

| S.NO | Issue | Action | Person Responsible | Status |
|------|---|--|--------------------|--------|
| 1. | 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 | |
| 2. | The S214 classroom's projector is not clear | The complaint about the projector in S 214 was resolved. The classroom projector was replaced with a new one, according to the information provided by the IT support team. It was also informed that if students encounter any IT-related concerns, they may write an email to ithelpdesk@majancollege.edu.om or visit the IT office, where IT Support Staff will assist them. | IT Support | Done |
| 3. | Classrooms: 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. | Facilities | |
| 4. | The Chairs in the B212 classroom are not comfortable | The facility supervisor stated that the issue would be investigated and necessary action will be taken soon. | Facilities | |
| 5. | 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 | Facilities | |
| 6. | S214 & S210 Classroom paintings should be changed; the existing color is not good | It was stated that just because one or two students dislike the classroom color, the color couldn't be changed. However, the facility supervisor responded that it would be investigated and a decision would be made to change or not | Facilities | |
| 7. | Adjustment of AC Temperatures | It was responded that while AC remote controls are available in Faculty Administrators' offices, they are not placed in classrooms because of some reasons | Facilities | |

| | | | | |
|-----|---|--|------------|--|
| 8. | 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 | Facilities | |
| 9. | 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 | Facilities | |
| 10. | Canteen: Need Variety and healthy food | The Chair advised students to directly talk to the canteen staff and request them to include variety and healthy food on their menu. They were also asked to visit the facility office and make suggestions that can be forwarded to the company. | Facilities | |
| 11. | 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 | Facilities | |
| 12. | Food is expensive | The Chair informed that items offered in the cafeteria are priced similarly to those available outside. Additionally, a government-sponsored consumer group monitors the prices. If the cafeteria continues to reduce prices, it will have an effect on the food's quality | Facilities | |
| 13. | Availability of Mobile phone recharge cards | The Provision of keeping mobile recharge cards in the canteen will be discussed with the canteen management and this matter will be addressed soon | Facilities | |
| 14. | Cleaning of female toilets in Al Sahwa blocks: | The Part-time students complained about the unhygienic conditions of female toilets in Al Sahwa block | Facilities | |
| 15. | Need auto air fresheners | There has been a request for air fresheners in the female restrooms at Al Sahwa block | Facilities | |
| 16. | 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 | Facilities | |
| 17. | Toilet roll in every washroom | It was mentioned that each washroom already has one toilet roll in both the female and male toilets | Facilities | |
| 18. | 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 | Facilities | |
| 19. | 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 | Facilities | |
| 20. | 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 | Facilities | |

| | | | | |
|-----|---|---|------------|--|
| 21. | Prayer rooms: Not clean / AC not working | 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 in a clean condition. It is the student's responsibility to develop a sense of ownership and maintain cleanliness. in case they see if the room is unclean, they can report immediately to facilitieshelpdesk@majancollege.edu.om | Facilities | |
|-----|---|---|------------|--|