



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

ACTION TAKEN REPORT
BASED ON
(GENERAL FEEDBACK ANALYSIS)
2020-21
SCHOOL OF SCIENCES

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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 faced difficulty in completing their admission formalities	After due deliberation it was learnt that the problems in completing the admission documentation was largely due to COVID induced restrictions. The situation warranted no change in the current admission procedure.
2	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.
3	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> <ol style="list-style-type: none"> Prospective employers covering various functions and industries were explored and reviewed for their suitability. 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.
4	Students found the reading material in the library is not sufficient	Though the University has a huge library and a colossal collection of books, new additions keeps happening. The required study materials and books were added and made

	for their academic needs.	available to the students in the session 2021-22.
5	Would you like to join the alumni association	The Alumni Cell of the Department spoke to alumni of passed out batches and found that many are busy with their jobs and other engagements. Only few agreed to join the alumni association and visit the University to participate in any event or developmental activities.
6	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.
7	Students had issues in getting their grievances 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.
8	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.
9	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.
10	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.
11	Lack of cleanliness and hygiene in washrooms	The washrooms are regularly cleaned and their schedule is monitored at the department.
12	Students shared their apprehension about	The faculty members have repeatedly been advised to stay student centric in their delivery and content. Discussion based

	some teachers' communication style and ability to inspire.	sessions has replaced the conventional monologue lecturing.
13	Teachers do not use modern teaching aids	The interactive screens are getting installed in a phased manner and are used during the sessions in the department. PPTs over projectors have been in practice for long.

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