

The top half of the page features a vibrant, abstract graphic design. It includes a light teal background with various elements: a blue triangle on the left, a purple semi-circle, a pink wavy line, a blue circle, and a green circle. A central graphic consists of a series of concentric, wavy lines in shades of teal and purple, resembling a stylized face or a sound wave. The overall aesthetic is modern and energetic.

2023 REPORT

SFUN

**STUDENT FEEDBACK
ON THE UNIVERSITY
OF NEWCASTLE**

A look into your experiences on campus

surveys@newcastle.edu.au

STRATEGY, PLANNING AND PERFORMANCE
STUDENT & STAFF INSIGHTS

The bottom right corner of the page features a graphic of concentric, wavy lines in a light teal color, mirroring the design elements seen in the top left.



What's SFUN

The **Student Feedback on the University of Newcastle (SFUN)** is your opportunity to give feedback on your experiences at the University of Newcastle.

It covers all the non-academic aspects of university life like health and wellbeing, timetabling, transport, events, communication and much more!

The survey ran from **20 March - 7 May 2023**.



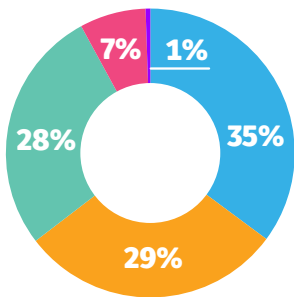
Your feedback makes a difference and will help shape changes and improvements on campus

Who responded?

We sent the survey out to **28 345** Undergraduate, Postgraduate, HDR & Enabling students studying at Callaghan, Sydney, and Central Coast campuses as well as online.

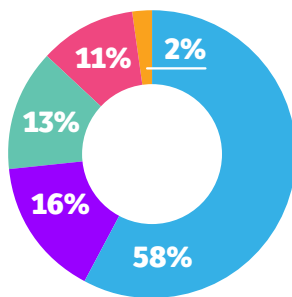
34.5%

of students responded



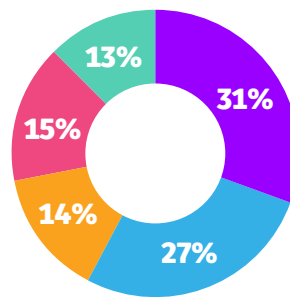
College

- Academic Division
- Health, Medicine & Wellbeing
- Engineering, Science & Environment
- Human & Social Futures
- International Students



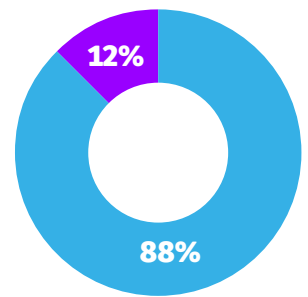
Campus

- Callaghan
- Distance / Online
- Newcastle City Precinct
- Central Coast Campus
- Other



Age

- 20 and under
- 21 to 24
- 25 to 29
- 30 to 39
- 40 and over



Citizenship

- Domestic
- International

2023: A word from the VC...

Our University is committed to delivering an outstanding student experience. We want our students to graduate with the skills to be competitive in the workforce and make connections that will last long after they leave universities. For that reason, I thank everyone who participated in the survey this year.

Your feedback is taken seriously and drives real change for students. We are continuously working to improve the student experience for you. I am pleased to see we have made progress in areas like campus environment and safety, and our libraries.

This year we have heard your suggestions of where you would like to see improvements, such as better campus food and beverage options, and more quiet study spaces across our campuses. We will continue to work on these areas to further enhance your student experience.



Aboriginal & Torres Strait Islander Cultures

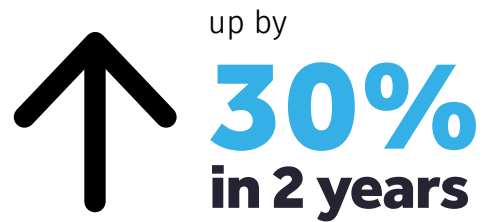
The [2022 - 2025 Stretch Reconciliation Action Plan](#) recognises the important role that we as individuals, as an organisation and as a community have to play in creating a more just and equitable future for all.

The RAP directly aligns with the University's Indigenous Commitment in the Looking Ahead Strategic Plan 2020 -2025.

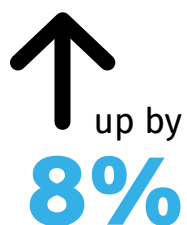
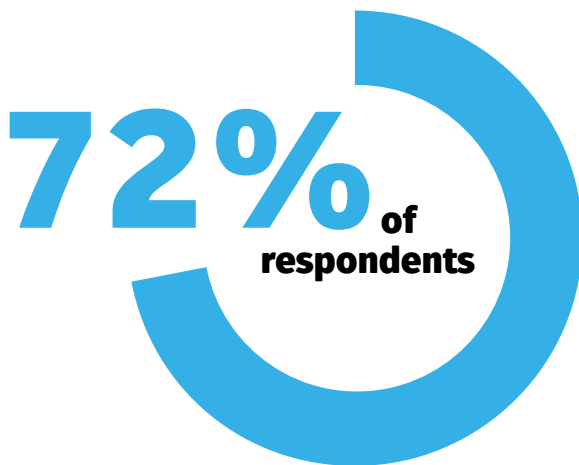
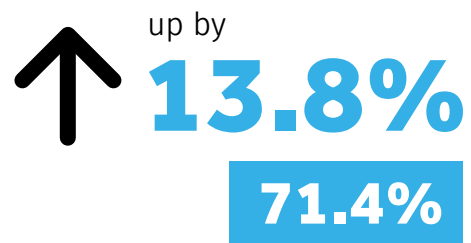
We are proud of the continuing improvements that students are reporting regarding Aboriginal and Torres Strait Islander recognition in their university experience.

We encourage you to learn more about 120 actions embedded in the RAP, and the ongoing commitment we share in reconciliation.

Awareness of Aboriginal and Torres Strait Islander culture around our campuses



References to Aboriginal & Torres Strait Islander languages



have been exposed to knowledge about Aboriginal & Torres Strait Islander cultures through their programs

(References in course and learning materials)

Internal and external displays of Aboriginal Culture



Internal 82.2%

External 78.6%



Campus Experience

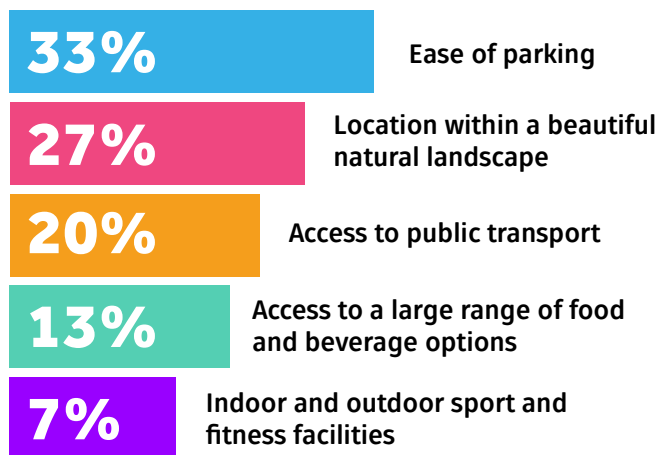
Students on campus said they want a wide range of experiences at uni, including opportunities to engage with future employers.

Our results showed social opportunities are a higher priority for Callaghan students than students at other campuses.

Ease of parking, improved food options, food trucks & BBQs, and convenient, suitable private study spaces are the main things that students said would encourage them to spend more time on campus..

Top 5

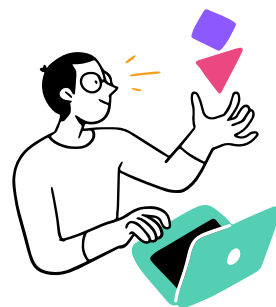
What is most important to you on campus?



7 out of 10



Students that responded are satisfied with their overall student experience



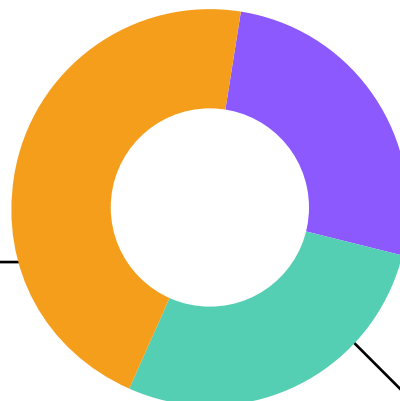
83%

are happy with the on-campus learning technologies

Top 3

What would encourage you to spend more time on campus?

1  Ease of parking



2  Better coffee and food options

3  Food trucks and BBQ

Security & Safety

Students are feeling safer on campus than ever before. For 2023, 92.8% of SFUN survey respondents agreed that they felt safe in our campus environment. This number has been steadily rising from 84.8% in 2019.

We have also seen a significant reduction in the numbers of respondents feeling concerned about sexual assault or sexual harassment on campus, with this number dropping from 766 respondents in 2021 to 179 in 2023.

While these results are positive, 264 respondents still have concerns about insufficient lighting. This is the top concern on campus and top three for off campus concerns.

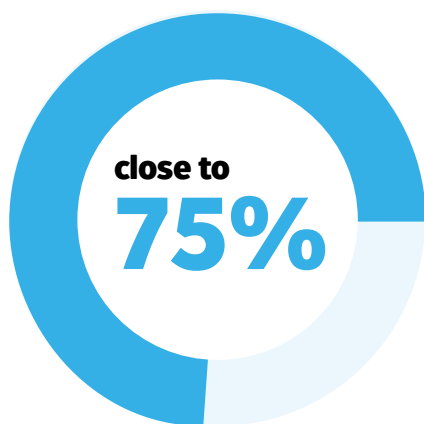
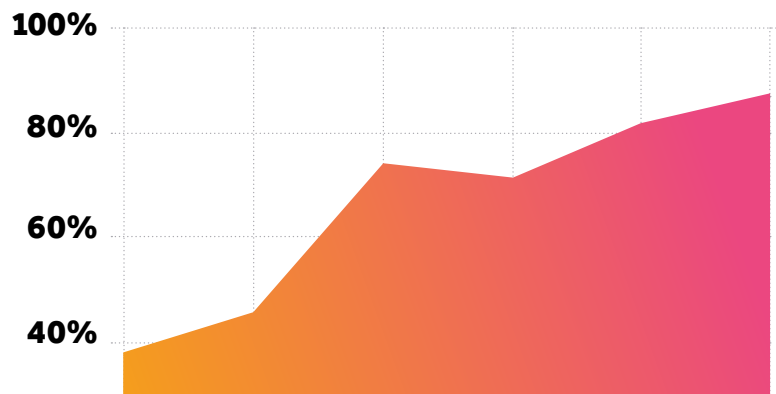
92.8%

of survey respondents reported that they feel safe whilst on campus



The helpfulness and approachability of Campus Security staff increased by

↑ up by **50%** over 5 years



of students that responded say that they know how to contact Campus Security

↑ up by **10%**

Contacting Campus Security

Callaghan, Newcastle City, Central Coast and Sydney campus:

(02) 4921 5888

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

Places & Spaces

Places and spaces includes data on campus cleanliness, getting around campus, study and quiet spaces, social spaces and the availability of spaces outside of regular hours.

90.6%

of students believe their campus is clean



up by

4%

60%

of students are satisfied with the number of places to socialise with friends on campus

up by
↑ 10%

however...

Overall satisfaction with campus learning and social spaces

down by
↓ 5% **70%**



Central Coast

↑ 20%

Environmental Sustainability Initiatives



82%

↑ 10% up by

satisfaction with the University engagement in environmental sustainability initiatives

63%

↑ 7% up by

agree that environmental sustainability is evident in the content of courses and programs

Food, Beverage & Retail

Hungry for knowledge and hungry for, well, food. We received 325 comments about food and beverage offerings on campus, and the message is clear. Students want affordable, healthy food.



80%

of students are satisfied with the access to fresh drinking water

75%

of students are happy with the access to shared microwaves

only

47%

of respondents are satisfied with food and beverage on campus

68%

are happy with the access to instant hot water

They identified **quality and price** as the main issues

Top 3

What **retail business** would you like to see on campus in the future?



What we're doing

During semester, a "pop up" vendor organised by our NUservices team delivers food and beverages at NUspace. The team are currently working with the University's Infrastructure and Facilities Services team to install a new cafe, and are seeking expressions of interest for the tenancy area.

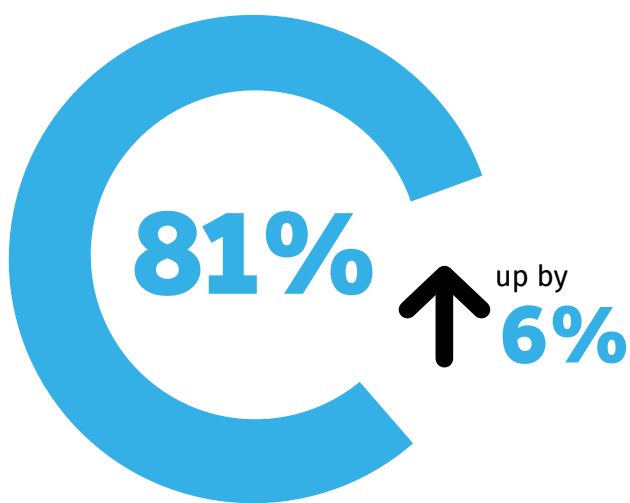
IT & Digital Learning

As technology evolves, so does the learning experience. This year, satisfaction with Digital Learning Technologies and Canvas have jumped up, as well as student respondents who agree the University delivers what's expected from a modern organisation.

87%

of students agree that the University provides the digital experience expected of a modern organisation

↑ up by **6.3%**



of overall satisfaction with Digital Learning Technologies



↑ **15%**
more students are happy with Canvas **62%**

however...

All other learning technologies had a **decrease in satisfaction**

Including lecture capture technology (video and sound quality)



79%

of students report that the University offers equitable access to technology for all students

73%

of students are satisfied with the free or subsidised Software and Hardware available (Student Advantage Program)

Health & Wellbeing

Over the course of your uni journey, you might need to use a range of health and wellbeing services. While more students are satisfied with some elements of these services this year, they want more information and better access to them.

60%
of students who
responded are satisfied
with AccessAbility services

↑ up by
9%

63.7%
Satisfaction with the
Consent Matters module

↑ up by
10%

What we're doing

Our student wellbeing online resources and communication will be updated, simplified, be in accessible formats and made more readable.

We're also building and executing a 6 week student wellness program focusing on the benefits of physical movement to mental and physical wellbeing. The program will involve small group training to also highlight the importance of social connections with physical movement.

69%

Overall satisfaction

↓ down by
1%

Low satisfaction with student wellbeing services including financial support, chaplaincy, Campus Care and online counselling.

Students are seeking more information & better access to services

Find out about services available
newcastle.edu.au/support



University Library

A second home for uni students, the Library has jumped up in student satisfaction this year. While the vast majority of students are happy with Library spaces and services, we're always looking for feedback on how we can do better.



89%

of students are satisfied with the 24/7 areas

75%

of students are happy with the Library Canvas Modules

90%

Overall satisfaction

↑ up by **6%**

88%

of students are satisfied with silent study zones

however...

They commented that **quiet spaces** were often **crowded and noisy**

Respondents commented that recent changes to the **Library search** had a **negative impact** on usability and search functionality.

What we're doing

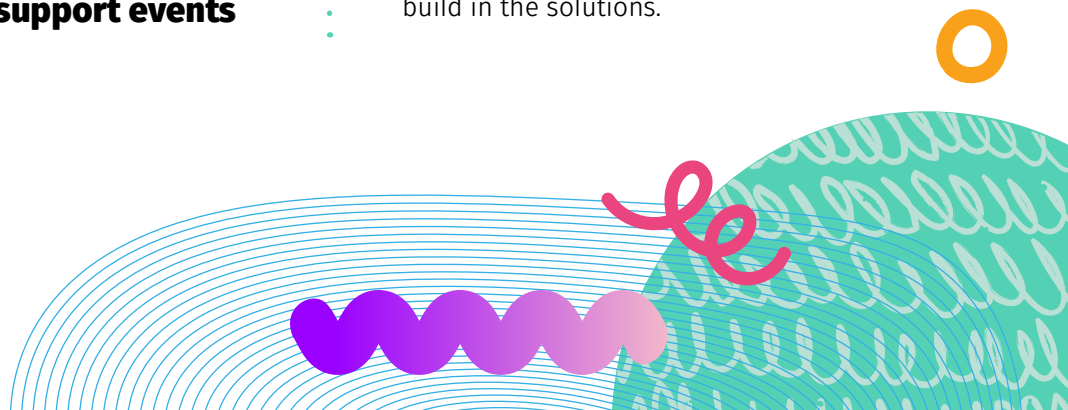
Library Search optimisation will be undertaken taking a user-centred and user-informed approach to deliver an interface and search results ranking that meets the expectations of students. It will involve focus groups with students to unpack the issues and then in-house development on the Library Search to build in the solutions.

87%

of students are satisfied with group work areas

83%

of students are happy with the Library student support events



Student Services & Amenities Fees (SSAF)

In 2011, legislation was passed allowing universities to charge a fee for student services and amenities of a non-academic nature. The fee may be spent by higher education providers on items such as sporting and recreation activities, employment & career advice, child care, financial advice and food services.



How you want to spend your SSAF



What we're doing

The SFUN survey is one way you are able to express how you would like your SSAF fees allocated. The allocations are based on balancing student need and the preferences of student cohorts.

For previous SSAF allocation reports and further information about the fees and legislation, you can follow the links below.

www.newcastle.edu.au/ssaf



THANK YOU

for your contribution to the student
feedback on the University of Newcastle



You speak. We listen.

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