

S.NO	Issue	Action	Person Responsible	Status
1	Some projectors in classrooms are not working	Action was immediate was taken and was informed by the IT Support manager that if students facing any IT-related concerns, they may write an email to: ithelpdesk@majancollege.edu.om The classroom projector was replaced with a new one, according to the information provided by the IT support team.	IT Support	done
2	Sport Hall id full of flays.	The facilities department are aware of this, and necessary actions are taking place	Facility	
3	Chairs are not comfortable.	The facility supervisor stated that the issue would be investigated and necessary action will be taken soon.	Facility	
4	The lights in the classrooms in Al-Nahda block are dim	Students were informed to report immediately to facilitieshelpdesk@majancollege.edu.om	Facility	
5	The price of food in Cafeteria is high compared to the quality	The facilities informed that food offered in the cafeteria are priced similarly to those available outside. Additionally, students were informed to bring evidence to facilities when they feel the price is very high.	Facility	
6	Need variety of foods	Students wants readymade food like bakery products where they can buy it immediately without waiting especially in the morning as they have to rush to their classes. Students were asked to visit the facility office and make more suggestions if they want.	Facility	
6	Prices during the day are different than in the evening	The facilities informed that there is a menu in the canteen, and students can always refer to the menu to see the prices.	Facility	
7	Prayer rooms not clean (Some students eat food inside the prayer room)	It was informed that Prayer rooms are cleaned on a regular basis. Actually, it is not allowed for students to eat and drink in the prayer room. Every student should make sure that they leave the prayer room clean. It is the responsibility of the student to maintain the area clean. in case they see the room is unclean, they can report immediately to facilitieshelpdesk@majancollege.edu.om	Facility	

8	To add more books for history modules in Library	It has been reported that resources for History modules in English (HELL) are not available in the library. The Director of Learning Resources responded that the matter would be investigated further with the module coordinator and advised students to contact her immediately with any such concerns in future.	Library	
9	Wi-Fi is slow	It has been reported that Wi-Fi is extremely slow in various areas of the campus, most notably in the parking area and outside the restaurant. It was stated that there might have been some connectivity issues, which would be investigated soon and resolved.	IT Support	
10	The Air conditioner is not cooling the room properly	It has been reported that the air conditioners in S105 (Muscat Hall) occasionally fail to cool properly. The facilities supervisor responded that the matter would be investigated soon and advised students to contact facilitieshelpdesk@majancollege.edu.om with any such concerns in future.	Facility	
11	Classrooms not clean	It was suggested that if students could identify which classrooms needed to be cleaned, an immediate action might be taken to do so quickly. The Cleaners clean the classrooms on a regular basis. However, it is the responsibility of the student to maintain the area clean.	Facility	
12	Classroom paintings should be changed; the existing color is not good in S 210& S 214	It was stated that just because one or two students dislike the classroom colour, the colour couldn't be changed. However, the facility supervisor responded that it would be investigated and a decision would be made to change or not.	Facility	
13	Students requested curtains or blinds in M block classrooms	It has been confirmed that it will not be possible to fix the curtains in M block this semester; however, there is a plan on hold to fix the curtains in the new building.	Facility	
14	Parking issues	As a response to the parking issues, it was informed that there is sufficient parking for this semester. For the time being, it can be managed because some of the students attend online classes on some days.	Facility	
15	Music in Canteen	Students requested music in the canteen. The chair informed that not all students are interested in listening to music while eating in the canteen	Facility	

16	Availability of Mobile phone recharge cards in Canteen	The Provision of keeping mobile recharge cards in the canteen will be discussed with the canteen management and this matter will be addressed soon	Facility	
17	Cleaning of female toilets in Al Sahwa blocks	The Part-time students complained about the unhygienic conditions of female toilets in Al Sahwa block	Facility	
18	Need auto air fresheners	There has been a request for air fresheners in the female restrooms at Al Sahwa block.	Facility	
19	Hand sanitizers/Hand soap are required	It was informed that wall sanitizer dispensers are installed on each floor of the building, as well as in the reception area apart from the handy sanitizer bottles available on entrance areas.	Facility	
20	Toilet roll in every washroom	It was mentioned that each washroom already has one toilet roll in both the female and male toilets.	Facility	
21	Additional shaded seating areas on campus	It was stated that if students have any suggestions for additional shaded areas on campus, it can be considered	Facility	
22	Elevator operates slowly, particularly in M block	It was reported that the M block elevator is brand new and in excellent condition. Additionally, students can use a staircase that is healthy for them.	Facility	
23	Need Study Room	Students are informed that they may study in the space of the library or LRC. As most of the classroom teaching is going on in all the blocks, to find a free room is difficult, however, if students find any vacant room available, they can utilize them for their study purposes.	Facility	
24	Hostel Warden	According to students, the hostel warden sometimes acts harshly and she does not behave in a friendly attitude toward the students.	Student Services	
25	Need a bigger cupboard in hostel	The Chair informed that a bigger cupboard will be provided next semester	Facility	
26	Pest control in the hostel	It was informed that most of the issues that are reported here were already discussed in the hostel committee meeting that was held earlier in the previous week.	Facility	
27	Disturbance in Library (Student attending Online Classes)	It was informed that if students face any difficulties they can inform the librarian. It was also said that it is the student's responsibility to maintain silence in the library	Library	