

SI No.	Question	Actions taken based on feedback from the Student Experience Survey
1	Library	
	The library has the books that I need	The three faculties will further ensure that all the required learning resources are available in the library either as hard copies or as digital resources on Masader
2	E-Services	
	The internet speed on campus is satisfactory	Towards the end of March 2023, the speed of two internet lines was upgraded from 300mbs to 1GB in order to improve performance and user experience.
	Online and kiosk payment services are easy to use and reliable.	Although there is a video available for students, this will be further stressed in the induction and the information will be communicated to the new students
3	Student Services and Alumni Relations	
	Student Services encourages me to participate in activities on and off campus	SSAR liaises with various sports clubs, external bodies and other HEIs to arrange inter-college competitions, not only with regard to sports activities, as well as other academic and non-academic areas. Within the College, SSAR liaises with CIEO, SAC and faculties to organise activities and encourages students to participate in these activities. A dedicated room is made available for activities such as drawing, painting, playing music in Jibreen Block. 3 new LED screens (1 - 75 inches & 2 - 65 inches) and two latests play stations are introduced in the social area in the Al Maha Block.
	The College provides satisfactory sports facilities	More table tennis are provided in two locations. The College is exploring with the Ministry of Culture, Youth and Sports, the possibility of getting membership for students in closeby sports clubs. There are plans to transform the current playground in the College into a multi-sports uses in the future. It is worth noting, currently the College rents playgrounds for the football team to practice and for championships.
	The College provides satisfactory counseling services	There is a counsellor in the College. A calendar of counseling activities and sessions will be prepared to further support students. This is in addition to further emphasise the role of student support and counselling by the SSAR department and faculties.

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	MUC's Student Advisory Council is helpful for students	Student Advisory Council is taking the lead in engaging with students. The SAC office is moved to the social area where students gather in Al Maha Block, which makes them accessible and visible to all students. Induction and training is planned for members of the SAC in how to implement the purpose and terms of reference of the council. This will done by the Dean, HoSSAR and Senior Academic (Dr. Orlando).
4	Career & Industry Engagement Office	
	The number of workshop/webinars organized by the C&IEO during this academic year was satisfactory	There is a good number of workshops/webinars offered during the semester, and the C&IEO will make sure that students are made aware of this and the recorded ones are accessible to students. Students will be consulted in the type of workshops and webinars that they feel are needed.
	The workshops/webinars organized by the C&IEO are useful for enhancing my skills.	Students will be consulted about what they think is required or needed for enhancing their skills.
	The C&IEO is supportive and helpful in meeting my training and/or preparing for employment needs	Measures to further support and help students in training are put in place.
	The C&IEO provided sufficient follow up during my training period.	This process is in place, however it is important to make students aware of it. This will be part of the induction.
	My overall experience with the C&IEO's services is satisfactory	The CIEO conducts specific induction every semester for all students to make them aware of and collect feedback about the services of CIEO. This office not only assists in planning activities and sessions for current students, they also assisting with the training and employment needs of students.
5	Campus facilities	
	The College offers well-equipped labs	The ratio of students to computers in the College is 1:1 as part-time students use the premises from 5:00-8:30 pm. All labs are equipped with up-to-date software as well as decent appropriate speed. However the IT Services Department will make sure that students are aware of the services provided in the labs as well as immediately address their concerns and issues.

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	The College campus provides adequate social areas and facilities for social activities	<p>To provide students with a more pleasant experience in the campus, the following is done:</p> <ol style="list-style-type: none"> 1) More outdoor seating and shaded areas are provided. 2) More seating areas in three receptions are provided (two in Al Nahda Block and one in Al Maha Block). 3) Sofas and steel chairs are refurbished and painted with the College's primary colours and distributed in the corridors and reception areas in the campus. 4) Both common rooms for males and females are rennovated and more facilities are included, such as, Arabic majlis and mirrors for the female common rooms. 5) Plants are added in the campus. In addition forty pots for new plants will be added in the month of September. 6) A new parking area for forty six cars is added to the campus.
6	Cafeteria Services amd facilities	
	The College cafeteria provides a good variety of meals and snacks.	A new catering company will be functioning to cater to students' needs.
	There is space for me to sit and eat in the cafeteria or student social areas	More seating areas are provided as noted in # 19 (above)
	The cafeteria maintains a healthy and clean environment.	A new catering company will be functioning to cater to students' needs.
	My overall experience with the College cafeteria is satisfactory	A new catering company will be functioning to cater to students' needs.
7	Security, Health and Safety	
	Students with special-needs have accessible entries/exits to be appropriately mobile around campus.	These areas are clearly marked, however more signs will be added and awareness is offered in the induction
	The College clinic provides satisfactory medical facilities	There is a limit to what the clinic can offer, however the clinic is well equipped to provide the medical services as per the MoH requirements. The College will make sure that students are made aware of the type of services offered in the clinic or the support that can be provided to transport students to any health centre or hospital (induction and MOVE)

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	My overall experience of security, health and safety in the College is satisfactory	Sessions addressing security, health and mental health, and safety such as First Aid, Fire Evacuation Drills are added to student activities calendar by SSAR.
	My overall experience of non-academic support services is satisfactory	These concerns are addressed in S.No.19. By addressing students concerns in these areas we hope that students will be satisfied.