



Student Feedback on the University of Newcastle

SFUN

2026 Report

Look into our students' experience
at the University of Newcastle

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Student Feedback on the University of Newcastle (SFUN)

is your chance to share your thoughts and experiences about life at the University beyond the classroom. From health and wellbeing to timetabling, digital experience, and more, SFUN covers all the non-academic aspects that shape your university journey.

The results of the SFUN survey directly shape decisions and determine funding priorities across the University for the next 12 months. What you say helps improve life at uni for you and future students.

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Who responded?

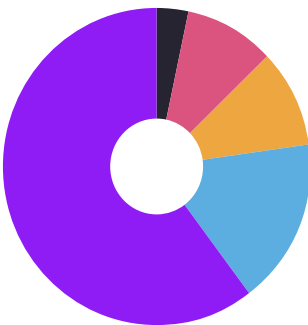
Survey responses have declined to a total of 7,556, with an engagement rate of 25.4%. It is more important than ever for students to share their feedback to ensure a diverse range of perspectives are represented.

The survey was distributed to 29,791 and was available for all students to complete including Undergraduate, Postgraduate, HDR & Enabling students studying at Callaghan, Sydney, and Central Coast campuses as well as online.

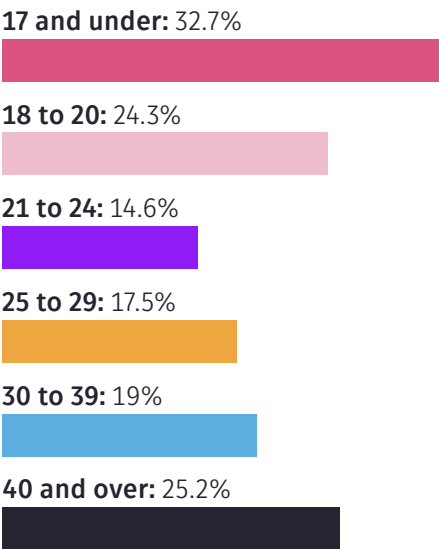
The survey ran from 23 February 2026 to 12 April 2026.

Respondents per Campus

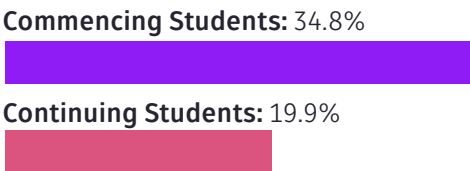
- Callaghan:** 4563 responses
- Newcastle City:** 1284 responses
- Online:** 750 responses
- Central Coast:** 728 responses
- Other Campuses:** 231 responses



Respondents per Age Group



Respondents per Commencing Status



2026 Highlights

Overall University Satisfaction remains strong at 80.9%, with nearly all services achieving a satisfaction score above 80%.

These results reflect the positive experiences of our students and the dedication of staff across the University. Most areas recorded satisfaction levels above 80%, with many showing notable improvements from 2024 to 2025. Together, these results highlight the impact of our collective efforts to listen to students, respond to their needs, and continually enhance the student experience.

Percentage Agree by Topic

Service	2023	2024	2025	2026
Safety and Security	92.8%	93.5%	93.1%	92.4%
Library	89.5%	83.3%	91.6%	92.3%
Student Events and Activities	-	71.7%	87.6%	85.6%
On-Campus Learning and Social Spaces	70.2%	80.2%	86.7%	86.5%
Academic Support Services	75.9%	80.7%	86.5%	89%
On-Campus Sport and Fitness	62.6%	70.5%	85.9%	85%
Careers Services	57.1%	68.1%	85.3%	85.8%
Student Organisations and Clubs	60.8%	70.1%	84.7%	84.3%
On-Campus Technologies	83.4%	82.2%	84.7%	87%
Online Learning Platform (Canvas)	-	-	83.7%	88.3%
Adverse Circumstances and Complaints	68.4%	68.5%	83%	89.7%

Top 4 Highest-Rated Areas

- 1 Indigenous Culture and Student Support:** 93.3% satisfaction
- 2 Student Advocates:** 92.8% satisfaction
- 3 Safety and Security:** 92.4% satisfaction
- 4 Library:** 92.3% satisfaction (8% increase since 2022)

Indigenous Culture and Student Support

Students are increasingly recognising Aboriginal and Torres Strait Islander heritage and culture within the university setting, reflecting the success of initiatives from the Reconciliation Action and Looking Ahead Strategic Plans. Notably, 84.2% of students reported learning about Aboriginal and Torres Strait Islander heritage and culture through their academic programs, an increase from 56.1% in 2021. Indigenous Student Support is also one of the highest rated areas at 93.3%, highlighting that Aboriginal and Torres Strait Islander students feel supported at University.





Student Advocates

Students report very high levels of satisfaction with Student Advocates, with an overall satisfaction rating of 92.8%. The service provides free and confidential support to help students navigate University policies, procedures, and processes. Feedback highlights the value students place on having access to this support; however, students continue to seek greater transparency, more timely communication, and increased awareness of the service and the assistance it can provide.

Safety and Security

Students continue to feel safe on campus (92.4%) and in Student Living, with many respondents highlighting the positive impact of campus security services and more specifically AHDO support staff. While these results are positive, insufficient lighting is still the number 1 concern (n=121), followed by unsafe roads or pedestrian crossings (n=109).

Students have identified specific locations in the qualitative feedback for these concerns which will be escalated to security and IFS for review.



SafeZone App

This year, the University introduced [SafeZone](#), a new safety and emergency communication system designed to help keep our campus community safe, connected and informed. Available to staff, students, contractors and visitors, the app provides a direct link to Campus Security and emergency responders, making it easy to request assistance, access wellbeing support services and receive location-based safety alerts.

SafeZone is an important part of the University's commitment to creating a safe and supportive campus environment, helping ensure people can access the information and support they need when it matters most.

Contacting Campus Security

Callaghan, Newcastle City, Central Coast and Sydney campus call: **(02) 4921 5888**

If your situation is life-threatening always call emergency services (Police, Fire, Ambulance) on **000** first, then contact Campus Security.

For more information [visit Campus Security](#).



Library

Students continue to report high levels of satisfaction with the Library, with 92.3% satisfied with the help, information, and digital resources available. Feedback highlights the Library Services team as helpful and supportive in assisting students with their academic needs.

Satisfaction with Library Spaces also remains strong at 87.3%, closely aligning with our 2025 results. This consistency reflects the Library's ongoing success in providing welcoming, functional spaces that support learning, study, and collaboration.



Biggest Improvements: Overall Satisfaction 2023 - 2026

Adverse Circumstances and Complaints increased by 21.3%.

What has changed over the last 12 months to improve experience:

- Simplified Application through [ServiceNow](#)
- Clear information available on the [University website](#)
- [Knowledge Base Article](#) including a video on the application process.



Areas for Improvement:

- 1 **Enrolment, Timetabling and Program Planner:** 61% satisfaction
- 2 **Food Services and Retail:** 63.4% satisfaction
- 3 **Placement Support:** 76.4% satisfaction



Enrolment, Timetabling and Program Planner

Satisfaction with student admin tools like Enrolment, Timetabling and Program Planner has declined.

Students were asked to choose what would improve **timetabling**. Response numbers are as follows:

- Increased range of times of classes (n=1788)
- Increased availability of courses throughout the year (n=1163)
- More information (n=877)
- Increased system accessibility (n=872)
- Increased availability of courses at other campuses (n=712)

Program Planner continues to cause concern. Students find the systems confusing and hard to use, especially on mobile devices. Many prefer the old PDF format, not because they resist change, but due to usability issues of the new system. Suggestions included clearer information on course availability, better support for complex degree programs, and alerts for enrolment errors.

We're taking action to make enrolment, timetabling and course planning easier and more connected.

We're making it easier for students to manage their studies through smarter, more connected systems. This is a long-term commitment with ongoing investment that will be delivered over the next five years, with improvements already underway, including:

- **Better-connected systems:** Integrating Program Planner with myUni Enrolment so students can plan courses and transfer them directly into their enrolment cart.
- **Improved UX & UI:** Updates in May 2026 delivered usability improvements and bug fixes, with new features in development including auto-generated degree plans and more visual study planning tools.
- **More support:** Student Admin support sessions are available, and the Student Progression team are proactively helping students with enrolment issues.
- **Clearer guidance:** We're expanding resources and communications to help students better understand course planning, enrolment requirements, and study options.
- **Earlier timetables:** With the Academic Calendar confirmed three years ahead, timetables can be released up to 12 weeks before term starts, allowing students more time to plan.
- **Greater flexibility:** From 2027, selected courses will continue to be offered in the Midyear Session, creating more study options and opportunities to accelerate program completion.

Food Services and Retail

Student satisfaction with Food Services and Retail sits at 63.4%.

Over the past few years, students have consistently raised concerns about the cost and quality of food on campus. In 2026, more than 60% of students felt campus food was more expensive, and 44% believed it was lower quality than external alternatives.

We're taking action to provide affordable food options for our students.

Eating well at university shouldn't cost a fortune. [Sustain Me](#) was designed specifically for students to provide affordable, nutritious and sustainably sourced meals, helping to address the rising cost of living while making healthy food more accessible across our campuses.

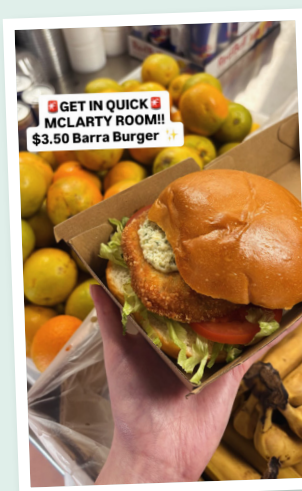


Partially funded through the Student Services and Amenities Fee (SSAF), **Sustain Me offers meals for as little as \$1.50**, with most menu items no more than **\$11.00**. Affordable food is available to all students at **Callaghan, NUspace** and **Gosford**.

Since launching in mid 2026, the program has delivered significant benefits for students with more than 3000 subsidised meals sold to date.

The program has expanded in Semester 2 and Trimester 3 2026 by partnering with popular campus food outlets to offer student favourites at heavily subsidised prices, ensuring affordable options are available where students already eat and study. It's expected impact over this time is:

- Over 30,000 meals projected annually.
- More than 2,000 meals projected each week.
- Over \$200,000 in projected student savings per semester.





Placement Support

Overall satisfaction with Placement Support was 76.4%.

This is a new section in the SFUN survey drawing attention to an area that was identified in written feedback from previous SFUN surveys. Students seek greater support finding placement, more timely information and greater flexibility.

We're taking action to ensure students feel supported through placement.

Every undergraduate student at the University of Newcastle student completes a [career-ready placement opportunity](#), and a range of support services are available to help students prepare for, secure and succeed in placement. Support is available through the [Careers Service](#), [Professional Experience Units](#), [Course Coordinators](#), Industrial Experience Coordinators and [Placement Coordinators](#).

Each College also has a dedicated [Professional Experience Support Coordinator](#), providing students with an additional point of contact for guidance and assistance throughout their placement journey.

To make these services easier to access, we're working closely with our Colleges to increase awareness of placement support through targeted communications and student information campaigns. Our goal is to ensure students know where to find help and feel confident reaching out at any stage of their studies.

We also recognise that placements can bring additional personal, academic and financial pressures. Beyond placement-specific support, students can access a range of wellbeing, counselling and support services through [Student Wellbeing](#) whenever they need them.



Student Services and Amenities Fee (SSAF)

The [Student Services and Amenities Fee \(SSAF\)](#) is a compulsory fee that contributes to the non-academic services at the University, such as health and wellbeing support services, employment and career advice, sporting and recreational activities and campus life activities.

Each year, the University consults with students and student representatives to inform decision making on spending SSAF funds for the following year and beyond. In doing so, we ensure that we receive direct feedback from all student cohorts, across all campuses and study modes to get insight into student preferences for services.

Top Priorities have remained consistent over the last three years:

- 1 Providing food and drink** (1897 votes)
- 2 Help obtaining employment or career advice** (1460 votes)
- 3 Promoting health and welfare** (1390 votes)

Full ranking of SSAF preferences





What we do with the results

The results from the SFUN survey helps inform decisions, identify areas of improvement, and drive change at the University of Newcastle. Feedback helps to improve our facilities, services, and programs, and ultimately provide our students with an even better university experience.

Previous years' SFUN results initiated projects and programs like increased study spaces on campus, improved internet connectivity, and better access to food and beverages on campus.

All survey responses are kept separate from identifying information. If you want to know more, have a read through the [Participant Privacy Policy](#).

Give feedback anytime!

Students can continue to provide feedback on the University of Newcastle through the [UNSA Student Representative Council \(SRC\)](#), or via the feedback tab in [AskUON](#).