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# IFTM UNIVERSITY

## MORADABAD

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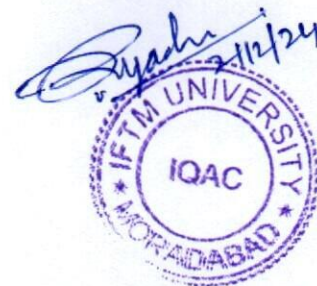
### ACTION TAKEN REPORT

BASED ON  
(GENERAL FEEDBACK ANALYSIS)

2023-24

SCHOOL OF SOCIAL 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 felt that reading material/ prescribed books/ journals were not available in the library.	The availability of books and journals were verified that might have been reported as unavailable. It has been ensured that all prescribed materials were stocked and available for borrowing.
2	A few students had dissent with the accessibility of digital educational resources in the library.	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 showed dissent that internet facility was 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.
4	A few of the 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
5	A few students had dissent with the statement that the washrooms/ toilets are well maintained, clean and hygienic.	The frequency of cleaning sessions in the washrooms has been increased, ensuring regular checks throughout the day. It is ensured that repairs, such as broken fixtures, plumbing issues, or poor ventilation, are addressed promptly.
6	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.
7	Some employers showed dissent regarding good relationship with seniors/ peers/ subordinates and involvement in social activities.	More frequent interactions between seniors and juniors were ensured. Team-building activities, group discussions, were organised to improve peer relationships and reduce any existing tensions.

