



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

# **ACTION TAKEN REPORT**

**BASED ON**

**(GENERAL FEEDBACK ANALYSIS)**

**2020-21**

**SCHOOL OF BUSINESS MANAGEMENT**

*Sanjeev Prasad*  
**REGISTRAR**  
IFTM UNIVERSITY  
MORADABAD.

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	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.
2	Lesser number of students were found satisfied with the training and placement provided by the University.	<p>Director – T&amp;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> <ol style="list-style-type: none"> <li>a. Prospective employers covering various functions and industries were explored and reviewed for their suitability.</li> <li>b. Matrix having 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.</li> </ol>
3	Some students did not rate the University high highlighting a scope of improvement in its	While this can be attributed to multiples reasons beyond the scope of departmental functioning, the Director took cognizance of the feedback for any measures within the scope

	overall functioning.	of the department.
4	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.
5	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.
6	Few former students had problems in getting their queries / issues 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.
7	Students complained about the 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 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.
9	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.
10	Lack of cleanliness and hygiene in washrooms	The schedule of cleaning every 2 hour was ensured at department level.
11	Few students shared	The classroom discussion in PG programs shall include the



	their apprehension about the level of classroom discussion.	industry applications and practicality of the topic. The industry experts and professionals take these classes for better and complete understanding of the subject.
12	Teacher is not readily available and accessible	The round the clock access to all the teachers was not possible because of various roles and responsibilities assigned to the faculty members.in the department. However, the teachers remain available in their faculty room in between their lectures and can be visited by students as and when needed

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