



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

**ACTION TAKEN REPORT**  
**BASED ON**  
**(GENERAL FEEDBACK ANALYSIS)**  
**2019-20**  
**SCHOOL OF SOCIAL SCIENCES**

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Based on the feedback survey conducted for the year 2019-20, a down trend was observed in some of the vital parameters. To address the issues, following measures were planned / taken.

S.NO.	ISSUE	ACTION
1	Some students shared their dissatisfaction with the project guidance they received during their stay at the campus.	All the students are assigned a faculty to help them with their assigned projects. Students discuss and get their queries resolved in time outside the class hours.
2	Students were not completely satisfied with the laboratories and equipment.	The laboratory in the department gets updated with all the necessary inputs required for its functioning. A functional media lab is available for the students of journalism.
3	Lesser number of students were found satisfied with the training and placement provided by the University.	Students are being provided the opportunities suitable for them. It was learnt that many students were seeking placements in their home town or nearby their villages, which was impractical since most of the job opportunities are in urban areas and probably not in the home town. Since most of the programs are non-professional / non-technical, the placement opportunities are limited. T&P Cell is working out opportunities for the students enrolled in the program of the school.
4	Some students were not satisfied with the canteen of the University.	The canteen at the University campus provides plenty of options to the students to choose from. The quality and hygiene is randomly checked by the competent authorities of the University.
5	Few students were found apprehensive about the caliber of the students studied with	The University believes in equal opportunity and access to education for people from all walks of life. The situation needed no change in the current approach.

*Sanjeev D. Singh*

	them	
6	Not all the students showed interest in joining the alumni association	The Alumni Cell of the Department spoke to alumni of passed out batches and found that many are busy with their jobs and other engagements. Only few agreed to join the alumni association and visit the University to participate in any event or developmental activities.
7	Many students opined about their dissatisfaction as they could not participate in the alumni meet	'Kutumb' the alumni meet was organized in early March 2020, however, not all the students could join because of multiple reasons. The time of the event is largely fixed and was decided after a thorough deliberation by the University officials.
8	Students had issues in getting their grievances resolved.	Students through their coordinators were advised to discuss all their issues / concerns with allotted mentors. Faculty logs the mentor-mentee interaction which is reviewed by concerned Director every month. In addition the students are made aware about the various cells and committees available to address their grievances where ever required.
9	Students complained about the computer facilities in the department	The Department has its own computer lab and the faulty computers / parts are replaced as part of regular maintenance and the capacity enhancement is done post assessment of need and necessary approvals.
10	Students shared their dissatisfaction with the state of their classrooms	The required renovation and repair work happens periodically. No immediate action was required. The furniture was repaired in classrooms wherever it was required.
11	Few students shared the need of more sports and cultural program at the University	Cultural programs and sports meet are organized according to the other activities scheduled in a given academic session, keeping in mind the various other activities and events.

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