

Corrective Actions implemented due to the feedback from student survey

Academic year 2025-2026

Students Suggestions	Actions Taken
-Faster response and communication with students through email.	-Created a dedicated email address for postgraduate students: - postgraduate.reg@aou.edu.eg - Created dedicated email addresses to ensure clearer and more efficient communication for undergraduate students : - business.reg@aou.edu.eg - itc.reg@aou.edu.eg - media.reg@aou.edu.eg - ell.reg@aou.edu.eg - edu.reg@aou.edu.eg - graphic.reg@aou.edu.eg -Assigned a staff member to each academic program to follow up with students and manage email communication.
- Clarify the Admission and Registration process	- Simplified and clarified the registration process through a clear registration flowchart.
-Improving organization within the department to reduce overcrowding.	-Expanded online services, including advising, registration, and payment processes. -Implemented a queue management system during peak service times. -Separated the financial office to improve organization, ventilation, and overall cleanliness.

