



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

# **ACTION TAKEN REPORT**

**BASED ON**

**(GENERAL FEEDBACK ANALYSIS)**

**2021-22**

**SCHOOL OF PHARMACEUTICAL SCIENCES**

*Sanjeev Dossawal*

Registrar  
IFTM University  
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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	Not all the students agreed that the teacher communicated clearly to inspire them through his / her teaching.	As teachers cater to a classroom having huge diversity and students with varying levels of acumen. As all the teachers are qualified / experienced professionals, no immediate change was done.
3	Students opined that not all the teachers use modern teaching aids in their class.	ICT Tools are an integrated part of the teaching-learning process at the department. Teachers do use appropriate teaching aids according to the need of the curriculum.
4	Some students opined that, it is not always that they get the regular and timely feedback about their performance.	For some courses the CT-II marks got delayed for some inevitable reasons. The students are usually briefed about the marks obtained within 2 days after the CT and within fortnight after the SEE.
5	Some students shared their dissent with the space for reading in the department.	As the common rooms are used by the students for other purposes too including discussions and recreational activities.
6	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'
7	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.

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8	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.
9	Students opined that it is not always that they found the classrooms clean and well maintained.	The classes were disrupted because of the lockdown induced by the pandemic, for quite a part of the session 2020-21. No immediate action was deemed necessary by the authorities.
10	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.
11	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.
12	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.
13	Not all the students feel proud as alumnus of the department (University)	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 help if they needed from the Department / University, if any.
14	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 non-availability at Moradabad were the prominent reasons for lack of interest. <i>Sanjeev Dixwal</i>
15	The survey revealed that not all the students got to participate in the alumni	Alumni Meet could not be conducted because of prevailing COVID pandemic

	meet at the University (department).	and perhaps many students got baffled because of this.
16	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.
17	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 disrupted during 2020-21.
18	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.
19	Only few students were found having the required leadership skills.	PSD and communication skills classes are run by the Dept, however the offline classes were largely disrupted during 2020-21.

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