



Student Feedback on the University of Newcastle

SFUN

2024 Report

Look into our students' experience at the University of Newcastle

Report published by:

Strategy, Planning and Performance

Student and Staff Insights

surveys@newcastle.edu.au

CRICOS Provider 00109J



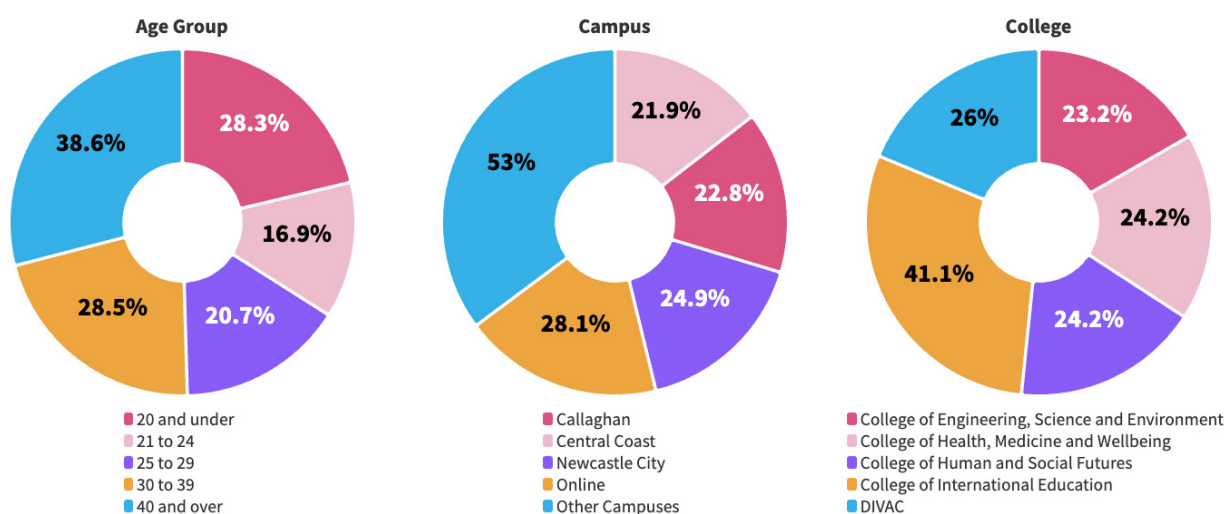
**FEEDBACK
MATTERS**



33.3% of students participated in the SFUN survey

We sent the survey out to 28 854 Undergraduate, Postgraduate, HDR & Enabling students studying at Callaghan, Sydney, and Central Coast campuses as well as online.

The survey ran from 25 March to 5 May 2024.



75.6% overall satisfaction

Up 5% since 2023

This year SFUN has achieved its highest overall satisfaction at 75.6%, an increase of 5% from last year. We saw improved satisfaction across most areas. Your feedback will continue to help us implement change and improvements to our campus experience.

TOP 3

- Safety on Campus **94%**
- Library (average) **83%**
- Digital Learning Technology **83%**

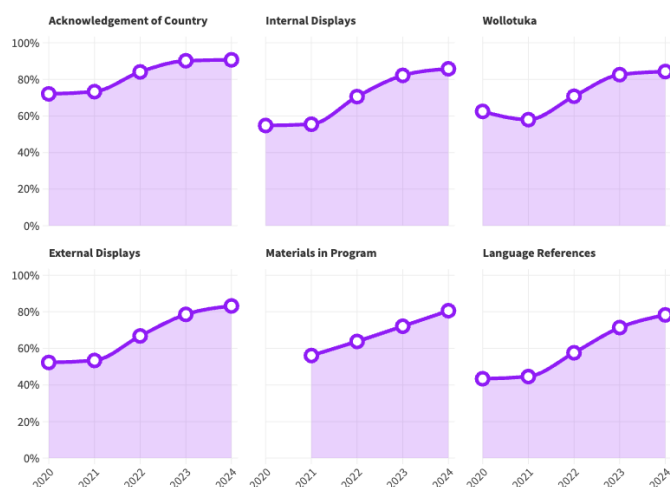
BOTTOM 3

- Program Planner **62%**
- International Student Support Services **67%**
- Timetabling and Enrolment **68%**



Indigenous strategy

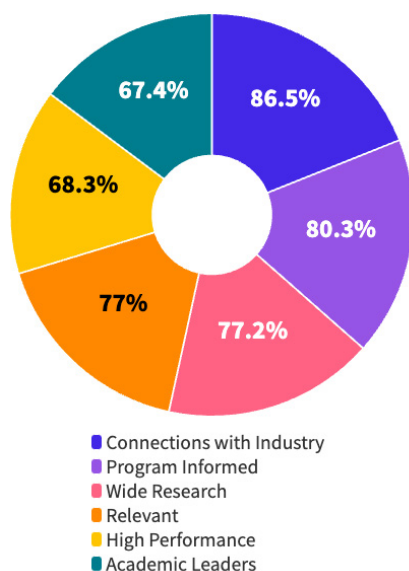
80.6% of students who responded have been exposed to knowledge about Aboriginal and Torres Strait Islander cultures through their program.



Campus environment

Our reputation

Connections with Industry are the most important factor for students regarding our global research reputation.



Campus location

Our students have indicated no clear preference for a suburban or city campus – only that the majority do not feel strongly either way.

What this means: Our campuses, courses and support services need to be able to meet student needs regardless of where a student lives, works and studies.

On-campus spaces

Overall there was a drop in satisfaction with on-campus learning and social spaces. Students were least satisfied with 24-hour spaces.



TOP 3

Ratings for an ideal campus:

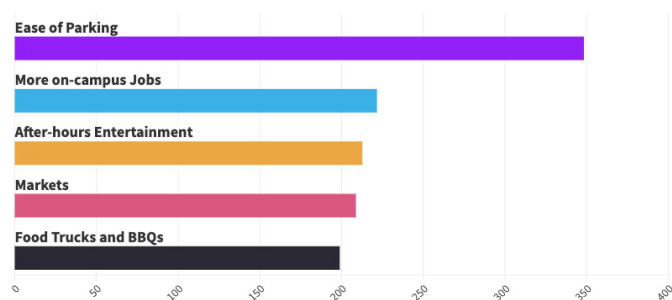
- Ease of parking
- Location within a beautiful, natural landscape
- Access to Public Transport

Student organisations and clubs

Overall satisfaction has increased from **59.4% in 2023** to **70.1% in 2024**.

TOP 5

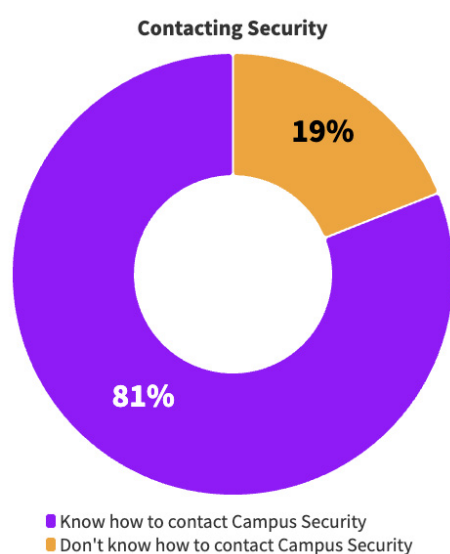
Things that would encourage our students to spend time on campus:



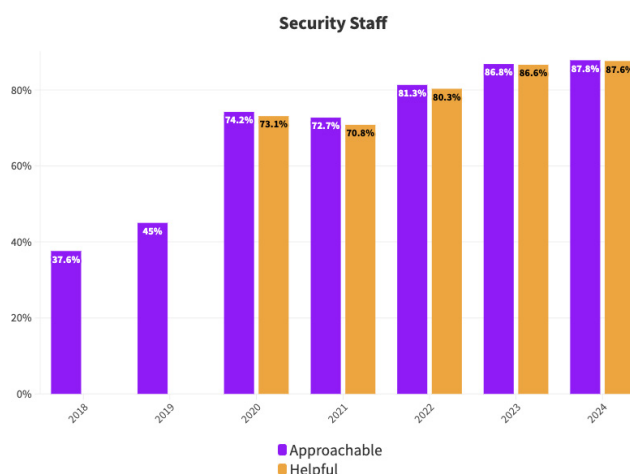
Security and Safety

81% of students who responded say that they know how to contact Campus Security.

Increase of 5% from 2023



The helpfulness and approachability of Campus Security staff **up by 50% over 6 years**.



93.5% of survey respondents reported that they feel safe whilst on campus.

Increase of 0.7% from 2023

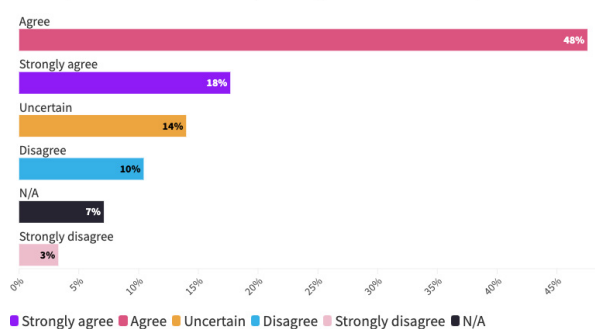
Food and Beverage

66%

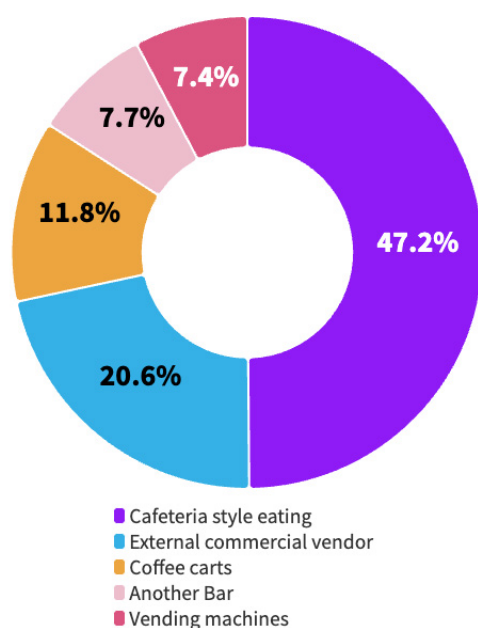
Overall satisfaction of food, beverages and retail on campus.

Up by 19% from 2022

Overall, I am satisfied with food, beverages and retail on campus



47.2% of students who responded support for a cafeteria, followed by another commercial vendor (**20.6%**).



More options

Students said they wanted access to and more options for those with dietary requirements (gluten free).

Comparable price and quality

You've told us that the price and quality of on-campus food and beverages are generally about the same compared to off-campus retailers.



\$12 or less

The price that students are willing to spend on a meal for it to be a regular purchase. Students report that better food options will encourage them to spend more time on campus.

However ...

There is low support for a restaurant or vending machines. Students are only likely to use vending machines for drinks and snacks.



Careers

68.1% of students express an overall satisfaction of Careers Services.

Up by 9.6% since 2023

FOCUS AREAS

Our focus areas for next year include extra-curricular activities such as:

- UniCrew Student Volunteering
- iLEAD - Student Leadership Program
- Employability Excellence Awards

Learning experiences

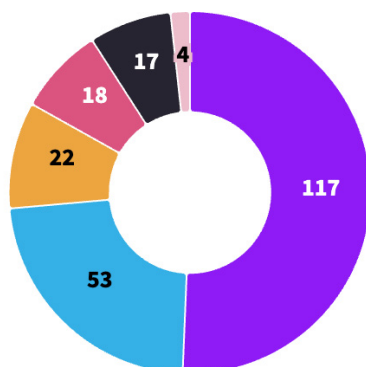
The majority of students wanted to see the same amount or more of all items. Career Readiness focus, Career-Ready Placements and employment opportunities are the most sought after learning experiences.



Health and Wellbeing

Accessing our services

More than twice as many students prefer face-to-face appointments over telehealth (Zoom) sessions when seeking Counselling and Wellbeing advice.



- Face-to-face appointments
- Telehealth (zoom or phone) appointments
- Online videos
- Face to face workshops
- Online written content
- Presentations embedded within course content

85.7%

Students agree that the Consent Matters module provided useful information regarding matters of sexual consent and respect.

Up 22% since 2023



Low satisfaction

with Financial Wellbeing Services rating at **34%**.



IT and Academic Support

IT and digital learning technologies

88.5% of students agree that the University provides the digital experience they expect from a modern organisation.

Up 1.5% since 2023



80.5% of students are satisfied with the free or subsidised access to Software and Hardware.

Up 7.2% since 2023



82.2% of students agree that the University offers equitable access to technology for all students.

Up 2.9% since 2023



Academic support

Improved satisfaction

The results show an improvement on overall satisfaction of our Academic Support services.

Up 4.8% since 2023

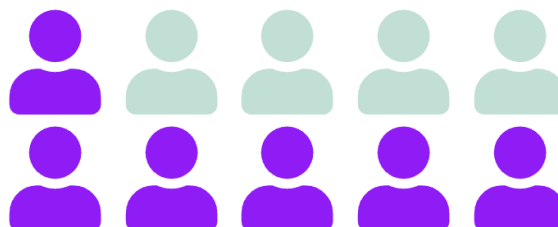
But...

We've seen a drop in satisfaction amongst individual services, particularly PASS.

6 out of 10 students

were satisfied with Program Planner **(61.7% satisfaction)**. However some students reported that it was not easy to navigate, not user friendly and they did not find the 'How to' guides useful.

■ Satisfied ■ Dissatisfied



Student Services and Amenities Fee (SSAF)

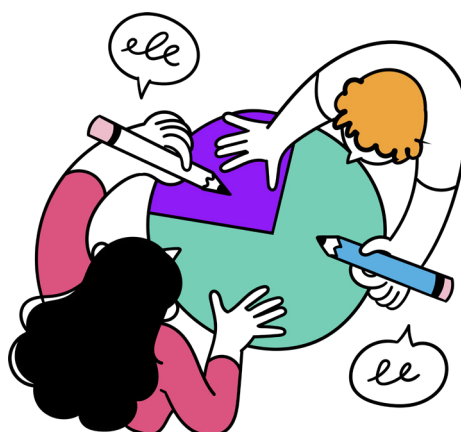
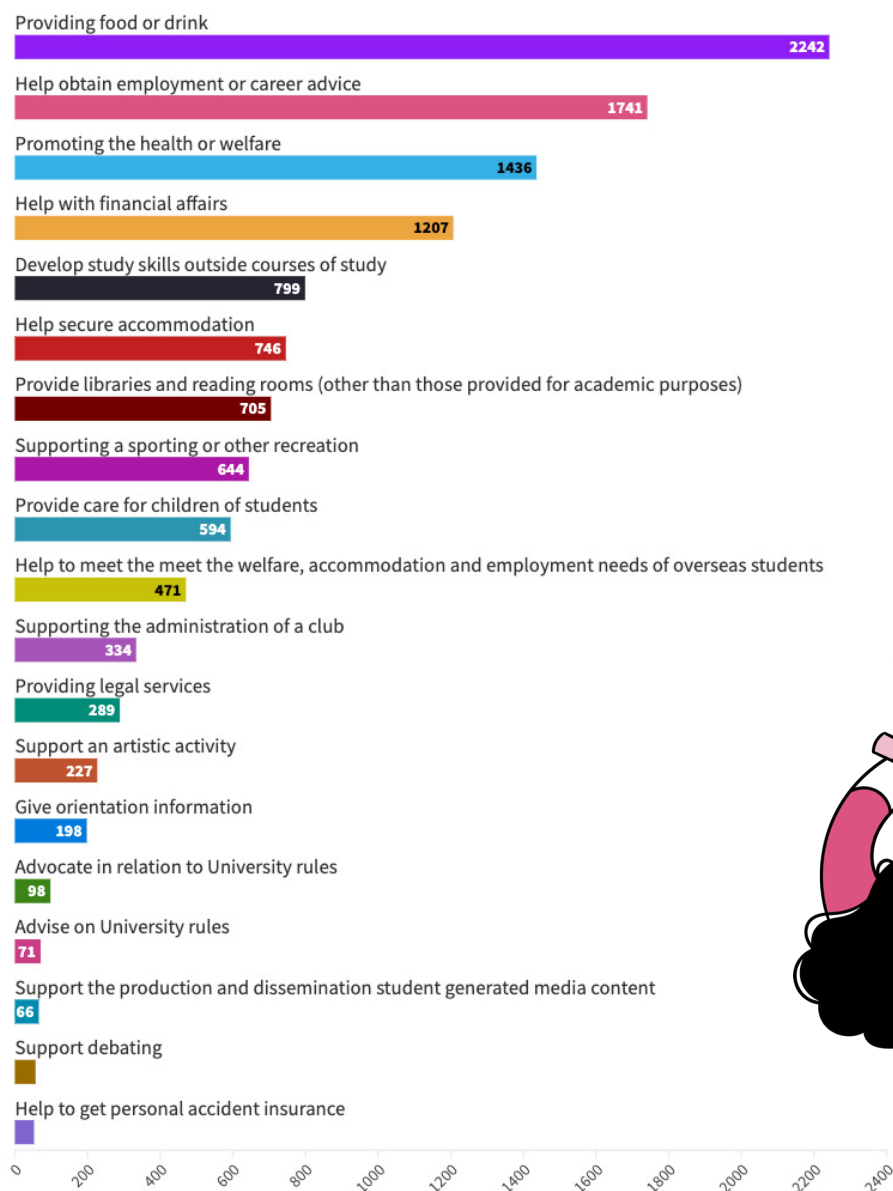
Top 3 priorities

- 1st:** Providing food and drink
- 2nd:** Help obtaining employment or career advice
- 3rd:** Promoting health or welfare

This suggests...

Cost of living pressures are being felt by students - which is reflected in how they want their SSAF funding spent.

Student ranking of SSAF funding allocation





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](#).