



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

ACTION TAKEN REPORT

**BASED ON
(GENERAL FEEDBACK ANALYSIS)**

2020-21

**SCHOOL OF AGRICULTURAL SCIENCE &
ENGINEERING**

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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	Students belonging to marginalized section of the society, faced difficulty in fee payment.	After thorough deliberation on the data, it was learnt that most of the complainants were the students who faced issues with their (credit of) scholarships. The delays and failures were largely due to the disrupted business activities because of COVID-19. This ultimately led to defaults in fee payment and breach of payment schedules. It was decided, that no immediate change in procedures was required.
3	Students shared their concern about the state of Lab Facilities	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. The required agri-machinery is also available and used during the field trainings sessions.
4	Some students shared that they did not get enough of project guidance.	The faculty is allocated to all the students to help them with their projects; however the students usually do not stay after the scheduled lectures for any discussion / work because of multiple reasons beyond the functional scope of faculty.
5	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</p>

		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.
6	Some of the former students were not completely satisfied with the library services at the University.	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.
7	Some students were not satisfied with the canteen of the University.	The canteen at the University campus provides plenty of options to the students to choose from.
8	Students were apprehensive about the caliber of the students studied with them	The University believes in equal opportunity and access to education for people from all walks of life. The situation needed no change in the current approach.
9	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.
10	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.
11	Dissatisfaction with the state of agricultural instruments & equipment.	The required agri-machinery and equipment are available and accessible to the students.
12	Students shared their concern about limited	The schedule / time table for using various facilities is in accordance to the need of the curriculum and course structure.

	access to computer facilities.	No change was deemed necessary.
13	Students were found not satisfied with the internet connectivity, more precisely the bandwidth speed.	IT team found misuse of the bandwidth on WiFi and took some corrective measures to improve the experience of the legit users.
14	Students complained about lesser number of sports and cultural events on campus	As the focus largely remained on revamping the academic activities, after a hiatus of 1 session marred with COVID-19, it was decided that sports and cultural activities shall be resumed as early as possible in the session 2021-22.
15	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.
16	A substantial number of students were found dissatisfied with the Reprography services.	Librarian adjudged any requirement of additional photocopier machine or a replacement of an existing machine. It was learnt that the presence of attendant was the precise issue, which was resolved.
17	Lack of cleanliness and hygiene in washrooms	The schedule of cleaning every 2 hour was ensured at department level.

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