



PRIYADARSHINI DENTAL COLLEGE AND HOSPITAL
FEEDBACK POLICY

VERSION: 3

Doc No: PDCH/06/2023

Date of Issue: 06/06/2023

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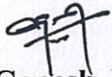

PURPOSE AND SCOPE

Communication is a continuous learning process. It helps understand the needs of both entities involved. It helps the institution to obtain its goals and improve the quality of the service provided. Effective feedback from all the stake holders ie: Students, parents, alumni, staff both teaching and non-teaching is an absolute necessity. It aids to improve the standard and quality of the service. SWOC has to be analysed for effective performance.

PROCEDURE

A format has been prepared by the institution. The format is available in both electronic and paper version. The format is sent to all stake holders and a valid response is obtained from them. This response is evacuated by the IQAC Coordinator. The stake holders include the students, parents, patients, alumni and faculty.


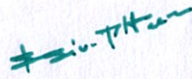
- Student feedback:** The main focus in on the teaching and learning. Equal focus is given to their stay, travel and quality of food. The focus is also on the infrastructure, overall environment. Mode of teaching, access to literature, Medical emergencies and entertainment. It is the overall mental wellbeing of the student that is focussed.

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The standard format will be circulated in the class room after each class. The sample format is enclosed in Annexure -1.

- Faculty feedback:** Faculty development and work atmosphere is also of prime importance. Feedback from faculty include curriculum, revision of syllabus, Implementation of new teaching methodology, Work environment, and student development. The sample format is enclosed in Annexure-2.
- Alumni feedback:** Alumni feedback help to learn the success of the teaching and knowledge imparted to the students. It is the alumni that show how the institute has performed in the past. Feed back and suggestion of the alumni play a key and vital role for implementation of future changes. This feedback will be collected from all participating alumni of college during annual Alumni meet or through e-mail. The sample format is enclosed in Annexure-3.
- Parents feedback:** Parents teacher meeting are held on a regular basis to update parents and guardians with the academic and professional growth of their ward. This feedback from parents helps to understand and improve the institutional functioning.


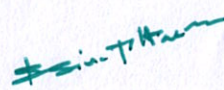
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This sample format is enclosed in Annexure-4.

- Patient feedback is collected from the patients who are treated in the college to evaluate and assess the quality of treatment provided by the doctors and students. It gives an insight not only on the treatment provided but also on the quality of teaching by the faculties. This feedback helps assess service performance against expectation. It helps us understand and respect individual patient experience on treatment. It helps to improve our service. The sample format is enclosed in Annexure-5.
- Collection and Compilation of Feedback data: All the feedback collected by the respective in charges are sent to the IQAC Coordinator.
- Feedback Analysis was done after reviewing the results. The results are then sent to the Principal and the heads of the respective departments through the IQAC coordinator.

Based on the outcome of the analysis necessary action is taken to improve the service provide . This report is then sent to the IQAC. The sample format is enclosed in Annexure-6.

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