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# IFTM UNIVERSITY

## MORADABAD

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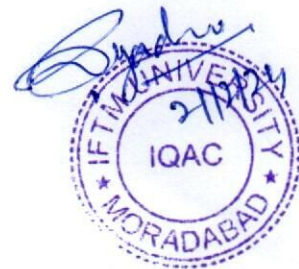
### ACTION TAKEN REPORT

BASED ON  
(GENERAL FEEDBACK ANALYSIS)

2023-24

SCHOOL OF PHARMACEUTICAL SCIENCES

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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 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.  |
| 2      | 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.  |
| 3      | Some students opined that the labs were not adequately equipped with equipment in working condition.                            | A comprehensive inspection of all equipment were 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. |
| 4      | A few of the students expressed dissatisfaction regarding the availability of safe drinking water and water resources           | Testing has been conducted on water sources on regular basis to ensure compliance with safety standards. Any discrepancies found during testing is addressed immediately  |
| 5      | 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 has been implemented to address any long-term buildup of grime and stains.  |
| 6      | A few of the students have expressed dissatisfaction with the functioning of the Placement Cell                                 | The Placement Cell has explored opportunities to partner with a wider range of companies, especially in fields that align with student interests.   |
| 7      | According to some respondent adequate facilities related to sports / gymnasium/ recreation were not provided by the University. | The timings and availability of sports and gym facilities were reviewed to cater to different student schedules. Issues related to cleanliness, equipment condition, or maintenance were also addressed.  |
| 8      | Some alumni opined that more 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.   |

