



IFTM UNIVERSITY

MORADABAD

ACTION TAKEN REPORT

BASED ON
(GENERAL FEEDBACK ANALYSIS)

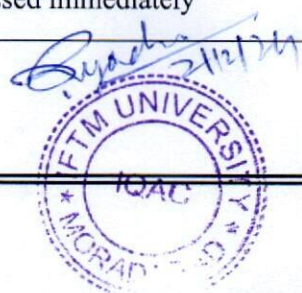
2023-24

SCHOOL OF BUSINESS MANAGEMENT



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	A few teachers felt that suitable learning resources/research labs were not available for the faculties and they were not encouraged to carry out research.	Orientation sessions and regular workshops were conducted to inform faculty members about the availability of resources and research labs. Detailed guidelines and access procedures were also shared for utilizing research labs and learning resources effectively. Incentives, such as funding opportunities, publication support, and recognition for research achievements, were offered to encourage faculties to carry out research.
2	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. Orientation sessions to familiarize users with available digital resources and their navigation were conducted. Step-by-step guides were displayed and video tutorials were also provided.
3	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.
4	Some students showed dissatisfaction with the internet facility 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. IT team was approached to track instances of internet downtime and to implement measures to minimize disruptions.
5	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.
6	Some 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



S. NO.	ISSUE	ACTION
7	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. A schedule for periodic deep cleaning (e.g., weekly, or monthly) has been implemented to address any long-term buildup of grime and stains. It is ensured that repairs, such as broken fixtures, plumbing issues, or poor ventilation, are addressed promptly.
8	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.
9	According to some students, 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.
10	A few alumni were dissatisfied by the efforts of Training & Placement cell of the university.	The T&P Cell has considered increasing workshops or sessions on resume building, interview techniques, and soft skills development. It has also worked to increase partnerships with companies across a broader range of industries. The communication channels were improved to ensure that students are fully informed about deadlines, opportunities, and the overall placement process.
11	Some alumni opined that efforts were required for Personality Development/ Soft Skills/ Group Discussion Techniques.	Interactive sessions were enhanced and more personalized coaching was considered for soft skills and group discussion techniques. Diversity of practice scenarios and examples were also increased.
12	Some employer was dissatisfied by the knowledge of student for using recent technology and workplace equipment.	For better understanding of the technology, the university has reviewed and enhanced training programs for the students. It is considered to provide more hands-on support or access to resources.

