

Integrating Digital, Social, and Physical Spaces to Explore Student Experience in Higher Education

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Abstract:

Higher education is marked by increased student expectations for active engagement, co-creation, and immersive experiences that support interaction with peers and instructors across diverse platforms and modalities. This study explores the cognitive, emotional, sensory, and social responses students exhibit to teaching methods and classroom activities within digital, social, and physical spaces. Furthermore, it examines how these responses manifest during the interaction between these educational spaces. Using the critical incident technique, we analysed 188 memorable experiences reported by students. The findings indicate that integrating multiple educational spaces can foster richer and more positive learning experiences.

Keywords: *student experience, servicescapes, critical incident technique*

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