



IFTM UNIVERSITY

MORADABAD

ACTION TAKEN REPORT

BASED ON

(GENERAL FEEDBACK ANALYSIS)

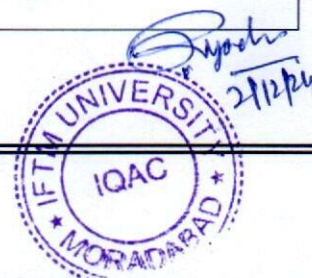
2023-24

PHARMACY ACADEMY



Based on the feedback survey conducted for the year 2023-24, a sliding 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 teachers showed dissent that the teaching-aids available in the department are appropriate and up-to-date.	More modern tools and technologies have been incorporated while ensuring that multimedia content, software, or other resources are up-to-date. Also more interactive resources were provided.
2	A few of the students expressed dissatisfaction regarding the availability of safe drinking water and water resources	Regular testing is conducted on water sources to ensure compliance with safety standards. Any discrepancies found during testing is addressed immediately
3	A few teachers were unable to expressed clear views regarding the number of schemes/policies for the welfare of faculties.	An informational session was organised to educate faculty members about the existing welfare schemes and policies.
4	The central library of the university is a major source of information for the students and is optimally utilised.	Regular audits have been conducted to ensure the latest editions of textbooks, journals, and research papers were available. Orientation sessions at the beginning of each semester to ensure new students have been made aware of the available resources and services were enhanced.
5	Some students felt that reading material/ prescribed books/ journals were not available in the library.	The availability of books and journals were verified that might have been reported as unavailable. It has been ensured that all prescribed materials were stocked and available for borrowing.
6	Some students shared their dissatisfaction with the accessibility of digital educational resources in the library.	Digital educational resources such as EBSCO, DELNET, Taylor & Francis, etc., are available and accessible in the library with the help of library staff.
7	A few students shared their dissatisfaction with the library staff's level of cooperation and helpfulness.	Workshops on customer service and communication were conducted to enhance staff interaction with users. Routine feedback and monitoring mechanisms were introduced to ensure staff maintain high standards of service. Additional staff was assigned during peak hours to reduce wait times and improve user experience.
8	A few students showed dissent that internet facility was available in the department.	Areas with weak or no internet coverage were investigated and additional Wi-Fi access points and signal boosters were installed to ensure full coverage across the department.



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9	Some students opined that the labs were not adequately equipped with equipment in working condition.	A comprehensive inspection of all equipment was performed and necessary repairs and replacements were made to improve functionality. A regular assessment of lab equipment status and condition has been implemented as part of routine check-ups to prevent issues from escalating.
10	A few of the students expressed dissatisfaction regarding the availability of safe drinking water and water resources	Regular testing is conducted on water sources to ensure compliance with safety standards. Any discrepancies found during testing is addressed immediately
11	Some students opined that the washrooms/ toilets are not well maintained, clean and hygienic.	The frequency of cleaning sessions in the washrooms has been increased, ensuring regular checks throughout the day. It is ensured that repairs, such as broken fixtures, plumbing issues, or poor ventilation, are addressed promptly.
12	A few of the students have expressed dissatisfaction with the functioning of the Placement Cell	The T&P team has considered the introduction of additional workshops on resume building, interview skills, and job-specific preparation. The Placement Cell has explored opportunities to partner with a wider range of companies, especially in fields that align with student interests.
13	According to some respondent adequate facilities related to sports / gymnasium/ recreation were not provided by the University.	It has been ensured that the gymnasium and recreational areas are maintained regularly. Issues related to cleanliness, equipment condition, or maintenance were also addressed. The timings and availability of sports and gym facilities were reviewed to cater to different student schedules. Introducing more variety in sports or recreational activities was also considered.

