

GLOBAL STUDENT SATISFACTION AWARDS 2025

KEY FINDINGS

September 2025

Lead story: Online students are more satisfied than on-campus students (4.44 vs 4.08)



102k+
student
reviews
analysed



4.18/5
Overall
Satisfaction



124
countries

Student satisfaction (out of 5)



Online education leads globally, with online-only students rating their experience 4.44 vs 4.08 for traditional on-campus students



#1

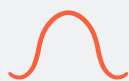
United States (4.32)

#2

Belgium (4.29)

#3

Austria (4.28)



International students have higher levels of satisfaction than domestic students



Career development satisfaction reaches all-time high



US and UK lead the Big Four destinations with Canada improving, and Australia below average



Student diversity satisfaction drops sharply

About the Global Student Satisfaction Awards

The Global Student Satisfaction Awards are the only international awards based solely on student reviews. The awards celebrate institutions that deliver outstanding student experiences. By sharing their honest experiences, students empower others around the world to make confident, well-informed decisions about where to study.

Media contact

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Satisfaction Categories

↓ **Teacher–Student Interaction**
4.25 (↓ 2.07% vs 2023)
🏆 US, India, Austria

↓ **Admission Process**
4.24 (↓ 3.85% vs 2023)
🏆 US, Sweden, Belgium

↓ **Student Diversity**
4.15 (↓ 5.03% vs 2023) – **steepest decline**
🏆 Belgium, Germany, Austria

↓ **Quality of Student Life**
4.14 (↓ 4.39% vs 2023)
🏆 Austria, Spain, Germany

↑ **Career Development**
4.13 (↑ 1.23% vs 2023) – **fastest improving**
🏆 US, Switzerland, Belgium

↑ **Online Classroom Experience**
3.91 (↑ 1.30% vs 2023) – **lowest rated overall**
🏆 US, India, Belgium

Key findings

- Master's students most satisfied with quality of life; PhD students report lowest scores
- Students in short courses report highest satisfaction for career development
- PhD students score teacher–student interaction the highest
- Admission process had highest share of 5–star reviews despite recent decline
- Online classroom experience improving steadily
- Student diversity drops the most

REGIONAL PERFORMANCE

North America: US continues to lead globally across all categories, with high ratings from students studying online pulling up the average rating. Canada shows steady improvement, reaching global average (4.18) for first time.

Europe: Delivers strongest results globally. Belgium and Austria excel, while UK ratings climb to highest since 2021 (4.23).

Asia–Pacific: Mixed results. India excels in teacher interaction and online learning. Australia scores below average overall (4.13).

Africa & Middle East: Most countries lag behind, though South Africa emerges as highest-scoring in Sub-Saharan Africa (4.18). UAE and Turkey above average for student–teacher interaction.

Top 5 countries

1. United States : 4.32
2. Belgium : 4.29
3. Austria : 4.28
4. United Kingdom : 4.23
5. India : 4.21



"These results show where universities are winning student trust, and where they risk losing it. Students are more confident about career prospects, but increasingly concerned about diversity and their quality of life."
Edwin van Rest, CEO & Co-founder, Studyportals



"At British Council IELTS, we celebrate the Global Student Satisfaction Awards for their vital role in showcasing the authentic experiences of students worldwide. By amplifying the student voice, the awards promote the development of student-centred approaches in learning and assessment, fostering a more inclusive global education environment. As the world's most recognised test for higher education access, the awards align with the IELTS mission of delivering reliable and high-quality tests that contribute to a more fulfilling international student experience."
Megan Agnew, Global Partnerships Manager at British Council IELTS