



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

ACTION TAKEN REPORT
BASED ON
(GENERAL FEEDBACK ANALYSIS)
2020-21
SCHOOL OF SOCIAL 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 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.
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	Some students were not satisfied with the canteen of the University.	The canteen at the University campus provides plenty of options to the students to choose from.
4	The Hostel Facilities were not seen as satisfactory by few students	The hostel has been recently renovated with new tiles and furnishings along with provisioning of essentials and other safety measures.

5	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.
6	Alumni association joining	The Alumni Cell of the Department spoke to contactable alumni of last 3 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.
7	Alumni Meet not organized	Alumni meet was not possible because of COID-19 related guidelines and restriction on gatherings. People were also apprehensive and reluctant to any idea of mass gathering. No further action was required.
8	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.
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 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.
11	Lack of cleanliness and hygiene in washrooms	The schedule of cleaning every 2 hour was ensured at department level.

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