



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

# **ACTION TAKEN REPORT**

**BASED ON**

**(GENERAL FEEDBACK ANALYSIS)**

**2021-22**

**SCHOOL OF BUSINESS MANAGEMENT**

*Sanjeev Doraud*

Registrar  
IFTM University  
Moradabad

Based on the feedback survey conducted for the year 2021-22, a down trend was observed in some of the vital parameters. To address the issues, following measures were planned / taken by the department.

S.NO.	ISSUE	ACTION
1	A considerable number of students shared their dissent with the reprography services at the department.	The reprography services are paid and available within the University campus at 'Maitri Jal Pan Grah' through various counters.
2	Students shared their dissent with the internet services at the department.	The required internet bandwidth is available and allocated to the department. However, pilferage and illicit usage was detected which was later traced and fixed by the IT Team.
3	Students opined that the toilets and washrooms shall be cleaned at regular intervals to keep them hygienic and usable.	Washrooms are cleaned at the Dept. every 2 hours and monitored by the staff.
4	Some students opined that online resources are not available or accessible to them.	Online educational resources like EBSCO, Taylor & Francis, DELNET etc. are available in library and accessible to the students with the help of the librarian / staff.
5	Some students opined that they faced difficulty in accessing the teachers at the department.	The students were advised to check the schedule / timetable of the teachers for getting their doubts cleared / discussions.
6	Few former students shared their dissent with the internet services at the department.	The required internet bandwidth is available and allocated to the department. However, pilferage and illicit usage was detected which was later traced and fixed by the IT Team.
7	Few students were found not satisfied with the redress mechanism / solutions provided to their grievances.	Various grievance redress cells are in place at the Dept. and centrally at the University. Class coordinators briefed their respective classes about these. <i>Sanjeev Dora</i>
8	Few teachers shared the need of	Provisioning of canteen at the Dept. was

	provisioning a canteen at department level.	effort and time consuming and required additional space. However, the peons / staff at the Dept. service any order placed by the faculty members.
9	Some of the students were found not having the required people skills.	PSD and communication skills classes are run by the Dept, however the offline classes were largely disrupted during 2020-21.
10	Some students were found not open to new ideas and interested in learning new skills.	PSD and communication skills classes are run by the Dept, however the offline classes were largely disrupted during 2020-21.
11	Only few students were found having the required ability to contribute to the goal of the organization.	PSD and communication skills classes are run by the Dept, however the offline classes were largely disrupted during 2020-21.

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