**Discussion Forums or Community Boards**: Educational institutions often host online forums or community boards where students can interact with peers and staff members. These platforms serve as valuable spaces for students to post questions, share experiences, and seek assistance on various academic and non-academic topics. Within these forums, students can raise issues or concerns they encounter, ranging from administrative matters to academic challenges. Other community members, including peers and moderators, can then engage with these posts by providing guidance, sharing relevant resources, or directing students to the appropriate support channels within the institution. The active participation of both students and staff members fosters a supportive community environment where issues can be openly discussed and resolved collaboratively.

Our Project .........................

1. In higher education, students often misinterpret written feedback, which constitutes the primary form of feedback. To address this issue, organizing feedback conversations using feedback request forms and verbal feedback emerges as a promising intervention. A 2 × 2 factorial experiment (N = 128) was conducted to assess the impact of feedback request forms and feedback modes (written vs. verbal). Results revealed that verbal feedback significantly enhanced students' feedback perception compared to written feedback, though it did not affect self-efficacy or motivation. Furthermore, feedback request forms did not influence students' perceptions, self-efficacy, or motivation, suggesting a need for further research in this area.

Moreover, institutional websites often offer contact forms or feedback forms for students to submit inquiries, complaints, or feedback directly to administrative staff or support services. These forms enable students to specify their issues and provide additional details, which are then routed to the relevant department or staff member for follow-up. Although not fostering the same level of interaction as online discussion forums, contact forms and feedback forms serve as structured channels for students to communicate concerns, contributing to a culture of transparency, accountability, and student-centered support within educational institutions.

PPT

1. **Discussion Forums or Community Boards**: Educational institutions often have online forums or community boards where students can post questions, share experiences, and seek assistance from peers and staff members. Students can use these platforms to raise issues or concerns, and other community members or moderators can provide guidance or direct them to the appropriate resources or support channels.
2. **Contact Forms or Feedback Forms**: Many institutional websites include contact forms or feedback forms that students can use to submit inquiries, complaints, or feedback. These forms typically allow students to specify the nature of their issue and provide additional details, which are then forwarded to the relevant department or staff member for follow-up.