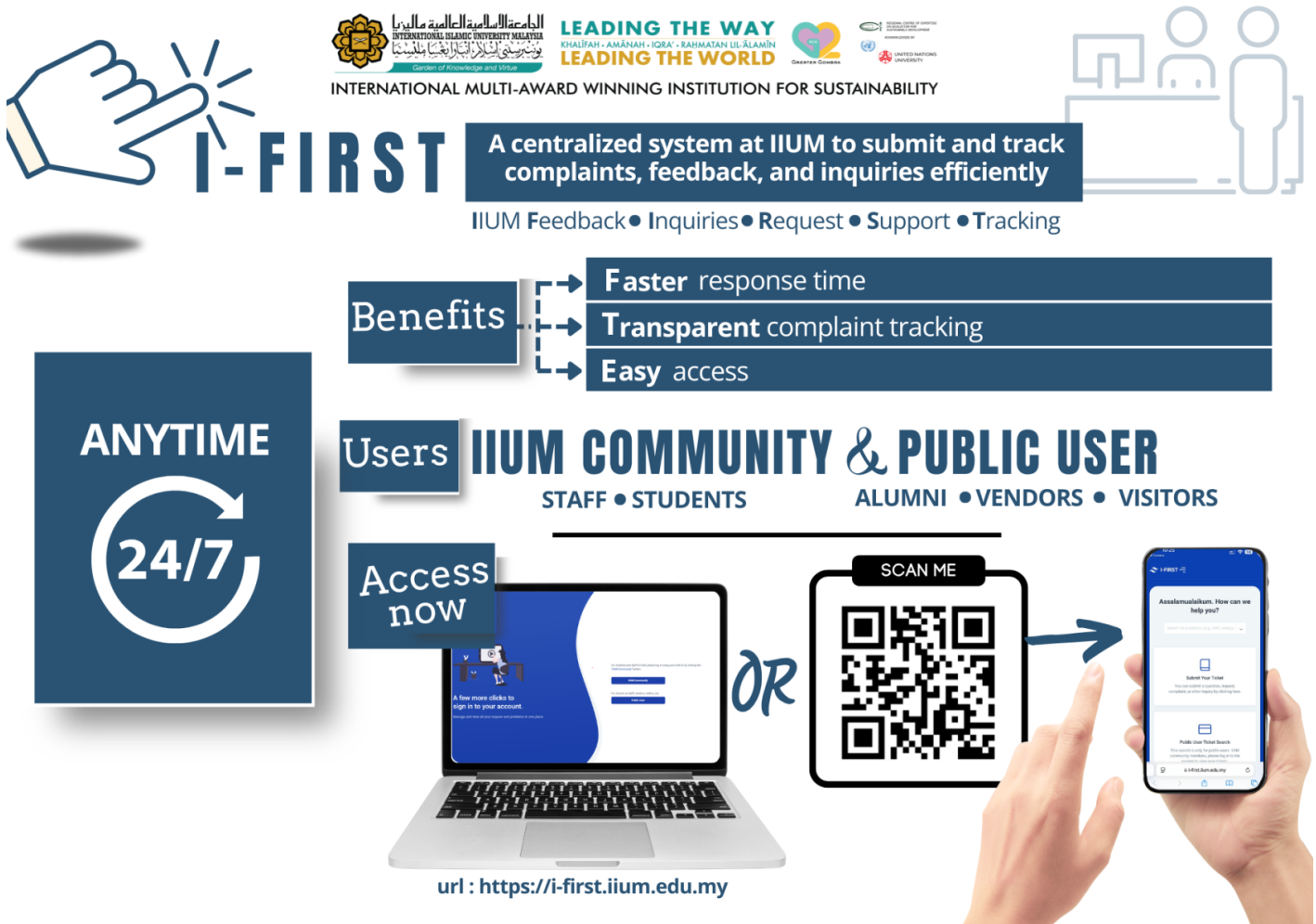


What is i-FIRST?

Q: What is i-FIRST?

A: A centralized system to submit/track complaints, feedback, or inquiries. Access via <https://i-first.iium.edu.my>.



The graphic illustrates the i-FIRST system as a centralized platform for submitting and tracking complaints, feedback, and inquiries. It features the IUM logo and various award logos, including 'LEADING THE WAY' and 'GARDEN OF KNOWLEDGE AND VIRTUE'. A hand icon points to the 'i-FIRST' text, which is part of a larger 'i-FIRST' logo. Below this, a dark blue box contains the text 'A centralized system at IUM to submit and track complaints, feedback, and inquiries efficiently'. To the right, a line-art illustration shows two people at a computer. Below the main title, a list of features is shown: 'IUM Feedback • Inquiries • Request • Support • Tracking'. A 'Benefits' section lists three points: 'Faster response time', 'Transparent complaint tracking', and 'Easy access'. A 'Users' section identifies the 'IUM COMMUNITY & PUBLIC USER' as 'STAFF • STUDENTS' and 'ALUMNI • VENDORS • VISITORS'. A '24/7' badge is shown on the left. The bottom section shows a laptop displaying the i-FIRST website with the URL 'url : https://i-first.iium.edu.my' and a QR code labeled 'SCAN ME' being scanned by a smartphone.

INTERNATIONAL MULTI-AWARD WINNING INSTITUTION FOR SUSTAINABILITY

i-FIRST A centralized system at IUM to submit and track complaints, feedback, and inquiries efficiently

IUM Feedback • Inquiries • Request • Support • Tracking

Benefits

- Faster response time
- Transparent complaint tracking
- Easy access

Users **IUM COMMUNITY & PUBLIC USER**

STAFF • STUDENTS ALUMNI • VENDORS • VISITORS

Access now

url : <https://i-first.iium.edu.my>

SCAN ME

Revision #1

Created Thu, Apr 10, 2025 8:30 AM by FAZILAH BT. BASARUDDIN

Updated Mon, Aug 18, 2025 11:27 AM by FAZILAH BT. BASARUDDIN