



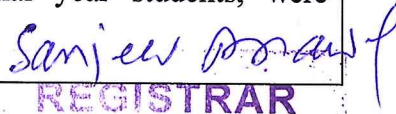
आईएफटीएम विश्वविद्यालय, मुरादाबाद, उत्तर प्रदेश
IFTM University, Moradabad, Uttar Pradesh
NAAC ACCREDITED

ACTION TAKEN REPORT
BASED ON
(GENERAL FEEDBACK ANALYSIS)
2020-21
PHARMACY ACADEMY

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REGISTRAR
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Based on the feedback survey conducted for the year 2020-21, a down trend was observed in some of the vital parameters. To address the issues, following measures were planned / taken.

S.NO.	ISSUE	ACTION
1	Students faced difficulty in completing their admission formalities	After due deliberation it was learnt that the problems in completing the admission documentation was largely due to COVID induced restrictions. The situation warranted no change in the current admission procedure.
2	Few students opined that some faculty members did not meet their expectations.	Since a rigorous selection procedure is already in place for recruitment of the faculty, no immediate action was deemed necessary. However, the Director took cognizance of the feedback for further understanding of the cause of the problem if any and corrective action, the situation may warrant.
3	Lesser number of students were found satisfied with the training and placement provided by the University.	<p>Director – T&P through his team explored more hands-on / live projects / field projects to help students acquaint with the real work life challenges. New organizations came on board to provide industry projects and full time job opportunities.</p> <p>a. Prospective employers covering various functions and industries were explored and reviewed for their suitability.</p> <p>b. Number of opportunities offered, types of roles offered, location and CTC offered, employers with high attrition rate (for our students), students' response to the opportunities viz. whether they applied, appeared and what was their performance (rejection, rejection level OR selection, joining and exit), was analyzed and appropriate measures including sessions with final year students, were taken.</p>


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4	Alumni Meet not organized	Alumni meet was not possible because of COVID-19 related guidelines and restriction on gatherings. People were also apprehensive and reluctant to any idea of mass gathering. No further action was required.
5	Students had issues in getting their grievances resolved.	Students through their coordinators were advised to discuss all their issues / concerns with allotted mentors. Faculty logs the mentor-mentee interaction which is reviewed by concerned Director every month. In addition the students are made aware about the various cells and committees available to address their grievances where ever required.
6	Students were not completely satisfied with the laboratories and equipment.	The laboratory in the department gets updated with all the necessary inputs required for its functioning. The faulty and broken apparatus, scales and other equipment were changed, as part of routine activity.
7	Students complained about the lack of computer facilities in the department	The Department has its own computer lab and the faulty computers / parts are replaced as part of regular maintenance and the capacity enhancement is done post assessment of need and necessary approvals.
8	Students shared their dissatisfaction with the state of their classrooms	The required renovation and repair work happens periodically. No immediate action was required. The furniture was repaired in classrooms wherever it was required.
9	Some students reported that they don't get enough communication from the University.	The Alumni Cell reconciled their alumni data base to insure that their reach and alumni connect is better.
10	Students found the reading material in the library is not sufficient for their academic needs.	Though the University has a huge library and a colossal collection of books, new additions keeps happening. The required study materials and books were added and made available to the students in the session 2021-22.
11	A substantial number of students were found	Librarian adjudged any requirement of additional photocopier machine or a replacement of an existing machine. It was

	dissatisfied with the Reprography services.	learnt that the availability of attendant was the precise issue, which was resolved.
12	Some students opined that the internet facilities are not satisfactory in the department	IT team found misuse of the bandwidth on WiFi and took some corrective measures to improve the experience of the legit users.
13	Lack of cleanliness and hygiene in washrooms	The washrooms are regularly cleaned and their schedule is monitored at the department.
14	Some students opined that the teacher shall use modern teaching aids, handouts, suitable references, power-point presentations (PPT), web-resources, etc	The teacher uses AV aids in the class; however additional ICT tools have been added installed in a phased manner across the University. The web sources and other digital sources of students' use were shared and the same was ensured by the coordinators. However the session was marred with the COVID induced conditions but teachers used the best of technology to ensure continuity in students' learning.


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