

## Results of Students Survey for Academic Year 2022–2023

<b>Student comment</b>	<b>Actions taken from the university management</b>
1. Improving the Call Center Service	A follow-Up is being one for the service provided by call center in order to improve the service provided
2. Final revisions are required for all university faculties before final exams	<p>This suggestion was presented in the university council no. (10) Aug.1<sup>st</sup> ,2023</p> <p><b>Decision taken:</b></p> <p>Revisions lectures before final exams to be implemented for all faculties and students to be notified with its dates and time</p>
3. Trainings for students are required with affordable fees to all faculties	<p>Training and Community Service Center is working very hard regarding this issue as it was started in July 2023, summary of the Plan for July 2023 is as follows:</p> <ul style="list-style-type: none"> <li>-The total planned number in all programs :550 trainee</li> <li>- The total planned number in English Language program: 150 trainee</li> <li>-The actual numbers for all trainees are 867 with 147% plan achieved</li> <li>- 2 orientation sessions were implemented</li> <li>- 13 planned programs and workshop :               <ul style="list-style-type: none"> <li>-(7) information technology programs have been implemented and they have been fully implemented through the self-education system for free.</li> <li>- (1) program specialized in graphic design has been implemented and implemented on the university campus and a 25% discount has been made for students and graduates of the Arab Open University in Egypt</li> </ul> </li> </ul>

	<p>- (5) programs in the language major have been announced, and implementation will begin after holding a placement exam, which was announced to all students enrolled in the programs.</p> <p>- Workshop was implemented under the title of: "How to write a research paper"</p> <p>The center relies on advertising and publishing the training programs on three channels:</p> <ul style="list-style-type: none"> <li>* University Facebook page</li> <li>* Telegram training center group</li> <li>* The university's LMS platform</li> </ul>
<p>4. In some branches, cooperation protocols are signed with government agencies such as ministries and agencies</p>	<p>All cooperation protocols and agreements were published on AOU page on Facebook and also to be published on LMS Platform.</p> <p><i>AOU Egypt branch signed cooperation protocol with ministry of communication for offering training for undergraduate and post graduate students</i></p>
<p>5. The university's reputation in the labor market is that it is an open education. Some students suggest changing the name of the university</p>	<p>Marketing campaigns are being carried out on Facebook to inform everyone about the cause of the name of the university, which is associated with the partnership with the Open University in England, and it will improve the societal view of the university and its image accordingly.</p>
<p>6. The university tuition fees to be decreased.</p>	<p>The Student Solidarity Fund Regulations was approved in the University Council no (10) 1/8/2023. Follow the link <a href="https://www.aou.edu.eg/media/pages/announcement-item.aspx?iid=302">https://www.aou.edu.eg/media/pages/announcement-item.aspx?iid=302</a></p>

7. Improving the sports activities  
are required in the university

The Arab Open University in Egypt will increase student sports activities and events starting from the new academic year 2023/2024. In response to the wishes of its students, the Arab Open University in Egypt, led by Prof. Dr. Mahmoud Abu Al-Nasr, the university president, intensified the activities represented in billiards, table tennis and chess