



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

# **ACTION TAKEN REPORT**

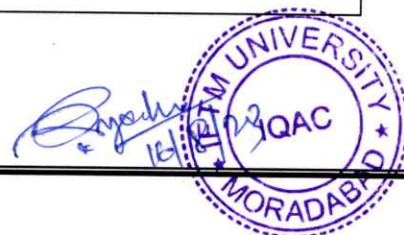
**BASED ON  
(GENERAL FEEDBACK ANALYSIS)**

**2022-23**

**SCHOOL OF BUSINESS MANAGEMENT**

Based on the feedback survey conducted for the year 2022-23, 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	The students did not find the services of Training & Placement Cell satisfactory.	The T&P Cell is working to improve the CTC offered to the students and onboard more MNCs.
6	Students opined that not all the teachers use modern teaching aids in their class.	ICT Tools are an integrated part of the teaching-learning process at the department. While most of the assignments / tasks are performed in field, teachers do use appropriate teaching aids according to the need of the curriculum.
7	Not all the students opined that the evaluation process is fair and unbiased.	The marks and feedback wherever applicable are shared promptly and all the queries raised by the students are answered / explained.



8	Few alumni shared their dissatisfaction with the state of laboratories.	The laboratories are periodically inspected and updated. The broken apparatus and equipment are replaced after necessary procurement.
9	The survey revealed that not all the students got to participate in the alumni meet at the University (department).	Alumni Meet was conducted and the students participated in it.
10	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.
11	Some alumni shared their dissatisfaction with the lack of sports and cultural events at the University.	The lack of cultural and sports activities were largely because of the pandemic induced restrictions. The same has resumed through designated committees and cells in this session.
12	Few teachers shared the need of provisioning a canteen at department level.	Provisioning of canteen at the Dept. was effort and time consuming and required additional space. However, the peons / staff at the Dept. service any order placed by the faculty members.

*Syeda*  
16/8/23

