



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

ACTION TAKEN REPORT
BASED ON
(GENERAL FEEDBACK ANALYSIS)
2021-22
PHARMACY ACADEMY

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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 not all the titles / reading material sought by the students were available in the library.	The library does the necessary procurement every year to cater to the needs of the students. Reading material specific to the needs of the students was shared with the students.
2	Some students shared that they faced problem in accessing any online educational resources. or perhaps were unaware about their availability	Notice / placards regarding availability of online resources was placed in the library and multiple subscriptions are accessible to students with the help of staff at the library.
3	The survey revealed that some students did not find few teachers punctual.	The Director through a meeting reiterated about the importance and need for being punctual, for all the teachers. The HoD ensures that the classes commence strictly as per the schedule.
4	Some of the alumni shared their dissent with the fee structure of the University (Dept.)	It was learnt that many students faced problem with the schedule of fee payment, during COVID. No immediate change was deemed necessary given the prevailing normal circumstances
5	The survey revealed that some of the alumni were not satisfied with the guidance they received with their projects.	The project guides are allotted judiciously to all the students. It was learnt that those students not reporting to the guide faced problem and perhaps shared their dissent.
6	Few students shared their dissent with the Alumni Association of the University / Department.	The Alumni Association through its coordinators has updated the data base as it was learnt that not many students were either not part of it or were not contactable. The exercise was on at the department by the time of writing this report.
7	A considerable number of students shared their dissent with the reprography services	The reprography services are paid and available within the University campus at

	at the department.	'Maitri Jal Pan Grah' through multiple counters.
8	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.
9	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 monitored by the staff.
10	The survey revealed that some students had issues with the water taps / ROs installed at the department.	The water points / dispensers / ROs were checked by the technician and the same are working fine within permissible TDS count limit.
11	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.
12	Not all the students showed interest in joining the alumni association.	The Alumni Committee at the dept. contacted the alumni who passed out in 2020 & 2021 to make them join the Alumni Association and to learn about any grievances, if any. Being busy with their respective work and their non-availability at Moradabad were the prominent reasons for lack of interest.
13	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 related restrictions and perhaps many students got baffled because of this.
14	Few students were found having the required people skills.	PSD and communication skills classes are run by the Dept, however the offline classes were largely remained disrupted during 2020-21.
15	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.
16	Some alumni shared their dissent with the services of T&P cell.	The T&P Cell is working to improve the CTC offered to the students and onboard more MNCs.

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