

SI No.	Question	Actions taken based on feedback from the Student Experience Survey
1	<b>Registry</b>	
	The Admission and Registration staff returned my original documents/certificates when requested.	Students are informed through email about the process of obtaining their original papers before graduating.
2	<b>E-Services</b>	
	Online and kiosk payment services are easy to use and reliable.	Kiosk payment was not used as the campus was not accesible due to COVID-19. Further induction and video on online payment will be provided.
	The Majan Chat Bot (ABOO) service is useful in answering my general inquiries.	This service is generally for new prospects applicants. The regsitered students usually do not use it much.
3	<b>Student Services and Alumni Relations</b>	
	The College provides satisfactory sports facilities.	Although students have limited access to the physical sports activities in the campus due to social distancing, provisions are made for students to use the new futsal playground and the table tennis game in the social area.
4	<b>Career Guidance &amp; Industry Engagement Office</b>	
	The online induction was helpful in making me aware of the training, workshops, and related events that the CG&IEO provides.	Following the online induction, training workshops and related events are posted on MOVE. More training workshops and webinars will be scheduled and shared with students on MOVE.
	I have attended more than one workshop/webinar organized by the CG&IEO during this academic year.	Due to COVID-19, all workshops/webinar are conducted online. Variety of sessions are to be conducted to further enourage students to attend and also certificates of attendance are offered to students. The sessions are announced on MOVE.
	The workshops/webinars organized by the CG&IEO are useful for enhancing my skills.	The workshops and webinars are related to the skills relevant to the programmes and general employability skills.
	The CG&IEO is supportive and helpful in meeting my training and/or preparing for employment needs.	The workshops and webinars are relevant to programmes studied in the College and employabiliity. Before each sessions, the studetns are made aware of the relevance of the workshops to their programmes of study through announcements on MOVE.
	The CG&IEO provided sufficient follow up during my training period.	Although the follow-up is part of the documentation that the trainees receive through the email, which includes employer satisfaction form, trainees receive emails and phone calls for their feedback.
	My overall experience with the CG&IEO's services is satisfactory.	Serious attention is given to this area to further improve students satisfaction. This will include inviting alumni of the College to be involved in workshops and webinars. Engage more with employability related programmes such as Tajseer (Ministry of Labour). Invitie individuals from different sectors to be engaged with students.

5	<b>Hostel</b>	
	The College hostel provides a secure and comfortable living experience to students.	More facilities will be provided to the hostel that includes sports and leisure equipment and activities. Major renovation and planting trees will take place in the hostel.
	The College hostel maintain a clean environment to students.	More attention is given to the cleaning of the hostel by the outsourced cleaning company. More cleaning material is provided in each flat and the hostel wardens oversee the cleaning of the hostel.
	The Wi-Fi connection is accessible anywhere in the hostel.	The number of access points will be increased to enhance the Wi-Fi speed
	The transportation service is safe and well-maintained.	The transport to and from the hostel is outsourced and the College ensures that both the vehicles and the drivers are inline with the government requirements.
	The transportation timing and availability is sufficient	Transport is provided to and fro from the hostel according to students timetable. However, if there are urgent needs, additional bus services are included. Students srevices arrange the additional bus services if needed.
	The College hostel provides variety of sport and outdoor activities.	There is a plan to renovate the playground in the hostel and provide sports supervisor.
	The healthcare (first-aid) is available to hostel students 24/7.	The first aid kits are available in the hostel. However, wardens are making students more aware of the healthcare if needed. In addition to available car 24/7 to take the students to health center if needed.
	My overall experience with the College hostel is satisfactory.	With all the additional services and facilities, we expect students experience of the College hostel to improve.
6	<b>Campus facilities</b>	
	Students with special-needs have accessible entries/exits to be appropriately mobile around campus.	Students with special needs have diferent physical access points to students facillities. There is also specified parking areas and rams.