Student Survey SP 2024-2025

Areas Identified for Improvements

A. On Library Resources and Campus Facilities

Issues Reported:

- Students criticized the user interface and experience of the student services portal, describing it as difficult to navigate.
- A request was made for alternative tuition payment options like Whish Money (cash cards).
- Students reported very slow computer startup times in university labs.

Actions Taken:

- The IT department communicated student feedback to the development team at HQ; UI/UX updates are under review as part of the student services platform upgrade scheduled for 2025–2026.
- The Finance Department reviewed the suggestion regarding alternative payment methods. For now, official payment channels remain limited to banks, but feasibility of adding Wish Money or similar services will be explored.
- The IT department conducted diagnostics on lab equipment. Identified machines were updated and optimized.
- A hardware upgrade plan is being drafted for phased replacement of outdated computers.

B. Campus Safety and Access Control

Issue Reported:

- Students who paid for physical ID cards reported receiving only PDF versions.
- As in Fall 2024–2025, students reiterated the need for electronic access control gates and corresponding ID access.

Actions Taken:

- As previously announced, physical ID cards will be issued starting Fall 2025–2026.

- The proposal for electronic campus gates remains under administrative review as part of long-term campus infrastructure planning.

C. On Courses

Issues Reported:

- Level 2 English course's students reported insufficient time allocated to practicing listening skills and felt the course needed additional hours to effectively meet learning outcomes.
- Students felt that Typography II closely resembled Typography I, with minimal distinction in content between the two courses.
- Students noted the absence of sample MTAs or final exams for MKT112, limiting their ability to prepare effectively.

Actions Taken:

- Self-study listening resources will be uploaded to LMS and flagged for use during tutorial sessions.
- The possibility of increasing course contact hours will be evaluated in the upcoming curriculum review cycle.
  The newly revalidated GMDT programme will be offered starting Fall 2025-2026.
- Marketing tutors were instructed to provide a clear breakdown of exam formats and expectations during revision session