

**Student Survey FA 2023-2024**

**Areas Identified for Improvements**

**The university is committed to enhancing its services and views student feedback as a key driver of improvements. The following areas have been identified for questions that received a rating of less than 3 or less than 75%, or where a written comment was received.**

**A. On courses:**

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| --- | --- | --- | --- | --- |
| **Question** | **Faculty of Business Studies** | **Faculty of Computer Studies** | **Faculty of language Studies** | **Faculty of Education Studies** |
| CR1. Were the textbooks and other related teaching materials available before the course started? (“Yes” percentage) | 79.33% | 65.49% | 63.53% | 72.20% |

***Actions taken:***

* Requesting to change the question to “Did you collect the textbook and related teaching material upon registration” since all learning material are available by the first teaching week after the registration period and students tend to postpone collection of books. In addition, most textbooks in all programme are now available on CLMS as e-books whereby students have access to the book when enrolled in the course.
* Translating the question to Arabic so that students can better understand what is meant.

**B. On Virtual Classes**

A less than 3 average was recorded for some of the courses that were offered online or in smart classrooms and accessed from the student’s portable device. Particularly on questions VC8: I had a difficulty in continuing to attend the virtual class due to slow internet and pressure on the network and VC9: I had difficulty entering / continuing to attend virtual classes due to my personal computer or mobile.

***Actions taken:***

* Students enrolled in online courses or those offered in smart classrooms at remote centers have the option to attend lectures in the computer lab on campus. This is to address issues such as slow internet connections or other technical problems that may arise on their personal computers or mobile devices.

**C. On Resources:**

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| --- | --- | --- | --- | --- |
| **Question** | **Faculty of Business Studies** | **Faculty of Computer Studies** | **Faculty of language Studies** | **Faculty of Education Studies** |
| RS1: Do You use the e-library  (“Yes” percentage) | 46.76% | 50.42% | 48.65% | 42.31% |

***Actions taken:***

* Awareness campaigns to be conducted highlighting the importance of accessing the e-library, the available resources per programme.
* A guide on how to access the e-library and how to research for resources to be made available on LMS.
* To highlight the importance and availability of the e-library in the new student orientation session.
* Tutors to direct students to use the e-library when explaining the TMA.

**D. Addressing student concerns in the written comments**

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| --- | --- |
| **Student concern** | **Action/s taken** |
| Unavailability of tissues in the cafeteria in Antelias sometimes | Ensuring regular tissue refill |
| Internet and connection issues off-campus when attending virtual classes | Students are offered the option to attend lectures in the computer lab on campus to ensure good internet connection and electricity |
| Issues with some class projectors/ board, specifically the reflection of light on the board | Class projectors are continuously maintained, some boards were replaced with new ones. |
| Elevator “Out of order” | The elevator is regularly maintained to prevent breakdown and the reported issue was promptly fixed. |