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Secretariat General
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Administrative Circular to UA Students

When Listening to Students Leads to Improvement

Dear UA Students,

This semester, 18% of you took part in the Student Evaluation of Teaching (SET), and 40% engaged with at least one assessment on Moodle for at least one course during the Fall Semester. These figures do more than quantify participation, as they point to a growing willingness to engage with your learning environment. This circular builds on that foundation.

You might have filled out evaluations before and wondered if anyone actually read them, or if your input made any difference. Through this message, I can confirm that it does. When you flagged an unclear grading rubric, we contacted the instructor. When you highlighted a teaching method that helped you grasp complex material, we shared it with the relevant faculty or programmatic department. When patterns emerged (such as confusion about deadlines, insufficient feedback on assignments, etc.), we acted on them.

Not all feedback allows the same level of intervention. General statements such as “the course was hard” offer little room for action, whereas precise observations, such as “the instructions for the research project lacked clear evaluation criteria,” allow us to take action in concrete ways. These interventions can take different forms, such as adjusted syllabi, revised assessment approaches, or constructive conversations between deans/heads of departments and instructors on how teaching and learning can be improved. You may not always see the direct link between a comment you submit and the outcome that follows, but that link does exist.

In this process, the Office of Student Affairs is a partner in making your education what it should be. The team listens, advocates, and tracks if your feedback has led to concrete action. When it has not, they take responsibility for explaining why. They are available through multiple channels to hear what you have to say and ensure it reaches the right people.

The best learning happens when instructors and learners are equally invested. The SET takes less time than scrolling through social media, and its impact lasts far longer. Write your feedback knowing that the concerned stakeholder will read every word and ask: “What does this tell us about how we can do better?”

Fr. Ziad Maatouk
Secretary General