



Student Feedback on the University of Newcastle

SFUN

2025 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

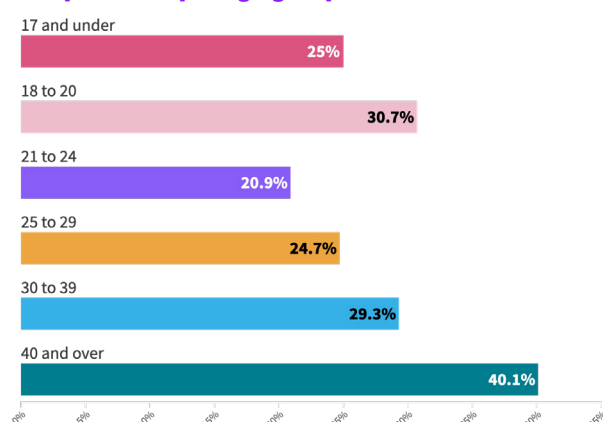


This year achieved a record-breaking response rate, with 36.9% student engagement and a total of 11,160 responses submitted.

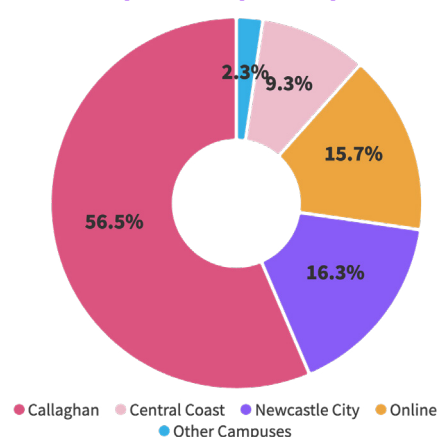
We sent the survey out to 30,217 Undergraduate, Postgraduate, HDR & Enabling students studying at Callaghan, Sydney, and Central Coast campuses as well as online.

The survey ran from 24 March to 18 May 2025.

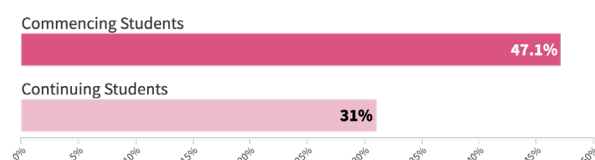
Respondents per age group



Respondents per campus



Respondents per commencing status



83.6% overall satisfaction

Up 7.2% since 2024

This year SFUN has achieved it's highest overall satisfaction at 83.6%, an increase of 7.2% from last year. The results show that most areas reported over 80% satisfaction, with many showing notable improvements from 2024 to 2025. These results are a testament to the incredible work happening across our University.

TOP 3

- Safety and Security **93.1%**
- Library (average) **91.6%**
- Personal Support Services **90.2%**

KEY AREAS FOR IMPROVEMENT

- Program Planner **66.3%**
- Food Services and Retail **67.4%**
- Enrolment, Timetabling, and Exams **69.5%**

2025 Key Highlights: Overall Experience

As a new initiative in 2025, students were asked to rate their university experience. The results were overwhelmingly positive, with more than 80% rating their experience as either Excellent or Good.

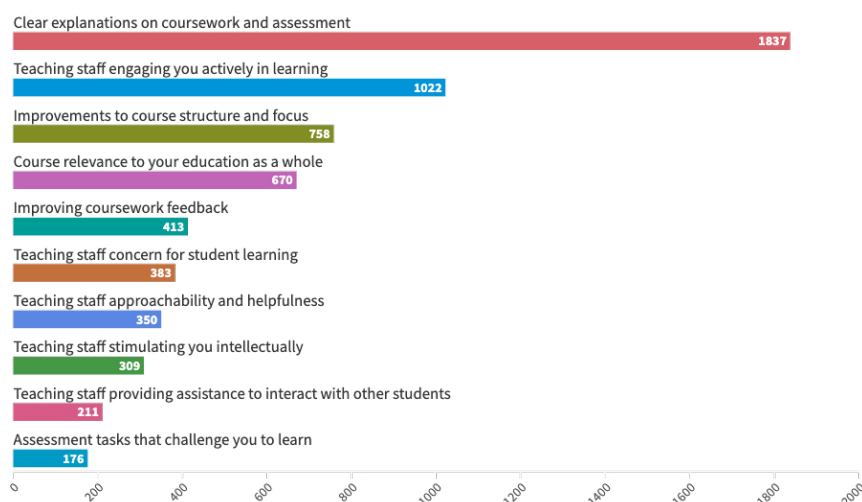
Those that said their experience was 'Good', 'Fair' or 'Poor', identified the single most important element that could improve their experience:

Non-academic Priority Areas: on-campus access to food and beverages. followed by the enrollment process.

Academic Priority Areas: Clearer explanations of coursework and assessment requirements, followed by Increased engagement from teaching staff in the learning process.

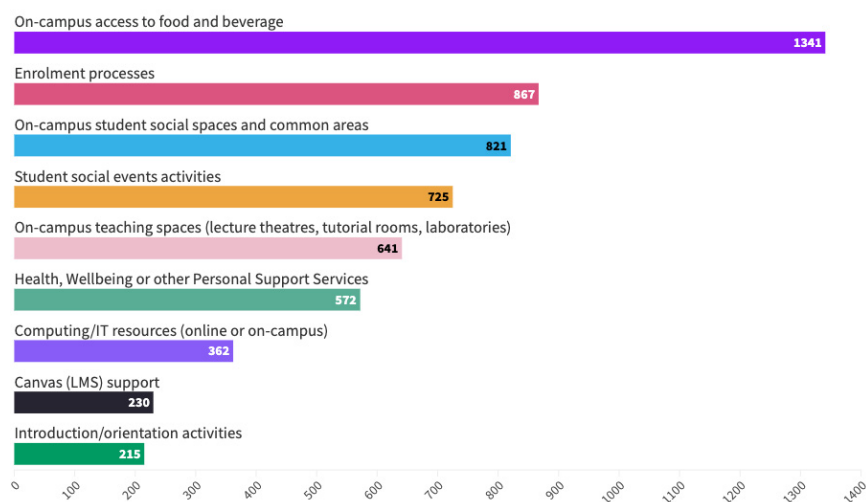
Academic Priority Areas

Top focus areas to improve overall experience



Non-Academic Priority Areas

Top focus areas to improve overall experience



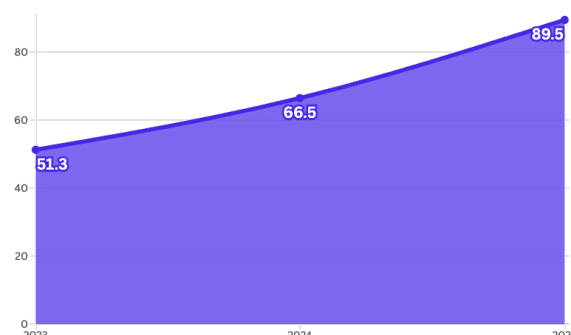
Biggest Improvements: Overall Satisfaction 2023 - 2025

INTERNATIONAL STUDENT SUPPORT SERVICES

Increased by almost 40% over last 3 years.

Over the last 12 months, International Student Support Services has actively worked to improve the student experience through:

- **Improved visibility and availability:** The International Student Drop-in Service is purposefully located where our international students are to make it easier for them to seek advice and support. A direct appointment booking system exists for international students to ensure availability for one-on-one private consults with International Student Support Officers.
- **Increased Engagement:** the International Student Support team collaborates with academic and professional staff to share expertise and advocate for the needs of international students, providing a central point of contact for students and staff so that we improve student outcomes and strengthen our cultural capability.
- **Building Community:** NUmates provides opportunity for international students to create social connection and friendship and has more than 1000 international students in the program.

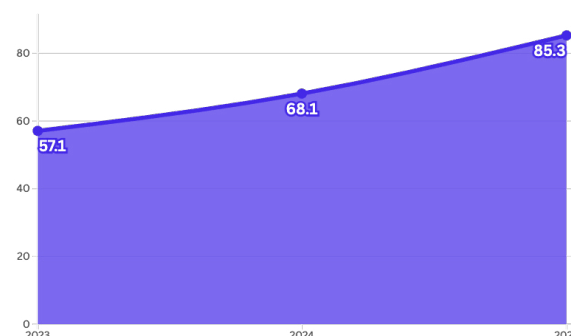


CAREERS SERVICE

Increased by almost 30% over last 3 years.

Over the last 12 months, Careers Service has actively worked to improve the student experience through:

- **Peer Engagement:** Career Peers deliver short in-class talks at the start of each semester, boosting student awareness and engagement through relatable, peer-led support.
- **Events Strategy:** A mix of large and cohort-specific events effectively connects students with industry, drawing strong attendance.
- **Canvas Modules:** Tailored Career-ready Placement modules help students navigate placements and develop their professional identity and employability skills.

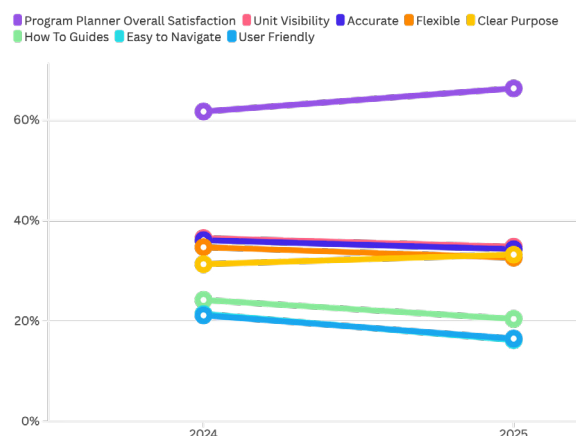


2025 Key Areas for Improvement

PROGRAM PLANNER

Satisfaction with the Program Planner improved slightly in 2025, but key features like navigation, accuracy, and ease of use remain poorly rated.

- Unit Visibility: 35% (down 2%)
- Accuracy: 34% (down 2%)
- Flexibility: 33% (down 2%)
- User Guides: 20% (down 4%)
- Navigation: 16% (down 5%)
- Ease of Use: 17% (down 5%)



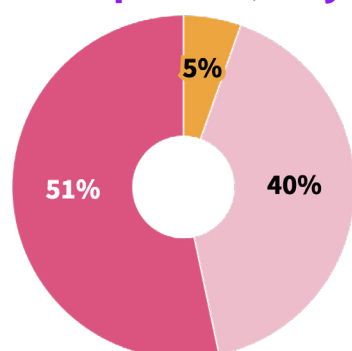
In response to your feedback we are updating user guides to increase clarity on system operations, increasing academic training sessions and making improvements to Pathway selection.

FOOD SERVICES AND RETAIL

Student satisfaction with Food Services and Retail rose 20% between 2023 and 2025, reflecting positive changes. However, the area still has room for improvement.

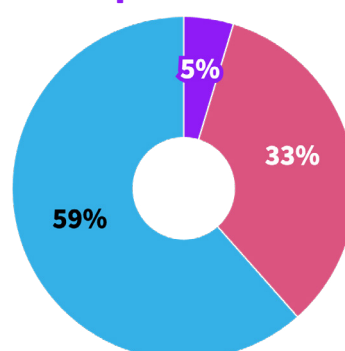
Over the past three years, students have consistently raised concerns about the cost and quality of food on campus. In 2025, almost 60% of students felt campus food was more expensive, and almost 40% believed it was lower quality than external alternatives.

Comparable Quality



- Better (often better + consistently better)
- About the same
- Poorer (much poorer + poorer)

Comparable Price



- Less expensive (Much less + less)
- About the same
- More expensive (much more + more)



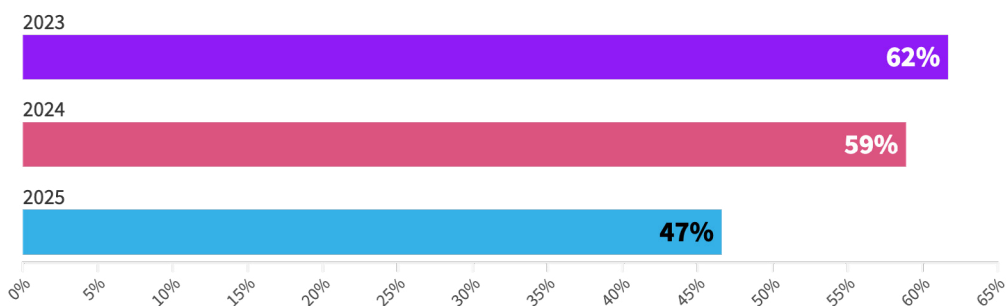
In response to student feedback new options are coming. Get ready for the grand opening of Wabi Sabi, a fresh new food outlet at Callaghan campus. Plus, Bar on the Hill has dropped the price of toasted sandwiches by 25%.

ENROLMENT AND TIMETABLING

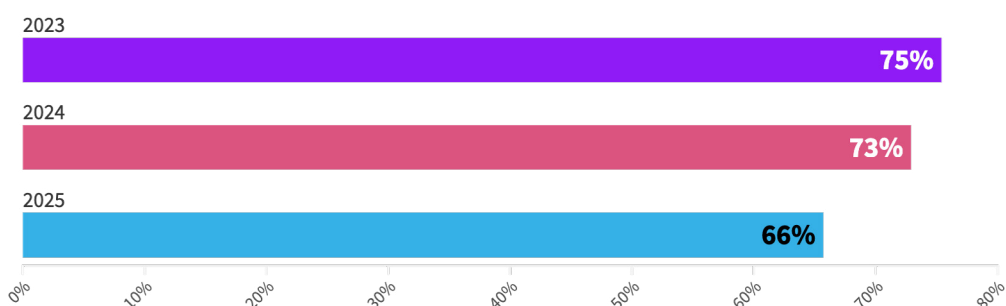
Overall satisfaction with **Timetabling** and **Enrolment** has seen a slight increase, rising from 67.6% in 2024 to 69.5% in 2025. However, satisfaction with the associated platforms, **MyHub** and **MyTimetable**, has steadily declined over the past three years. When asked what would improve their experience with Timetabling and Enrolment, students highlighted the following priorities:

- A wider range of class times available on the timetable.
- More detailed information about the enrolment process.
- Clearer information about how timetabling works.

MyTimetable Overall Satisfaction



MyHub Overall Satisfaction



A new timetabling system for staff has gone live, which will make the process more efficient in the future. This, along with enrolment and student-facing system changes, will enable the University to create more student-friendly timetables.



Hot Topic: Generative AI

78%

of students identified that they were at least somewhat familiar with **Generative AI**.

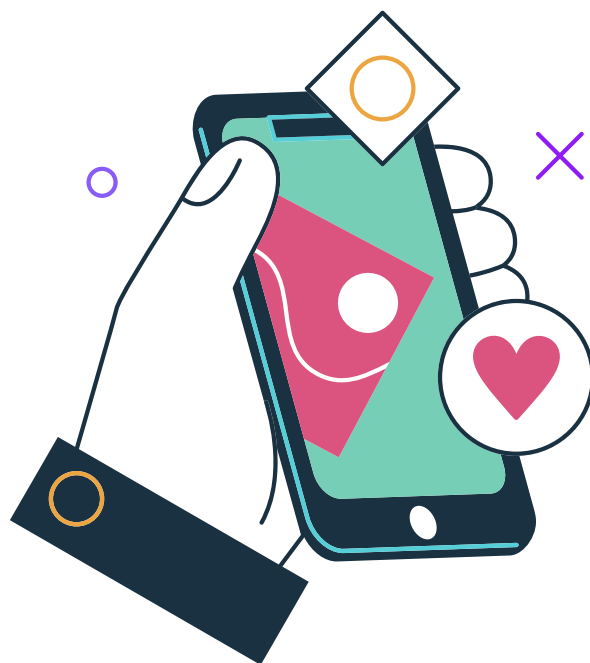
but...

65%

of students reported that they never or rarely used these tools in their university studies.

Of those that use GenAI tools, they use it for:

- Generating ideas and examples (e.g. brainstorming)
- Explaining complex concepts
- Summarising notes, readings or other materials.



56% of students were concerned that they would be penalised for using GenAI tools

While most students felt that the University provided adequate guidance in how they can use GenAI for their studies (67%) and assessments (68%), almost half identifying that they require training (46%) additional training.

Comments showed that there was a clear sense of apprehension about the ethical implications of using such tools. While some students acknowledged feeling pressure to use generative AI to keep up academically, they also voiced worries that doing so might compromise the integrity of their learning experience.

Students suggested:

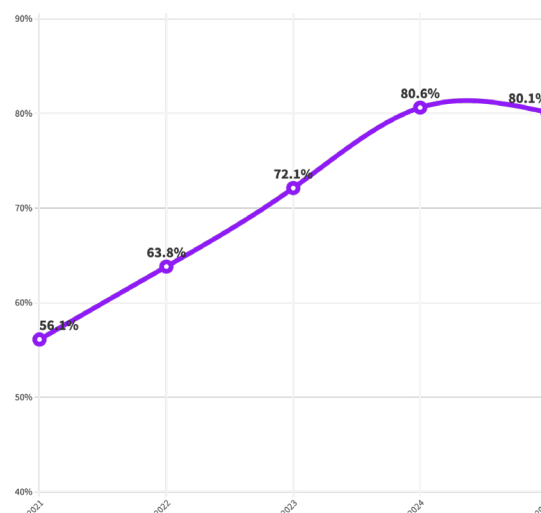
- Providing clear, consistent policies across all courses and assessments.
- Offering training for both staff and students on ethical GenAI use.
- Replacing blanket bans with responsible, guided integration into curricula.
- Using authentic assessments (e.g., in-person exams, oral reviews) to reduce misuse.
- Improving AI detection accuracy and ensure transparency in academic integrity processes.

Indigenous Culture

Students are increasingly recognising Aboriginal and Torres Strait Islander heritage and culture within the university setting, reflecting the success of initiatives from the **2022-2025 Stretch Reconciliation Action Plan** and the **2020-2025 Looking Ahead Strategic Plan**.

80.1% of students reported learning about Aboriginal and Torres Strait Islander heritage and culture through their academic programs. ▶

Up from 56.1% in 2021



Communication and Advice

82.8%

Overall satisfaction with Communication and Advice.

Up 8.8% since 2024

However...

Satisfaction with specific areas fell below the 50% satisfaction mark.

Key areas for improvement

- Program advice (41.9%)
- Enrolment procedures (47.7%)
- Fee advice (41.9%)

Student Experiences with AskUON

The majority preferred **face-to-face service** (72.2%), followed by **phone** (58.5%), **email** (48.7%), and **web search** (42.2%).

Students highlighted several main concerns, including:

	Face-to-face Service	Online Email/ Live Chat	Phone Service	Online Search
Accuracy of Information	25.6%	32.5%	26.4%	33.9%
Approachability and helpfulness of staff	33.5%	-	25.5%	-
Availability of staff	32.2%	-	-	-
Enquiry response/wait time	-	57.9%	42.6%	-
Ease of finding information	-	-	-	58.8%
Other	8.7%	9.6%	5.6%	7.3%

Security and Safety

93.1%

of students continue to **feel safe** on campus.

Up by 8.3% since 2019

#1 issue

While results are positive, students report **insufficient lighting** as the number one issue of concern.

There are specific locations identified in the qualitative feedback which will be escalated to Security and IFS.



Digital Experience

85%

of students express overall satisfaction with the University's **digital experience**.

Down by 3.5% since 2024

However...

Satisfaction with **digital technologies** (increased to 84.1%) and **on-campus technologies** (increased to 84.7%) improved.

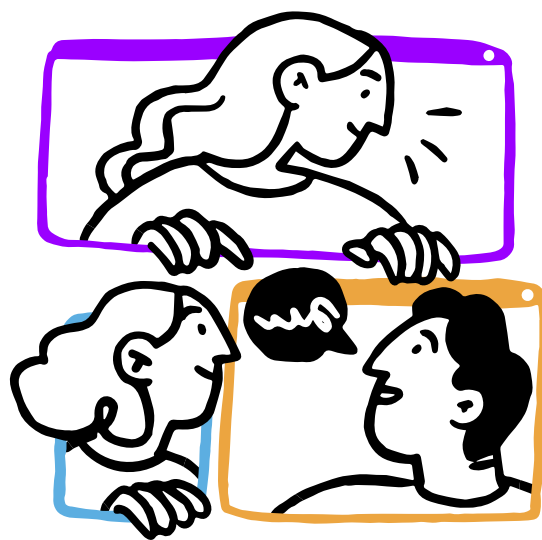
Key areas of improvement

Dissatisfaction increased across all software, with **multifactor authentication** (MFA) receiving the most criticism (27.5% satisfied).

Notably, satisfaction with **campus Wi-Fi** has dropped consistently over the last three years, reaching a low of 26.6% in 2025.



The WiFi in the resident towers has been improved with the rest of the accommodation precinct scheduled for the end of 2025. They continue to research and identify drop out zones across our campuses.



Health and Wellbeing

84%

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

Down by 1.7% since 2024

80%

of students know **how to report** concerns of sexual assault or sexual harassment.

88.5%

of students are satisfied with **Health and Wellbeing Services** (Medical Health Services, Counselling and Wellbeing, AccessAbility).

Up by 12% since 2024



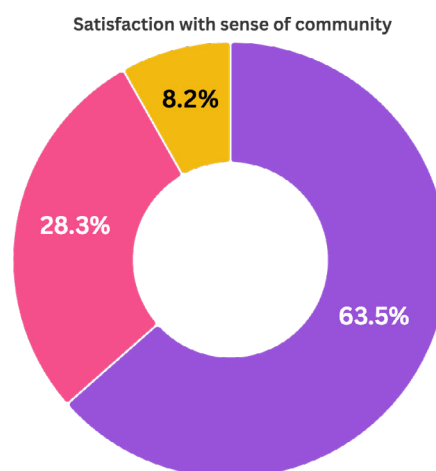
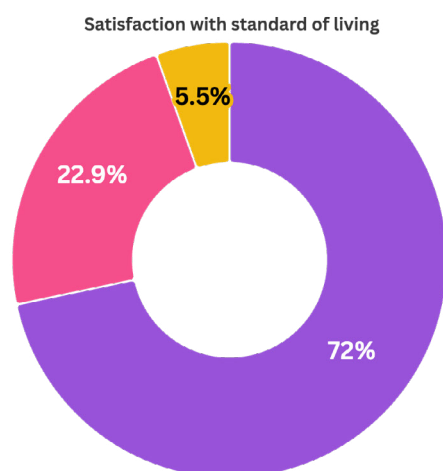
90.2%

of students are satisfied with other **Personal Support Services** (Student Advocates, Aboriginal and Torres Strait Islander Student Support, Financial Support, Chaplaincy).

Up by 17.5% since 2024

Many students have reported satisfaction with their standard of living and sense of community.

■ Satisfied ■ Mixed experience ■ Dissatisfied



Academic Support

86.5%

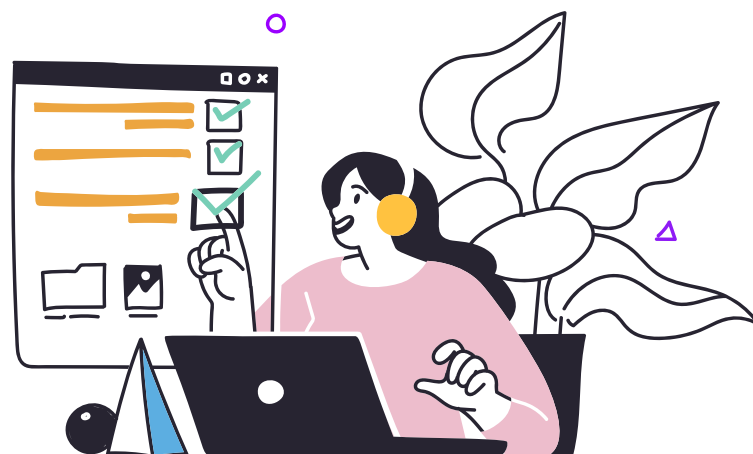
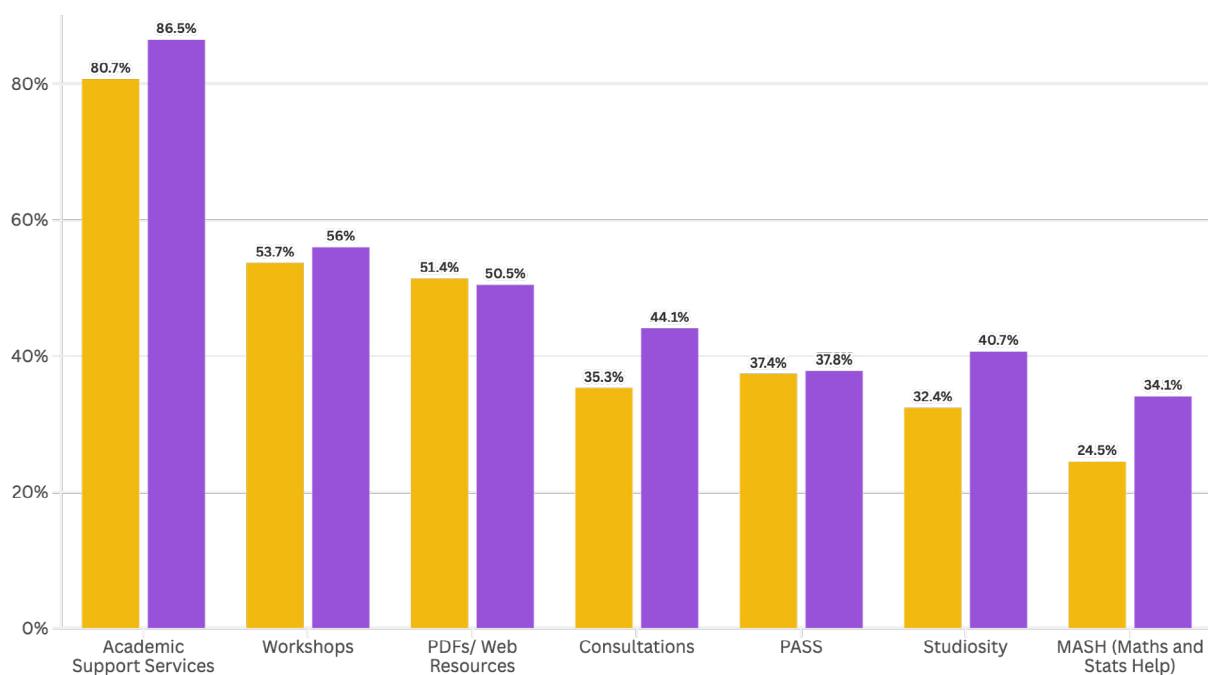
of students are satisfied with **Academic Support Services**.

Up by 5.8% since 2024

There has also been an increase in satisfaction with most individual services, but there is a lot of room for improvement.



■ 2024 ■ 2025



Student Services and Amenities Fee (SSAF)

Top 3 priorities

1st: Providing food and drink

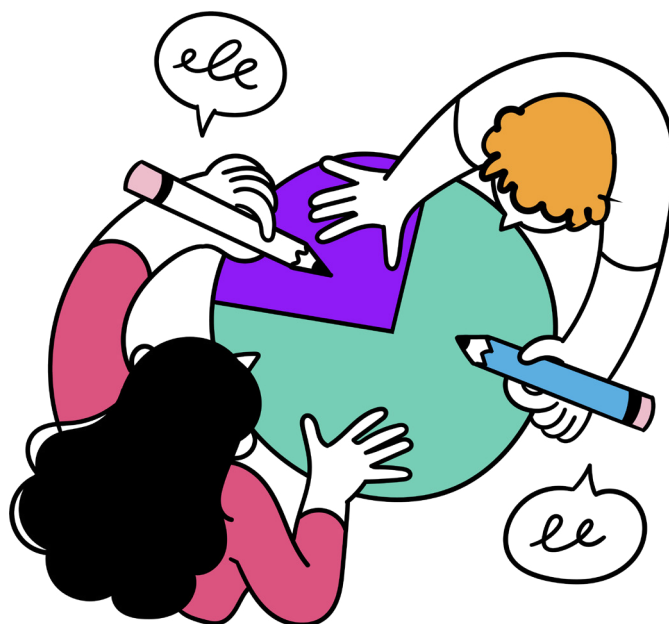
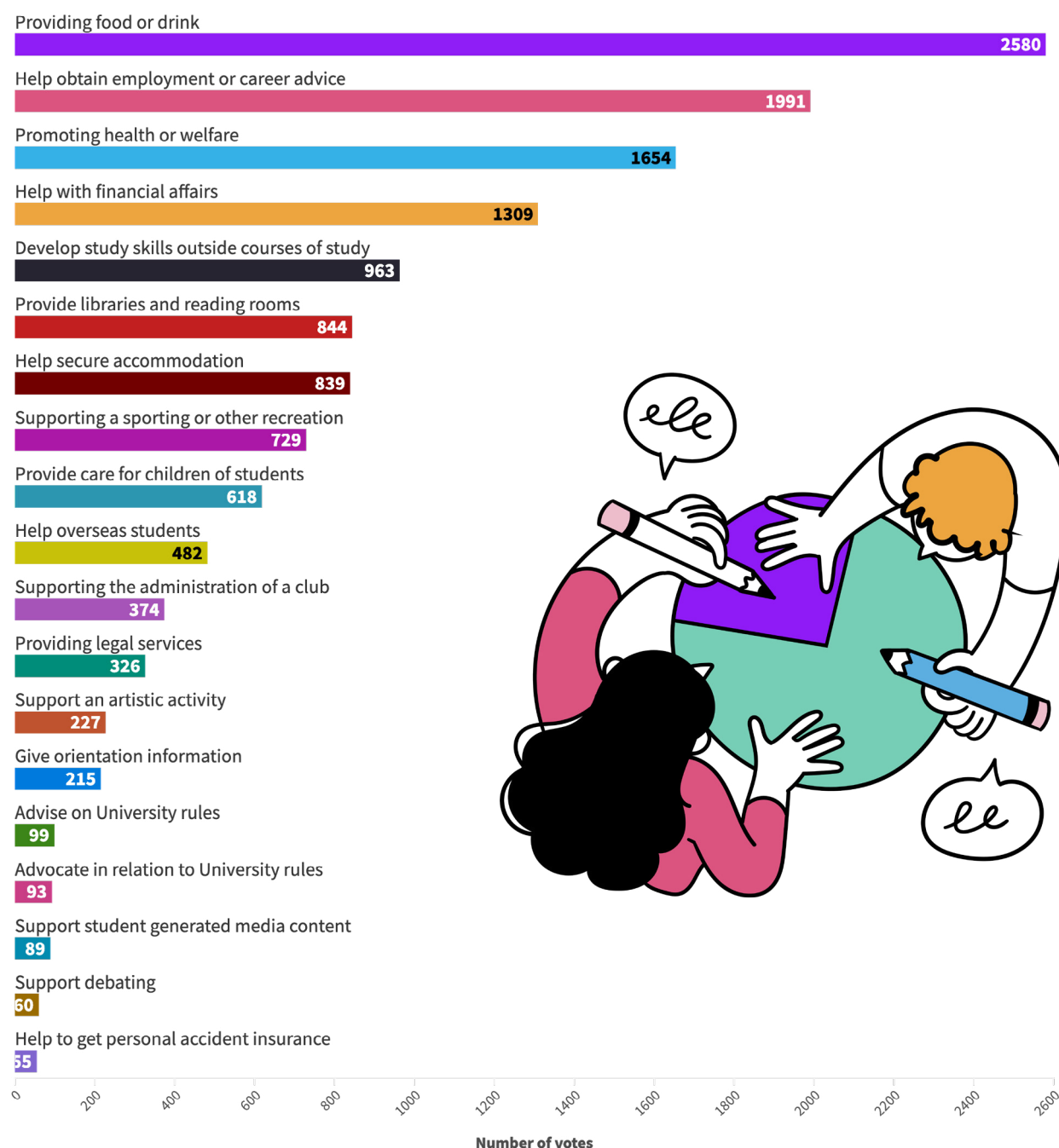
2nd: Help obtaining employment or career advice

3rd: Promoting health and welfare



[Click here to learn more about SSAF](#)

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](#).