



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

ACTION TAKEN REPORT

BASED ON

(GENERAL FEEDBACK ANALYSIS)

2021-22

**SCHOOL OF COMPUTER SCIENCE &
APPLICATIONS**

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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	Few students shared their concern about the fairness of the evaluation process.	HoD ensured that the results of internal examinations are shown / shared within 3 days after the examinations are over.
2	Few alumni shared their dissatisfaction with the services of the Training & Placement Cell.	The T&P Cell is working to improve the CTC offered to the students and onboard more MNCs. Skill development classes are regularly organized to help them improve their chances of selection.
3	Some former students shared their dissatisfaction with the Canteen facilities at the University Campus.	The prices at the canteen are moderated and varieties are available for the students.
4	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.
5	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.
6	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	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 the same is monitored by the staff available at the Dept.
8	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

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		more MNCs and organizations suitable for the purpose.
9	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.
10	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.
11	Only few students were found having the required people skills by the responding employers.	PSD and communication skills classes are run by the Dept, however the offline classes were largely disrupted during 2020-21.
12	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.
13	Only few students were found having the required leadership skills.	PSD and communication skills classes are run by the Dept, however the offline classes were largely disrupted during 2020-21.

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