benefited the student body. We're paying more and more and yet conditions in dorms, campus dining, the laundry system, and the internet program are just getting worse. I want to love [institution], but it doesn't feel like [institution] loves us at all.

“

Expense of the tuition and fees compared to what is really available to students. Broken and damaged heating and cooling systems, filthy bathrooms not cleaned often, broken fridges, washers and dryers leave "prints" on the clothes, etc. I like most of the professors and have made friends here but it's a lot more expensive than what you're getting.



The 2026 SVS Honors List

While overall scores improved across the board this year, there are some institutions with truly exceptional scores that deserve to be celebrated. These institutions represent the top 20% of participating institutions in each sector, reflecting their dedication to the student experience. We congratulate this class of schools for their amazing work!



While there are many rankings out there, this one is especially meaningful because it is based entirely on direct feedback from our students. That is something truly worth celebrating. This recognition is a testament to the daily work of our faculty and staff at SCC. They are actively listening to our students and creating a supportive environment where they can truly thrive.

Dr. John Hall

Director of Enrollment Management
Somerset Community College



Ivy Tech Hamilton County is thrilled to be among the top 20% of two-year public institutions in Student Voice Score. This recognition tells us that our students feel heard, supported, and valued, which is something our campus team works to achieve every day. We're proud of this accomplishment, and we remain focused on listening to our students and continuously improving their experience.

Jessica Metz

Vice Chancellor for Student Affairs
Ivy Tech Community College - Hamilton County

SVS Honors List | 2-Year Public

- | | | | |
|----|---|----|--|
| 1 | Arkansas Northeastern College | 11 | Ivy Tech Community College - South Bend/Elkhart |
| 2 | Windward Community College | 12 | Doña Ana Community College |
| 3 | Somerset Community College | 13 | UNM - Los Alamos |
| 4 | Ivy Tech Community College - Richmond | 14 | Ivy Tech Community College - Hamilton County |
| 5 | Ivy Tech Community College - Madison | 15 | Ivy Tech Community College - Terre Haute and Greencastle |
| 6 | Mountwest Community and Technical College | 16 | College of the Desert |
| 7 | Berkshire Community College | | |
| 8 | Ivy Tech Community College - Sellersburg | | |
| 9 | North Country Community College | | |
| 10 | New Mexico State University Grants | | |





SVS Honors List | 4-Year Private

- | | |
|---|---|
| 1 Columbia Southern University | 10 South University - Ground |
| 2 Southern New Hampshire University (Undergrad) | 11 Unity Environmental University |
| 3 Southern New Hampshire University (Grad) | 12 Saint Leo University |
| 4 Waldorf University | 13 Maryville University |
| 5 Indiana Wesleyan University - National & Global | 14 University of Charleston |
| 6 South University - Online | 15 Harrisburg University |
| 7 Grace Christian University | 16 Moravian University: SPSI |
| 8 Franciscan Missionaries of Our Lady University | 17 Rocky Mountain College of Art & Design |
| 9 Columbia College | 18 Dominican University of California |

“

Student feedback is one of the most valuable tools we have for improving the student experience. This recognition affirms our commitment to using data, technology, and genuine human connection to support students throughout their academic journey. We're proud of what our team has accomplished and appreciative of our partnership with EdSights in advancing that mission.

Jacqueline Beverly

Director, Academic Advising
Columbia Southern University

“

Being recognized on the inaugural SVS Honors List is an incredible honor because it reflects the voices of the students we serve every day. Student success is at the heart of everything we do at South University, and this recognition belongs to the academic counselors, faculty, student support teams, and staff who consistently show up with compassion, dedication, and a genuine commitment to helping students achieve their goals.

Greg Owens

Assistant Vice Chancellor for Student Success and Online Administration
South University



SVS Honors List | 4-Year Public

- | | |
|---|--|
| 1 University of West Georgia | 10 Brazosport College |
| 2 Northwest Indian College | 11 Southern Utah University |
| 3 Athens State University | 12 University of Maine at Augusta |
| 4 Purdue University Global | 13 Quincy College |
| 5 New Mexico State University Global Campus | 14 Nevada State University |
| 6 Northwest Vista College | 15 Pittsburg State University |
| 7 University of Maryland Global Campus | 16 California State University San Marcos
Extended Learning |
| 8 CSU Channel Islands Extended University | |
| 9 University of Hawai'i-West O'ahu | 17 San Jose State University Online |



At the University of West Georgia, we judge ourselves by how well we serve our graduate students, so a recognition drawn straight from their voices means a great deal to our team. We are grateful to them for telling us, and proud of the people here who earned it.

Dr. Matt Varga

Dean of the Graduate School
University of West Georgia



This recognition is exciting because it reflects the care and commitment of our institution to our students. Being ranked second among four-year public institutions affirms that we are well on our way to ensuring our students feel heard and supported at Northwest Indian College. We are proud to share this honor with our students and communities.

Victoria Retasket

Dean of Students & Enrollment Management
Northwest Indian College



This honor belongs to our students, whose voices help shape our school community. We are proud of the faculty and staff who foster meaningful connections and create an environment where students feel comfortable speaking up. Together, we will continue to listen, learn, and grow.

Danielle Gonzales

Director, Student Affairs
UNM - Los Alamos



Our mission has always been to extend our land-grant heritage to working adult learners by providing unparalleled flexibility and support. EdSights has given us an active, research-backed listening layer that goes far beyond transaction; creating a safe space for our students as they balance family, work, and academics.

Sara Sander

Senior Vice Provost, Student Success
Purdue University Global



We're grateful to be recognized in EdSights' 2026 Student Voice Score report. Knowing that our students would recommend their experience at Columbia College is one of the most meaningful measures of success. We know the modern learner's reality: life keeps moving, and education has to move with it. When our students recommend Columbia College to a friend or family member, it's because they felt that support firsthand, and they trust it would work for someone they care about too.

Dr. Sandy Hamar

Provost & Executive Vice President for
Academic Affairs
Columbia College



Thank you for this. EdSights and its platform have really allowed the Student Success Mentor team to really further and better the student experience here at NMSU Global. Allowing this team to reach more students, assist more students and improve not only the student-mentor partnership but give this team the means to extend the white glove, red carpet online human touch this team has been built on.

Steven Lazarin, M.A.

Associate Director,
Global Student Success Mentors
New Mexico State University Global Campus



Pittsburg State University is proud have a Student Voice Score in the top 20% of 4-year public institutions! We've always known that Pittsburg State is a special place, and EdSights allows us to hear this directly from our students!

Ashley Wadell

Director of First Year Programs
Pittsburg State University



EdSights lowers the barrier between UH West O'ahu students who need help, whether it's academic, financial, or mental health support, and the various campus services already available to them, by using AI-driven SMS to proactively reach out before an issue gets worse.

Dee Uwono

Vice Chancellor for Student Affairs
University of Hawai'i – West O'ahu



"Being named to the EdSights Student Voice Score Honors List is a powerful validation of our mission here at Grace Christian University. Being ranked among the Top 20% of our peer institutions is clear evidence that our students feel deeply supported, and there is no greater honor than knowing they confidently recommend our university to the next generation of leaders."

Melissa Moran, M.A.

Director of Student Success
Grace Christian University



Being named to the inaugural SVS Honors List is a meaningful recognition of the student-centered culture we've worked hard to build at Ivy Tech Madison. We are committed to listening to our students, understanding their needs, and creating an environment where they feel supported, connected, and empowered to succeed. Knowing that this recognition is rooted in direct student feedback makes it especially rewarding, and we are proud of the faculty and staff whose dedication helps make that experience possible every day.

Dustin Stewart

Vice Chancellor for Student Affairs
Ivy Tech Community College - Madison

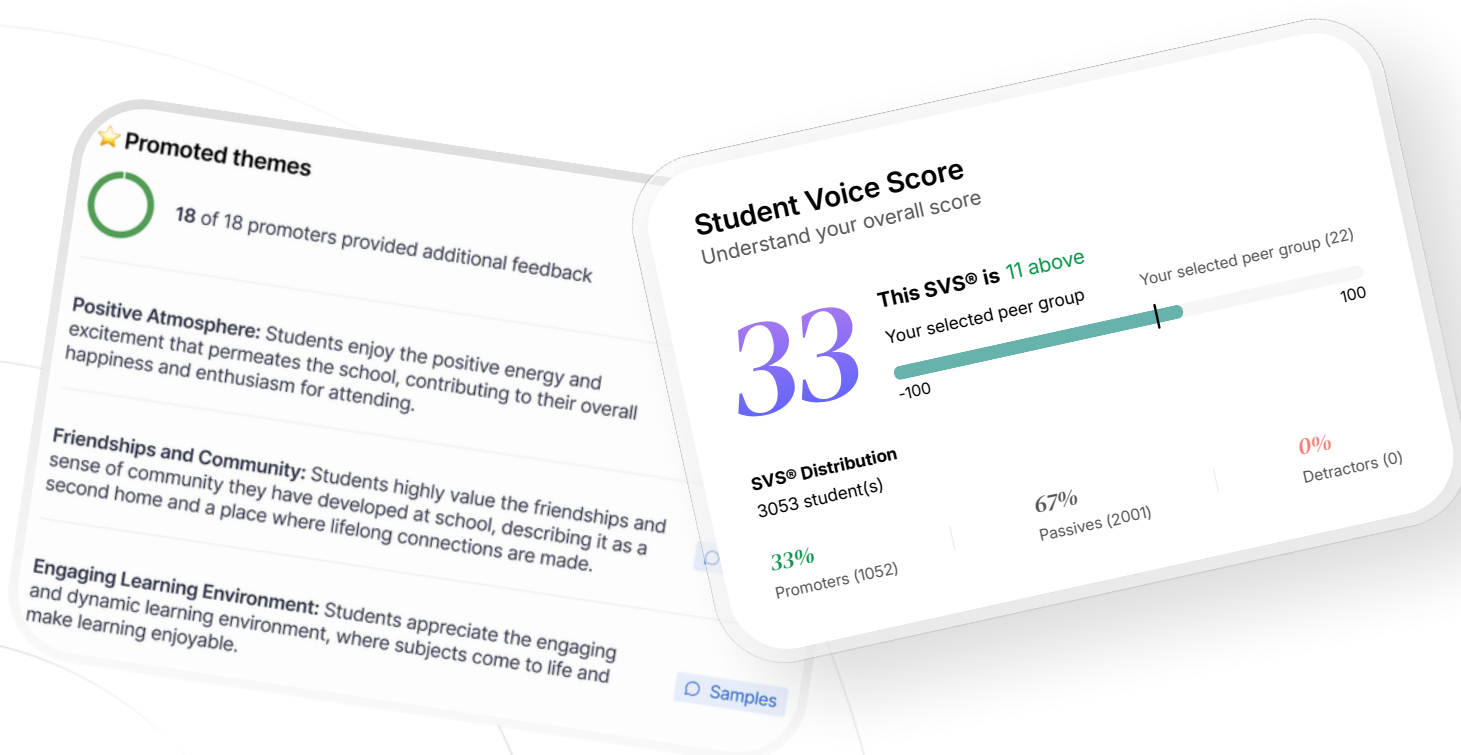
Final Thoughts

The 2026 data tells a consistent story from previous years: satisfaction rises when institutions deliver on what they promise. The institutions gaining the most ground are the ones translating their core value proposition into daily experience: 2-year publics operationalizing access and affordability, 4-year publics strengthening faculty relationships and campus belonging, and 4-year privates closing the gap between their high-touch promise and how personalized the experience actually feels for students.

At the same time, this year's data is a reminder that an improving average can mask real disparities underneath it. Student-athletes and gender-diverse students continue to report meaningfully lower satisfaction than their peers, in some sectors dramatically so, and these gaps have persisted across multiple years of reporting rather than narrowing alongside overall gains.

That combination, broad progress alongside specific, persistent gaps, is where we see the greatest opportunity for institutions in the year ahead. The SVS is not just a benchmark to track against peers; it's a diagnostic for where the student experience is and isn't matching institutional intent, down to the populations most at risk of feeling unseen. Encouragingly, the clearest opportunities for improvement are concrete rather than abstract: administrative communication, course availability, online-course consistency, housing and facilities, and cost and aid clarity are all areas where students can name exactly what fell short and what would fix it.

We look forward to continuing this work with our partners, and to seeing how these trends evolve in next year's report.



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