



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

**ACTION TAKEN REPORT**  
BASED ON  
(GENERAL FEEDBACK ANALYSIS)  
**2021-22**  
**SCHOOL OF BIO TECHNOLOGY**

*Sanjeev Dora*  
Registrar  
IFTM University  
Moradabad

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 teachers opined that the copies of books in the library are not in sufficient number.	The required procurements were done by the librarian.
2	The survey revealed that some students felt that the teachers' attitude towards them was not friendly and helpful.	The teachers at the Dept. remained considerate to the needs and requirements of the students. The Director conducted a meeting to sensitize the faculty members about the ideal behavior expected of them.
3	Not all the students opined that the evaluation process is fair and unbiased.	The marks and feedback wherever applicable are shared promptly and all the queries raised by the students are answered / explained.
4	Some teachers opined that they did not get enough freedom to make changes in the syllabus.	The inputs provided by the teachers (wherever the case is) are deliberated upon by the senior faculty members at the time of the BoS and approved changes are then incorporated.
5	Some employers opined that the students do not have the required ability to contribute to the goal of the organisation.	PSD classes are run in addition to the hard skills (functional skills) to enable students become productive employees creating value for the organization they chose to work with.
6	Few alumni shared their dissent with the quality of reference material provided to them by the faculty members.	It was learnt that some students found the study material as difficult and did not understand what was provided as handouts. The reference material is reviewed and revised by the respective faculty members to address the issue.
7	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

*Sanjeev Daxu*

Registrar  
IFTM University  
Moradabad

		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	Some students were found dissatisfied with the computer facilities at the campus.	On some occasions, the wait time for students to use computers is high and perhaps can be the reason for dissatisfaction. The requirement has been shared to the Director-IT for their consideration and further process.
11	Few former 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, suitable for their purpose.
12	Few former 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.
13	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.
14	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.
15	Some students shared their dissatisfaction with the placement opportunities being provided to them by the T&P Cell.	The T&P Cell is working to improve the CTC offered to the students and onboard more MNCs suitable for their purpose.

*Sanjiv Bora*

Registrar  
IETM University  
Moradabad

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