

Fostering Ukrainian Students' Satisfaction with University: Suggestions for Improving Ukrainian Students' Satisfaction with the University Experience Through Support and Engagement

LESSON 12

COLLECTING, INTERPRETING, AND ACTING ON STUDENT SATISFACTION DATA AS A TUTOR

Perceptions of Inclusion, well-being and Identification with the European Union in Ukrainian university students



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Why Student Satisfaction Matters



- Student experience influences engagement
- Satisfaction affects persistence and retention
- Feedback highlights strengths and challenges
- Quality education relies on listening to students



What Is Student Satisfaction?

- Perception of academic support
- Clarity of communication and expectations
- Feeling respected and supported
- Overall learning experience



The Role of the Academic



- Engages with student feedback
- Uses data for improvement, not evaluation
- Encourages open communication
- Supports a culture of reflection



Types of Student Satisfaction Data

- Online surveys and questionnaires
- Short feedback forms
- Open-ended comments
- Informal feedback and discussions



Collecting Feedback Effectively



- Use clear and simple questions
- Collect feedback regularly
- Ensure anonymity when appropriate
- Make participation easy



Timing Matters

- Mid-course feedback allows adjustment
- End-of-course feedback supports future planning
- Ongoing feedback captures emerging issues
- Avoid feedback overload



Interpreting Student Feedback

- Look for patterns and trends
- Consider context and diversity
- Balance quantitative and qualitative data
- Avoid overreacting to single comments



Reflective and Constructive Interpretation



- Focus on learning improvement
- Separate personal feelings from feedback
- Identify actionable points
- Recognise positive feedback as well



Practical Actions for Academics

- Choose a limited set of tools
- Explain communication rules clearly
- Use digital tools intentionally
- Review and adjust practices regularly



Turning Feedback into Action

- Prioritise feasible changes
- Make small, meaningful adjustments
- Align actions with learning objectives
- Document improvements



Communicating Back to Students



- Acknowledge received feedback
- Explain what will change and why
- Be transparent about limitations
- Build trust through dialogue



Ethical Use of Feedback Data

- Respect confidentiality
- Use data responsibly
- Avoid misuse or misinterpretation
- Follow institutional guidelines



Using Satisfaction Data for Professional Growth

- Reflect on teaching practices
- Identify strengths and development areas
- Support continuous improvement
- Encourage peer discussion and sharing



Benefits for Students

- Feeling heard and valued
- Improved learning experience
- Greater trust in academics
- More responsive academic support



Benefits for Academics and Institutions



- Better-informed teaching decisions
- Stronger quality culture
- Improved communication
- Enhanced student–academic relationships



Thank you

Any Question?

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