HKC Feedback 2018-2019

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| S.NO | Issue | Action | Person Responsible | Status |
| 1 | **Parking**  Not enough space  Blocking the Car | * Once the new building is ready, there will be two separate gates for entry and exit which will ease the traffic within the campus. * Students do not wish to post their phone numbers on the car as they are personal. Once the completion of the new building the students will be made to put up stickers with student ID on the cars. If a student has blocked a car with the student # displayed on the car the class room of the student will be tracked down from the system. | Facility | Done |
| 2 | **Cafeteria:**  Food too Expensive  Poor quality of Food  A/C and smell  Not enough varieties to choose from more healthy food required (Fruits)  Cafeteria is not big enough or well organized  To keep more tables and chairs  Cleanliness  To have girl’s and boy’s separate counters  Menu for the food  More waiters | * This will be referred to the cafeteria. However, the price will comparable to outside restaurant. * The class reps were informed of the ‘facilities help desk’ email ID facility facilitieshelpdesk@majancollege.edu.om * It was mentioned that survey was conducted in order to see the quality and condition of the cafeteria. Most of the feedback was good. * **Action: To ask cafeteria to provide more fruits.** * The new building will have a much larger cafeteria. The current cafeteria is a provisional arrangement until the construction of the new building has been completed. * Cafeteria workers are well instructed in maintaining a clean environment within the cafeteria. * It was informed that already (Male and Female) counters are available in the cafeteria. * Menu for the food (laminated sheets) is available in the Cafeteria and also menu for the week’s presented in the meeting. Student were asked for any certain type of food to be offered. * Five waiters are available in the cafeteria. * CRs were asked to encourage students to make use of the suggestion box, so that better service could be provided. | Facility | Done |
| 3 | **Bathrooms:**  No tissue paper available  Not clean enough  Extra bathrooms in Al Sahwa block second floor  Stand hangers are required in male bathrooms  Bad Smell  Bathrooms need to be repaired & maintained Al Nahda | * Two industrial tissue paper dispensers have been installed in some of the washrooms. And depending on how the students maintain the cleanliness in the washrooms with regards to the tissue paper, the management will decide whether to install them in all the washrooms around the campus. * Cleaners are cleaning regularly. However, student’s responsibility to maintain the place tidy and handy. * **Action: To ensure the cleaner regularly cleans in Al Sahwa block girl’s toilets.** * One bathroom is available in ground floor in Al Sahwa block. * **Action: The stand hangers will be fixed in all the bathrooms.** * The class reps were informed of the ‘facilities help desk’ email [facilitieshelpdesk@majancollege.edu.om](mailto:facilitieshelpdesk@majancollege.edu.om) to directly report to any repairs and bad smell to mentioned specific blocks. | Facility | Done |
| 4 | **Student Services:**  Bus timings /Bus not big enough/Not enough buses | * The college provides different trips for the students starting from 7:30a.m., 7:45 and Most of the students wants to come at 8:00a.m. Students can give their concerns related to Bus timings to Student Services.   If any students have problem related to hostel they can report it to hostel committee | Student Services | Done |
| 5 | **IT Facilities:**  Improve Wi-Fi (Hostel)  **IT Facilities:**  Improve Wi-Fi(Hostel)  Computers and Keyboards in Labs not working  Scratches in  computer screens  New Computers in Lab | * The students are downloading the movies and other stuffs and there is no control. The main omantel dB to the hostel cable recently got damaged. Omantel not replaced yet. This is the main reason for weak Wi-Fi. The college is paying for 25Mbps line but getting connection of 14Mbps. The College is chasing to the omantel contractor.   Students were instructed to use Wi-Fi for educational purposes only.   * If a student finds a PC that is not working, they should report it immediately to the IT support for immediate action. Every single computer in labs has a label. If students identify which computer has a problem in more details it will help to tackle the issues quickly. For any IT related issues students can send an email to   **ithelpdesk@majancollege.edu.om**   * Sometimes the students unplug the PC in order to plug in their laptops and then they leave without reconnecting the PC. * New computer now installed in four labs even have new projector screen. * In library computers are replaced and two more labs also planning to replace the computers. * The College has a policy for every five to six years to change the computers. | IT Support | Done |
| 6 | **Prayer Room:** | * The prayer room is also used for eating and relaxing by the students which is not right. The room is used by a lot of students, and every student should make sure that they leave the room in a clean condition. * It was also emphasized that it is the student's responsibility to develop sense of ownership and maintain cleanliness. The facilities department assured that prayer rooms are cleaned on a regular basis. * The room is cleaned three times a day. | Facility |  |
| 7 | **Classrooms:**  Uncomfortable tables and chairs (S108/ S109)  Projector are not clear in classrooms  Speakers  A/C maintenance / leakage  A/C Remote should be kept in classroom  Air Refreshers | * **Action: It was informed that S108/ S109 room chairs will be replaced by the end of December.** * Most of the projector screen were replaced. * The class reps were informed of the ‘facilities help desk’ email ID facility   facilitieshelpdesk@majancollege.edu.om  that is now open for all the students to report about any issues related to facilities on the campus. Student needs to report the problem and also mention the room number.   * **Action: N 312 A/C Leakage needs to be fixed.** * A/C remote will not be kept in classrooms. It will be available with respective Faculty Administrators. * Air fresheners they will not installed in class rooms, windows can be opened for freshen up the atmosphere. Therefore, Air refreshers in the classrooms is not good for the students. | Facility | Done |
| 8 | **College facilities:**  Beautification of Campus  Good images in the corridors  Repair the tea maker  More Cleaners to clean toilets  Social and Study area  Fancy café, Umbrella to sit near the library area  Smoking area  Renovation of Male common room  Curtains in Al Bustan Block | * This is documented in college strategic plans. * The problem has been fixed. * It was informed that a total 13 cleaners are available in the college. * Once the new building is completed there will be enough space for Social, Study Area and a Fancy Cafe. * Change of furniture will be looked into by the facilities department. * **Action: The curtains needs to be fixed in Al Bustan block- Facilities.** | Facility | Done |
| 9 | **Library:**  Computers are very slow  Chairs are uncomfortable  Drinks (Tea, Coffee) needs to be allowed | * Most of the library computers are replaced with new ones. If a student finds a PC that is not functioning properly, they should report it immediately to the IT Helpdesk. [**ithelpdesk@majancollege.edu.om**](mailto:ithelpdesk@majancollege.edu.om)or they can meet Head of Libriarn for any issues. * The chairs are comfortable to sit in library. * Students were informed that Drinks like coffee /tea should not be allowed, to keep books safe and the environment clean. * A group of Students were asked to meet the libriarn to choose the designated place to drink tea and coffee | Library | Done |