



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

ACTION TAKEN REPORT
BASED ON
(GENERAL FEEDBACK ANALYSIS)
2021-22
SCHOOL OF SOCIAL SCIENCES

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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	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.
2	Some students shared their dissent with the non-completion of syllabus in some courses.	An internal review was done by the Director. The teachers were sensitized about the issue and HoD was advised to do the necessary follow ups to ensure completion of syllabus in the running semester.
3	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.
4	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.
5	Students opined that the toilets and washrooms shall be cleaned at regular intervals to keep them hygienic and usable.	Washrooms are now cleaned at the Dept. every 2 hours and monitored by the staff.
6	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 and organizations suitable for the students.
7	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.
8	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.
9	The survey revealed that not all the students got to participate in the alumni meet at the University (department).	Alumni Meet could not be conducted because of prevailing COVID pandemic and perhaps many students got baffled because of this.
10	Some alumni reported that they do not receive any mail / messages from the department.	The Director reviewed along with alumni coordinators in the Dept. and attempts were made the data base was updated with the
11	Some of the employers shared their dissent with the communication skills of the students they had interacted with / employed.	PSD and communication skills classes are run by the Dept, however the offline classes were largely disrupted during 2020-21 because of the pandemic.
12	Few students were found not sufficiently motivated to take any responsibility, by the employer/s.	T&P Cell has organized sessions for improving the orientation and mental health of the students.
13	Few students were found having the required people skills.	PSD and communication skills classes are run by the Dept, however the offline classes largely remained disrupted during 2020-21.
14	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 largely remained disrupted during 2020-21.
15	Only few students were found having the required leadership skills.	PSD and communication skills classes are run by the Dept, however the offline classes largely remained disrupted during 2020-21.

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