



Higher College of Technology

Strategic Plan Online Survey

Student Satisfaction Survey

Semester/AY: 2nd Semester, AY: 2013-2014

Number of Respondents	48	
Number of Target Respondents	11865	
Percentage of Respondents	0.40%	
Departments		
Applied Science	7	14.58%
Business	6	12.50%
ELC	0	0.00%
Engineering	8	16.67%
Fashion Design	1	2.08%
IT	24	50.00%
Pharmacy	0	0.00%
Photography	2	4.17%

OVERALL SUBSCALE AVERAGE	3.09																								
<p>Students and staff Satisfaction Surveys</p> <table border="1"> <thead> <tr> <th>Achieved %</th> <th>Description</th> <th>Rating</th> <th>Rating Description:</th> </tr> </thead> <tbody> <tr> <td>90-100%</td> <td>Excellent</td> <td>4.5-5.0</td> <td>Fully satisfied.</td> </tr> <tr> <td>80-89%</td> <td>Very Good</td> <td>4.0-4.49</td> <td>Highly satisfied.</td> </tr> <tr> <td>70-79%</td> <td>Good</td> <td>3.5-3.99</td> <td>Just Satisfied.</td> </tr> <tr> <td>55-69%</td> <td>Requires Improvement</td> <td>2.75-3.49</td> <td>Slightly satisfied.</td> </tr> <tr> <td>≤ 54%</td> <td>Poor</td> <td>1.00-2.74</td> <td>Not satisfied.</td> </tr> </tbody> </table>		Achieved %	Description	Rating	Rating Description:	90-100%	Excellent	4.5-5.0	Fully satisfied.	80-89%	Very Good	4.0-4.49	Highly satisfied.	70-79%	Good	3.5-3.99	Just Satisfied.	55-69%	Requires Improvement	2.75-3.49	Slightly satisfied.	≤ 54%	Poor	1.00-2.74	Not satisfied.
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Questions																									
A. Transparency in Management																									
1. The Induction program was well organized.	3.12																								
2. The program of study was properly explained to me during the induction.	3.05																								
3. I was properly introduced to the College facilities and services.	2.76																								
4. The Student induction manual contained sufficient information about my department and program of study, college policies and regulations.	3.23																								
B. Communication																									
5. The College Website and data display boards are constantly updated.	3.93																								
6. The Information on exam timetables, delivery plans, registration, and holidays is properly communicated.	3.51																								
7. The College/Department notice boards, data display units, students emails and short messaging system have been used properly to disseminate information to students.	3.40																								
8. The information on the College Bylaws, policies, and regulations is updated and made accessible.	3.16																								
C. Advising																									
9. The Advisor provided me with clear information about the program courses and requirements.	3.02																								

10. The Advisor spent sufficient time with me to decide on the courses.	3.11
11. The Advisor was available during the advising schedule.	3.43
12. The Advisor listened to and addressed my concerns.	3.57
D. Registration System	2.76
13. The user account is given to me prior to registration.	3.7
14. The College online registration system is easy to use.	2.93
15. The College free access labs provide fast internet service during registration.	2.12
16. Registration problems are addressed within sufficient time.	2.28
E. Library and Self-Access Center (SAC) Services	3.38
E.1 Library /SAC Working Hours & Service	3.46
17. The staff is approachable and available to help	3.55
18. The library/SAC working hours are adequate and suitable for me	3.38
E.2 Library /SAC Computerized System	3.34
19. Book search system at the library/SAC is effective and up-to-date.	3.36
20. Online reservation and renewal of items system is available and functioning properly	3.32
E.3 Quality and Quantity of Educational and Reference Materials	3.33
21. The educational and reference materials in the library/SAC are of good quality.	3.37
22. The library/ SAC holds sufficient quantities of materials (books, journals, magazines, etc.).	3.29
F. Educational Technology Infrastructure & Technical Support	3.16
F.1 Educational Technology Infrastructure	3.11
23. Computer network in HCT is easy to access.	3.04
24. The speed of the internet connection is fast.	2.47
25. Computer equipment and facilities are adequate.	2.96
26. Software resources in the labs are up-to-date.	3.07
27. I am satisfied with the services provided by the E-Learning portal.	3.49
28. HCT e-mail exchange system is very reliable.	3.60
F.2 Technical Support Services	3.21
29. Student Helpdesk is efficient and helpful.	3.47
30. Printing services are satisfactory.	3.00
31. The staff in the Free Access Labs are efficient and available.	3.16
G. Catering, Health & Safety, and Financial Services	2.94
G.1 Catering Services	2.53
32. HCT has enough canteens to serve the students.	2.49
33. HCT canteens serve a variety of foods.	2.38
34. HCT canteen food prices are reasonable.	2.34
35. HCT canteen personnel are fit to serve and handle food.	2.96
36. HCT canteens serve healthy foods.	2.47
G.2 Health & Safety	3.20
37. HCT facilities are clean.	3.34
38. HCT facilities have proper ventilation.	3.20
39. HCT restrooms are always hygienic.	2.6
40. Clean drinking water is provided at HCT	3.2
41. HCT clinic provides basic Healthcare services.	3.33
42. HCT provides students with special needs with proper facilities.	3.02
43. Proper health and safety precautions are taken in laboratories and workshops.	3.37

44. HCT students are provided with a safe environment.	3.51
G.3 Financial Services	3.09
45. The Finance Department provides efficient financial services to students.	2.92
46. HCT finance personnel are approachable and helpful.	3.26
H. Students' Involvement/Students' Societies and Social and Recreational Services/Facilities	3.06
H.1 Students' Involvement / HCT Support of Students' Societies	3.14
47. HCT promotes a culture of community engagement among students.	3.35
48. The College administration cooperates with student societies.	3.27
49. Students are actively involved in decision making in the college.	2.88
50. College departments encourage the forming of students' societies.	3.05
H.2 Social and Recreational Services/Facilities	2.99
51. There are enough recreational and social activities in the College.	2.88
52. HCT has adequate facilities (halls, auditoriums, etc.) to accommodate students' social and recreational activities.	3.05
53. The social counselling services are satisfactory.	3.03
I. College Teaching/Training Facilities and Equipment and their Maintenance	3.06
I.1 Adequacy of Space, Machinery and Upgrading in Classrooms, Workshops and Labs	3.09
54. The classrooms are spacious and well-equipped with the necessary educational equipment.	2.95
55. HCT has well-equipped workshops and labs.	3.20
56. Machines and equipment in classrooms, workshops and labs are upgraded regularly.	3.13
I.2 Maintenance of Teaching/Training Facilities and Equipment	3.04
57. Classrooms and their equipment are maintained properly by the College.	2.93
58. Workshops and labs and their equipment are properly maintained by the College.	3.05
59. Other educational facilities such as lecture theatres and the library are always properly maintained.	3.13
J. The Performance of the Management in the Department/Centre	2.75
60. The management deals efficiently with grievances, complaints and suggestions.	2.58
61. I am satisfied with the management performance.	2.93
OVERALL SUBSCALE AVERAGE	3.09
62. Is there anything else you would like to tell us about your level of satisfaction with any of the facilities/services mentioned above?	
we need updated softwares and clean restrooms, also enhance the speed of the registration system and reduce the servers crashes	
we want good teachers which they teach as in proper way	
provide the students with good training before or after leaving college,,,and concentrate more in practical means more than theory part,,,provide them with efficient equipments during projects...	
we need new building for department photographer	
نتمنى تغيير مقاعد الكلاس وتوفير معدات جديدة وتغيير مكان الكرفانات وتدريب المدرسين واعطائهم دورات تتفهمهم في مجال التصوير وزيادةت مقررات التدريس باضافة برنامج اللايت روم وتصوير استوديو احترافي شاكرين لكم تعاونكم معنا واجتهادكم في رفع المستوى التعليمي للكلية	
-Parking - THEIR IS NO basic materials like centrifuge tube,beaker..etc	

نلاحظ اهمال الادارة لمرافق المبنى القديم (مبنى قسم العلوم) دورات المياه وبشكل دائم تكون خالية من صابون الغسيل والمحرم الورقيه، المصليات وبالاخص مصليات المبنى القديم تحتاج الى عناية وتغير السجاد وتنظيفها دوريا، الكراسي المستخدمه في قسم الهندسه غير مريحة اطلاقا ، المكتبة: الكراسي مزعجة لمرتادي المكتبة ، الازعاج وعدم الهدوء مشكلة تحتاج الى حل * دائما هناك تعليمات وقوانين من الكلية الى الطلاب وكل هذيه القوانين تبدأ بكلمة يمنع ، يمنع ، عدم ، عدم نتمنى ادراج حقوق الطلاب على المعلمين وعلى الكليه مثال (الطالب له حق المطالبة بمعرفة درجاته) وهكذا مثل هذا المثال قسم الماليه: يواجه الطلاب مشكلة تأخر نزول العلاوه ، ايا كانت مصدر المشكله (الوزارة او البنك) المفترض قسم الماليه يضغط على مصادرة هذه المشكله يكي لاتعاود هذه المشكله الحدوث خدمات الدعم الفني مثل الطابعات، عمل هذا النوع من الطابعات معقد بحيث اي مشكله مفاجئه وعدم ادراك الطالب لها تـدي الى ضياع الورق والحبر دون فائدة من تذكر

الكانتين ضيق ولا يستوعب عدد كافي للطالبات وتكراسي متكسره بحاجة إلى استبدال .. لا يوجد مصلى في النيوو . نظام التسجيل غير مرضي بتاتا .. يجب ان يكون التسجيل قبل فترة الدراسة بفترة كافية وليس في نفس الاسبوع . تقليل عدد الكويزات حتى يتسنى للطلاب الاستيعاب والتركيز .. لأن ما يحدث الآن ان الطالب كل تركيزه ع الاختبار اما ان يفكر في الاختبار او ان يذاكر للاختبار فيكون مرهق .. جدول الاختبارات النهائيه دائما يكون متراكم يجب ان تكون هناك فواصل بينهما توزيع اوقات السكاشن توزيعا متكافئا .. وان لا تكون جميع السكاشن في نفس الوقت واليوم .. توفير كراسي انتظار للطلبة في ممرات الكليه .. يجب ان تأخذ شكاوى الطلبة بعين الاعتبار المرشد الأكاديمي يجب ان يعطي وقتا كافيا لطلابه توفير بيئة ترفيهيه للطلاب .. لا يوجد اي مكان ترفيهي في الكليه سوا الكانتينات الضيقه .. تخصيص يوم مفتوح للطلبة لعرض المواهب وسوق خيري مع الغاء المحاضرات ..

no

Improve the registration system.

Emails should be used for communication between lecturers and students. Specially at the events of cancellation of classes, the emails are never being used as a mean of communication.

am not satisfy at all with the administration and management of my department we need new devices and labs to study and in my case as a networking student you need to let us work more with routers and switches instead of giving us subjects we dont need in our career