



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

ACTION TAKEN REPORT

BASED ON

(GENERAL FEEDBACK ANALYSIS)

2020-21

SCHOOL OF ENGINEERING & TECHNOLOGY

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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 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.
2	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 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.</p>
3	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.
4	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.
5	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.
6	Students were not completely satisfied with the laboratories and equipment.	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.
7	The prescribed reading books and reading material are not sufficiently available in the library.	The library keeps adding the revised editions and new titles as required and prescribed in the syllabus. The required measures to correct the situation were taken.
8	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.
9	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.
10	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.
11	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.

12	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.
13	Lack of cleanliness and hygiene in washrooms	The schedule of cleaning every 2 hour was ensured at department level.

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