

6.5.3 The Institution adopts several Quality Assurance initiatives



PRIYADARSHINI DENTAL COLLEGE AND HOSPITAL

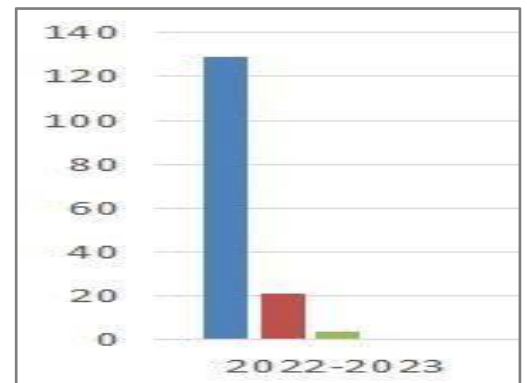
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STUDENT FEEDBACK (2022 - 2023)

■ VERY SATISFIED ■ SATISFIED ■ NEUTRAL ■ DISSATISFIED ■ VERY DISSATISFIED

1. How satisfied are you with overall quality of education

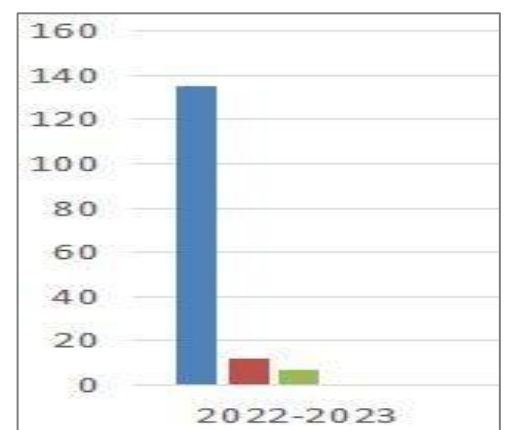
Frequency			Percent
2022-2023	NEUTRAL	4	2.6
	SATISFIED	21	13.6
	VERY SATISFIED	129	83.8
	Total	154	100.0



The table and Graph show the frequency percentage response. Majority of the responses were very satisfied, 129(83.8%) about the quality of education

2. Are you satisfied with the infrastructure and lab facilities

Frequency			Percent
2022-2023	NEUTRAL	7	4.5
	SATISFIED	12	7.8
	VERY SATISFIED	135	87.7
	Total	154	100.0



The table and Graph show the frequency percentage response. Majority of the responses were very satisfied, 135(87.7%) about the quality of education.

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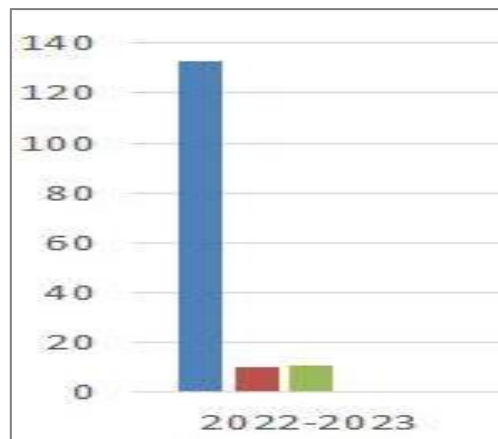


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3. Are you satisfied with the hostel facilities

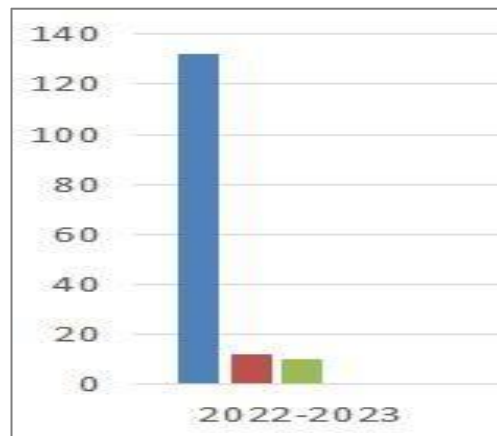
Frequency			Percent
2022-2023	NEUTRAL	11	7.1
	SATISFIED	10	6.5
	VERY SATISFIED	133	86.4
	Total	154	100.0



The table and Graph show the frequency percentage response. Majority of the responses were very satisfied, 133(86.4%) about the quality of education

4. How satisfied are you with the indoor and outdoor facilities provided for extracurricular activities

Frequency			Percent
2022-2023	NEUTRAL	10	6.5
	SATISFIED	12	7.8
	VERY SATISFIED	132	85.7
	Total	154	100.0



The table and Graph show the frequency percentage response. Majority of the responses were very satisfied, 132(85.7%) about the quality of education

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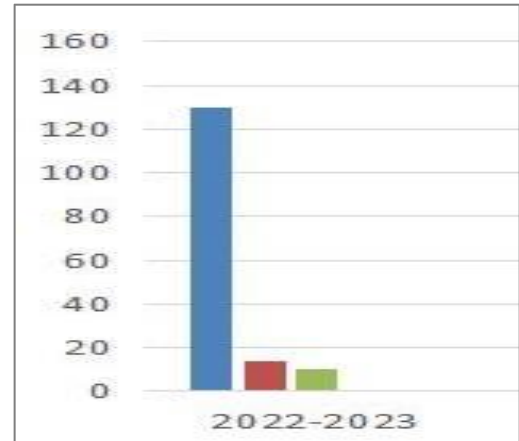


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5. Are you satisfied with transport facility available

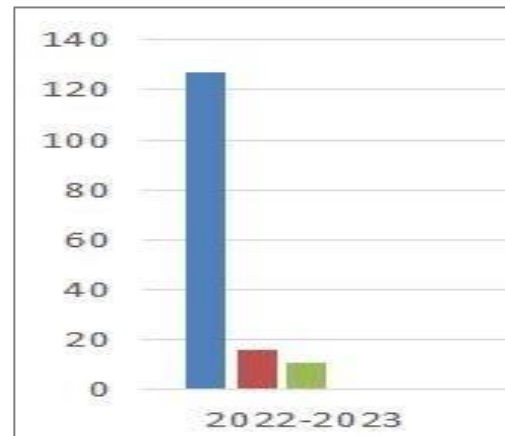
Frequency			Percent
2022-2023	NEUTRAL	10	6.5
	SATISFIED	14	9.1
	VERY SATISFIED	130	84.4
	Total	154	100.0



The table and Graph show the frequency percentage response. Majority of the responses were very satisfied, 130(84.4%) about the quality of education

6. Are you satisfied with safety and security measures of the institute

Frequency			Percent
2022-2023	NEUTRAL	11	7.1
	SATISFIED	16	10.4
	VERY SATISFIED	127	82.5
	Total	154	100.0



The table and Graph show the frequency percentage response. Majority of the responses were very satisfied, 127(82.5%) about the quality of education.

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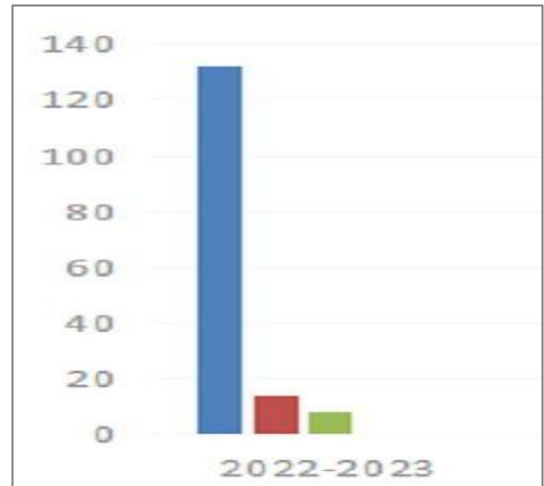


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7. Are you satisfied with the efforts of promoting mental health issues

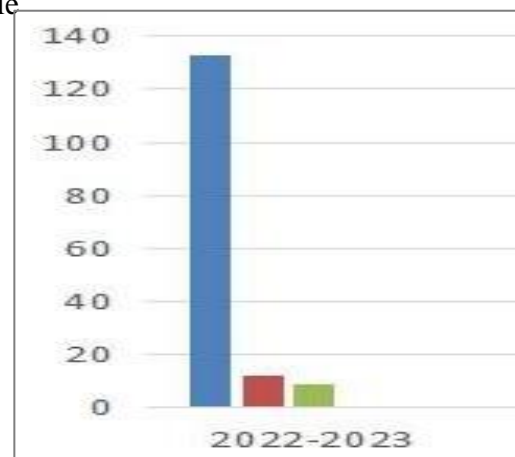
Frequency			Perce nt
2022-2023	NEUTRAL	8	5.2
	SATISFIED	14	9.1
	VERY SATISFIED	13 2	85.7
	Total	15 4	100.0



The table and Graph show the frequency percentage response. Majority of the responses were very satisfied, 132(85.7%) about the quality of education.

8. Are you satisfied with the library facilities available

Frequency			Perce nt
2022-2023	NEUTRAL	9	5.8
	SATISFIED	12	7.8
	VERY SATISFIED	13 3	86.4
	Total	15 4	100.0



The table and Graph shows the frequency percentage response. Majority of the responses were very satisfied, 133(86.4%) about the quality of education.

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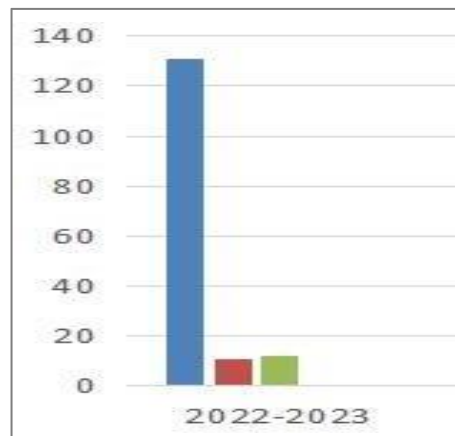
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9. Are the grievances handled effectively in the institute

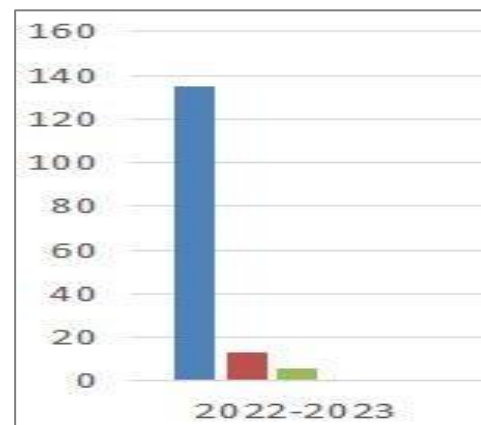
Frequency			Percent
2022-2023	NEUTRAL	12	7.8
	SATISFIED	11	7.1
	VERY SATISFIED	131	85.1
	Total	154	100.0



The table and Graph show the frequency percentage response. Majority of the responses were very satisfied, 131(85.1%) about the quality of education.

10. Overall your experience

Frequency			Percent
2022-2023	NEUTRAL	6	3.9
	SATISFIED	13	8.4
	VERY SATISFIED	135	87.7
	Total	154	100.0



The table and Graph show the frequency percentage response. Majority of the responses were very satisfied, 135(87.7%) about the quality of education.

Overall 92 % of student showed very satisfied response and about 6% were satisfied with the facilities at PDCH.



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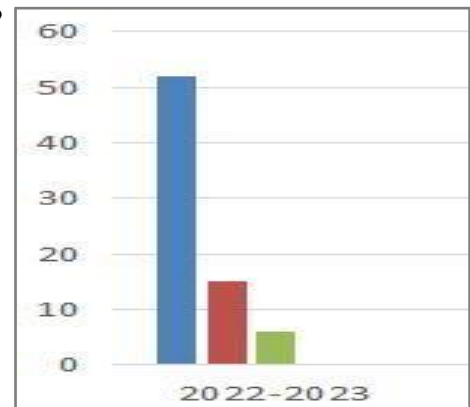
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STAFF FEEDBACK (2022-2023)

■ VERY SATISFIED ■ SATISFIED ■ NEUTRAL ■ DISSATISFIED ■ VERY DISSATISFIED

1. Is the leadership and management of PDCH effective?

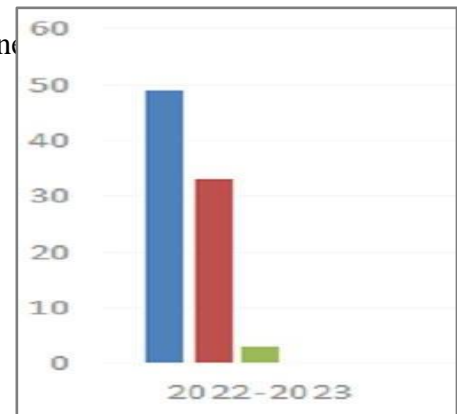
Frequency			Percent
2022-2023	NEUTRAL	6	8.2
	SATISFIED	15	20.5
	VERY SATISFIED	52	71.2
	TOTAL	73	100.0



The table and Graph show the frequency percentage response. . Majority of the responses were very satisfied, 52(71.2%) about the quality of education.

2. Professional development opportunities provided is beneficial

Frequency			Percent
2022-23	NEUTRAL	3	4.1
	SATISFIED	22	30.1
	VERY SATISFIED	48	65.8
	TOTAL	73	100.0



The table and Graph show the frequency percentage response. . Majority of the responses were very satisfied, 48(65.8%) about the quality of education.

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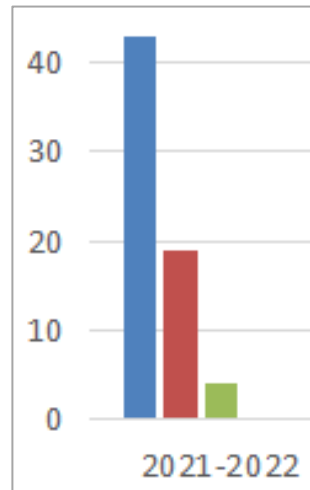


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3. Adequate teaching and learning resources available

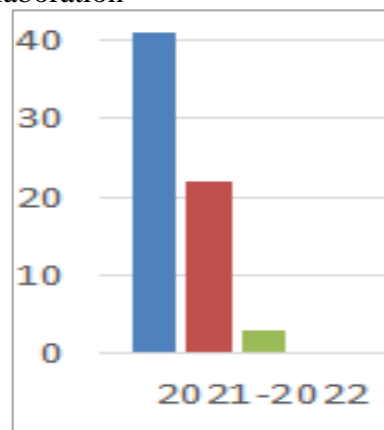
Frequency			Percent
2021-2022	NEUTRAL	4	6.1
	SATISFIED	19	28.8
	VERY SATISFIED	43	65.2
	TOTAL	66	100.0



The table and Graph show the frequency percentage response. Majority of the responses were very satisfied, 43(65.2%) about the quality of education.

4. How satisfied are you with team work and collaboration

Frequency			Percent
2021-2022	NEUTRAL	3	4.5
	SATISFIED	22	33.3
	VERY SATISFIED	41	62.1
	TOTAL	66	100.0



The table and Graph show the frequency percentage response. Majority of the responses were very satisfied, 41(62.1%) about the quality of education.

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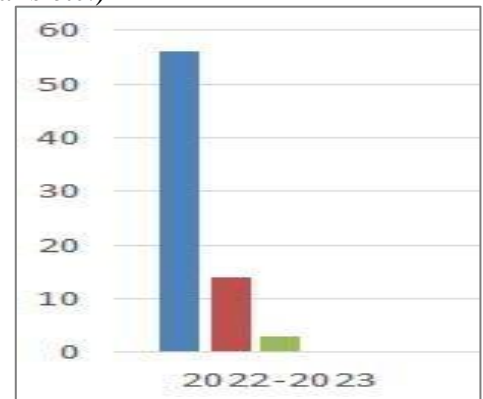


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5. Effectiveness of communication modes (meetings, emails etc.)

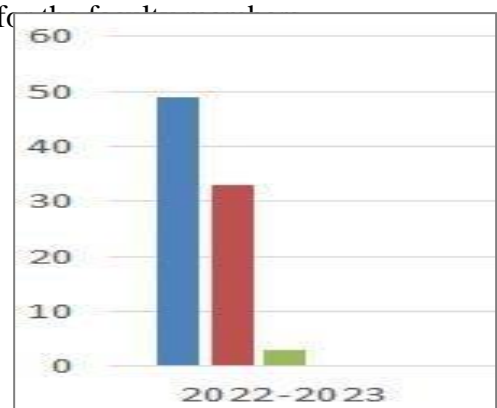
Frequency			Percent
2022-23	NEUTRAL	3	4.1
	SATISFIED	14	19.2
	VERY SATISFIED	56	76.7
	TOTAL	73	100.0



The table and Graph show the frequency percentage response. . Majority of the responses were very satisfied, 56(76.7%) about the quality of education.

6. The institution provides excellent welfare measures for

Frequency			Percent
2022-23	NEUTRAL	6	6.9
	SATISFIED	32	37.2
	VERY SATISFIED	48	55.9
	TOTAL	86	100.0



The table and Graph show the frequency percentage response. Majority of the responses were very satisfied, 48(55.9%) about the quality of education.

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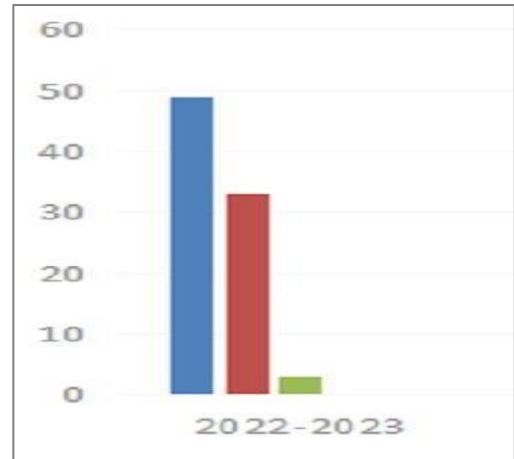


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7.The appraisal system is up to the satisfaction of staff members

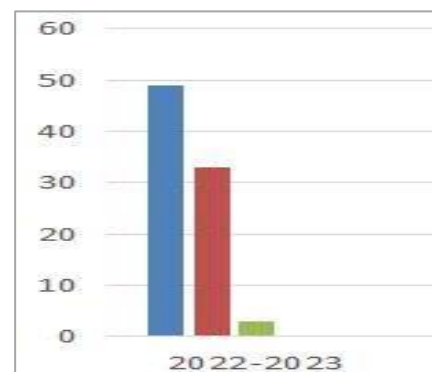
Frequency			Percent
2022-23	NEUTRAL	3	4.1
	SATISFIED	27	37.0
	VERY SATISFIED	43	58.9
	TOTAL	73	100.0



The table and Graph show the frequency percentage response. . Majority of the responses were very satisfied, 43(58.9%) about the quality of education.

8.Opinions and suggestions of the faculty members are taken into consideration in decision-making process

Frequency			Percent
2022-23	NEUTRAL	3	4.1
	SATISFIED	33	45.2
	VERY SATISFIED	37	50.7
	TOTAL	73	100.0



The table and Graph show the frequency percentage response. . Majority of the responses were very satisfied, 37(50.7%) about the quality of education.

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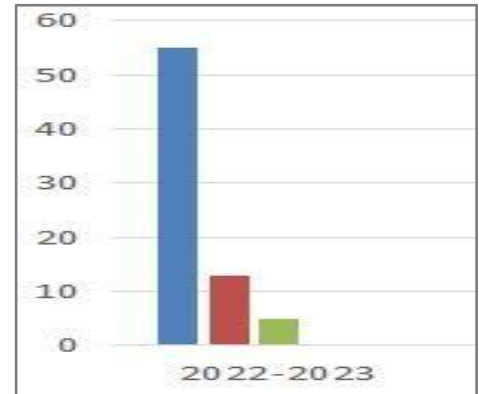


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9. Faculty grievance handling system in the institution is good

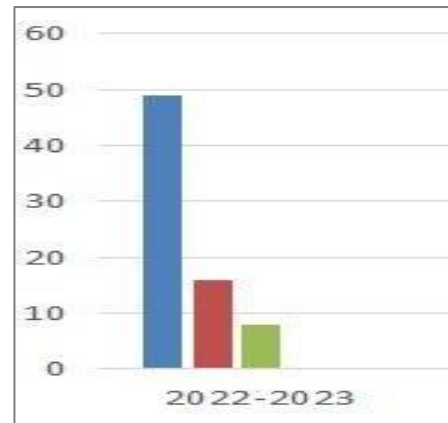
Frequency			Percent
2022-23	NEUTRAL	5	6.8
	SATISFIED	13	17.8
	VERY SATISFIED	55	75.3
	TOTAL	73	100.0



The table and Graph show the frequency percentage response. . Majority of the responses were very satisfied, 55(75.3%) about the quality of education.

10. Overall work environment

Frequency			Percent
2022-23	NEUTRAL	8	11.0
	SATISFIED	16	21.9
	VERY SATISFIED	49	67.1
	TOTAL	73	100.0



The table and Graph show the frequency percentage response. . Majority of the responses were very satisfied, 49(67.1%) about the quality of education.

Almost 90% of staff members were showed very satisfied response and 12% were satisfied with the system at PDCH.



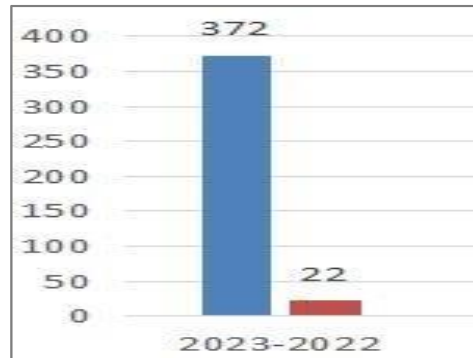
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PATIENT FEEDBACK (2022-2023)

1. Did the doctor listen carefully to your dental concerns?

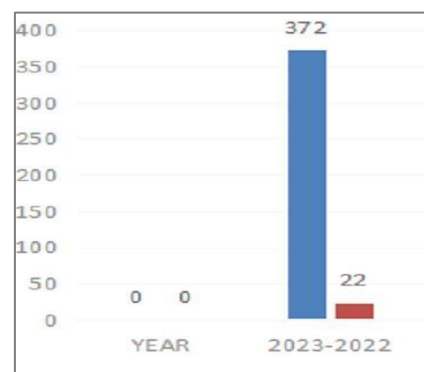
Frequency			Percent
2022-2023	NO	22	5.6
	YES	372	94.4
	Total	394	100.0



The table and Graph show the frequency percentage response. Majority of the responses were Yes, 372(94.4%) about the quality of education.

2. Did the doctor explained about the treatment given to you?

Frequency			Percent
2022-2023	NO	22	5.6
	YES	372	94.4
	Total	394	100.0



The table and Graph show the frequency percentage response. Majority of the responses were Yes, 374(94.4%) about the quality of education.

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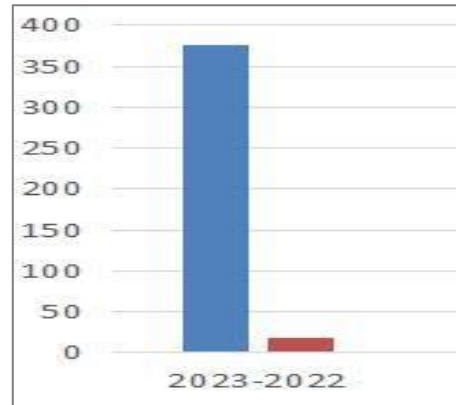


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3. Were you treated with care and respect during treatment?

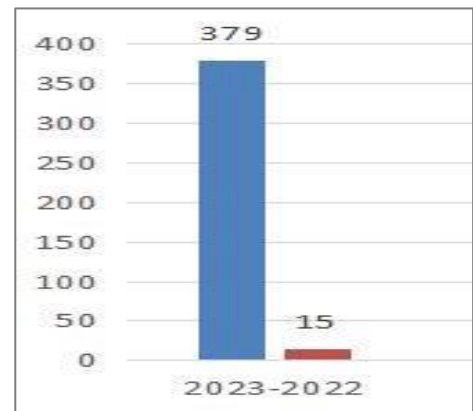
Frequency			Percent
2022-2023	NO	18	4.6
	YES	376	95.4
	Total	394	100.0



The table and Graph show the frequency percentage response. Majority of the responses were Yes, 376(95.4%) about the quality of education.

4. Was your treatment area clean and sterile?

Frequency			Percent
2022-2023	NO	15	3.8
	YES	379	96.2
	Total	394	100.0



The table and Graph show the frequency percentage response. Majority of the responses were Yes, 379(96.2%) about the quality of education.

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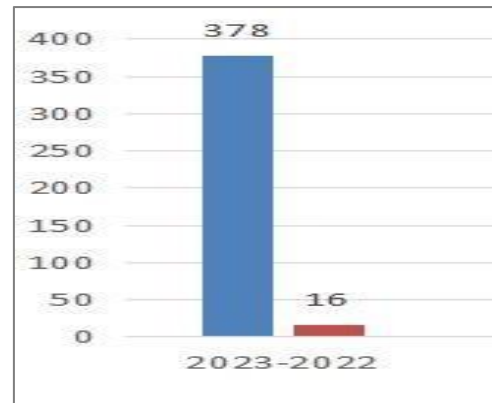


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5. Are you satisfied with the treatment provided to you in this hospital?

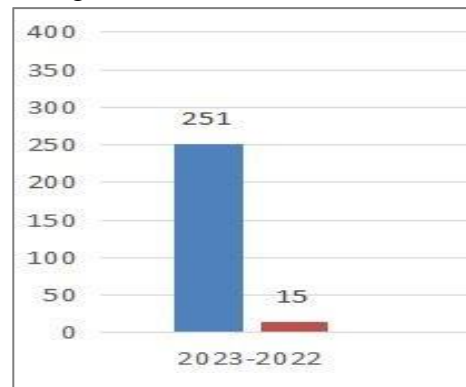
Frequency			Percent
2022-2023	NO	16	4.1
	YES	378	95.9
	Total	394	100.0



The table and Graph show the frequency percentage response. Majority of the responses were Yes, 378(95.9%) about the quality of education.

6. Was time taken for your treatment is appropriate or too long?

Frequency			Percent
2022-2023	APPROPRIATE	251	94.4
	TOO LONG	15	5.6
	Total	266	100.0



The table and Graph show the frequency percentage response. Majority of the responses were appropriate, 251(94.4%) about the quality of education.

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7. Are there any defects in this hospital?

Year		Frequency	Percent
2022-2023	STUDENTS NOT FRIENDLY	1	.4
	WASH BASIN NOT PROPER	2	.8

Out of all the responses, patient is not satisfied with the Infra structure (Wash basin not proper, 2(8%) in the Year 2022-2023.

8. What treatment did you take today?

Year		Frequency	Percent
2022-2023	BRACES	4	1.5
	CD	20	7.5
	CLEANING	8	3.0
	EXTRACTION	28	10.5
	FILLING	20	7.5
	FPD	19	7.1
	IMPLANT	1	.4
	ORTHO	25	9.4
	RCT	55	20.7
	RPD	10	3.8
	SCALING	76	28.6
	Total	266	100.0

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According to the given data, The Maximum Treatment is done in the Department of Periodontics (Scaling) 76(28.6%)in the Year 2022-2023.

9. Any other suggestions/comments

Year		Frequency	Percent
	APPOINTMENT DAYS SHOULD BE SHORTER	1	.4
2022-2023	CHAIR SHOULD BE MORE NEET	1	.4
	COMMUNICATION SHOULD BE BETTER	1	.4
	GIVE APPOINTMENTS PROPERLY	1	.4
	KEEP WATER IN EACH FLOORS	1	.4
	MAINTAIN WASHROOM CLEAN	1	.4
	NEED FEEDING ROOM	1	.4
	NO	254	95.5
	TREATMENT SHOULD BE COMPLETED IN SHORT TIME DURATION	1	.4
	WAITING FOR LONG TIME FOR TREATMENT	1	.4
	WAITING FOR TREATMENT DURING MEETING IS TOO LONG . SHOULD INFORM PRIOR ABOUT MEETING	1	.4

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	WASHROOM SHOULD BE CLEAN	1	.4
	Total	266	100.0

Nearly 94% patient were responded yes and satisfied with the treatment provided at PDCH and From the data given , The Maximum Treatment is done in the Department of Periodontics (Scaling) 76(28.6%)in the Year 2022-2023.

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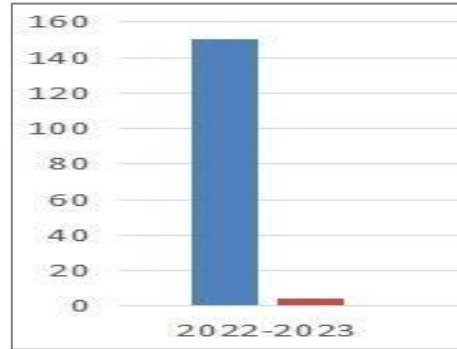
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PARENT FEEDBACK (2022-2023)

1. Are you satisfied with the infrastructure of the institution?

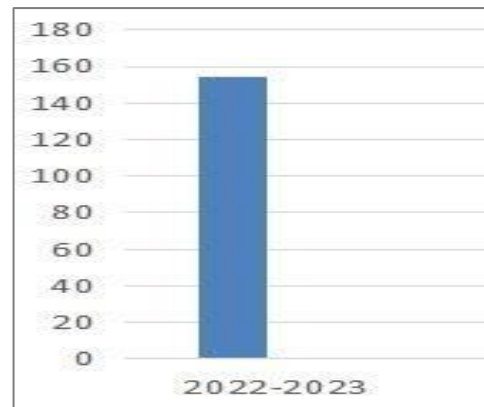
Frequency			Percent
2022-2023	NO	10	7.8
	YES	118	92.2
	Total	128	100.0



The table and Graph show the frequency percentage response. Majority of the responses were yes, 118(92.2%) about the quality of education.

2. Are you satisfied with the cleanliness of the campus?

Frequency			Percent
2022-2023	NO	1	1.8
	YES	154	98.2
	TOTAL	155	100



The table and Graph show the frequency percentage response. . Majority of the responses were yes, 154(98.2%) about the quality of education.

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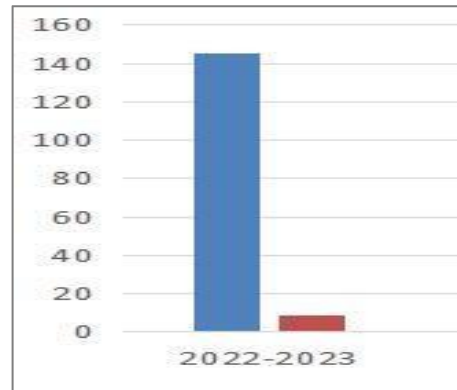


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3.Are there adequate transport facility provided?

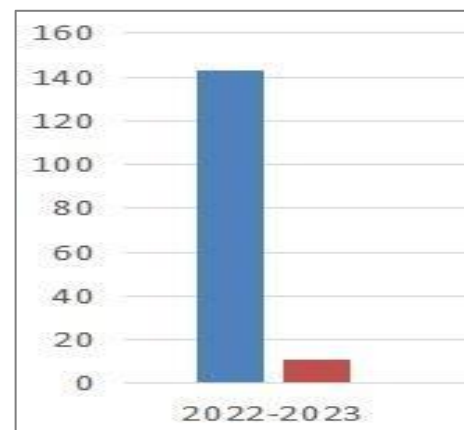
Frequency			Percent
2022-2023	NO	9	5.8
	YES	145	94.2
	Total	154	100.0



The table and Graph show the frequency percentage response. . Majority of the responses were yes, 145(94.2%) about the quality of education.

4.Are there adequate hostel facilities for your ward?

Frequency			Percent
2022-2023	NO	11	7.1
	YES	143	92.9
	Total	154	100.0



The table and Graph show the frequency percentage response. . Majority of the responses were yes, 143(92.9%) about the quality of education.

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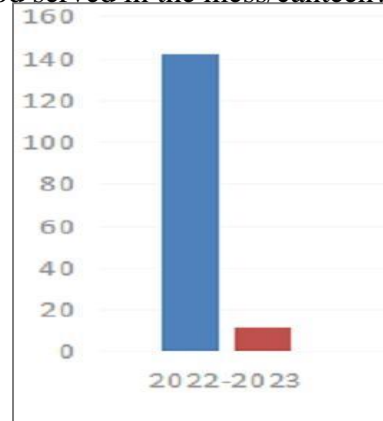


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5. Are you satisfied with taste and hygiene of the food served in the mess/canteen?

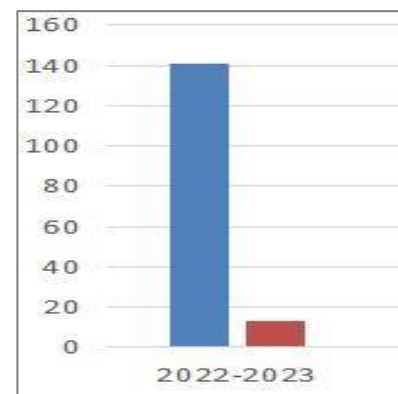
Frequency			Percent
2022-2023	NO	12	7.8
	YES	142	92.2
	Total	154	100.0



the table and Graph show the frequency percentage response. Majority of the responses were yes, 142(92.2%) about the quality of education.

6. Are you satisfied with the drinking water facility?

Frequency			Percent
2022-2023	NO	13	8.4
	YES	141	91.6
	Total	154	100.0



The table and Graph show the frequency percentage response. Majority of the responses were yes, 141(91.6%) about the quality of education.

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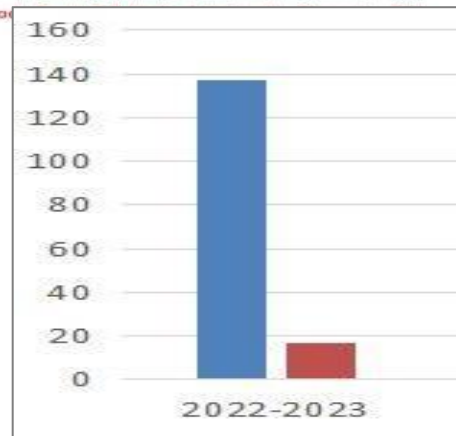


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7. Are satisfied with the mode of fee payment?

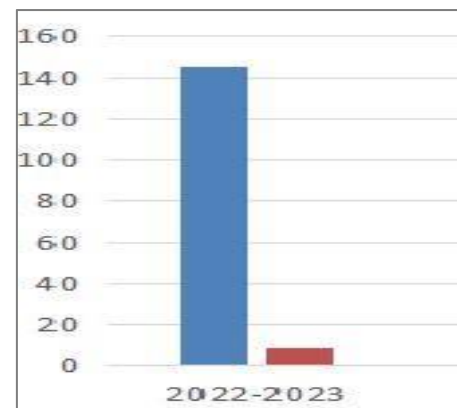
Frequency			Percent
2022-2023	NO	17	11.0
	YES	137	89.0
	Total	154	100.0



The table and Graph show the frequency percentage response. . Majority of the responses were yes, 137(89.0%) about the quality of education.

8. Are you satisfied with communication modes regarding academic and attendance progress?

Frequency			Percent
2022-2023	NO	9	5.8
	YES	145	94.2
	Total	154	100.0



The table and Graph show the frequency percentage response. . Majority of the responses were yes, 145(94.2%) about the quality of education.

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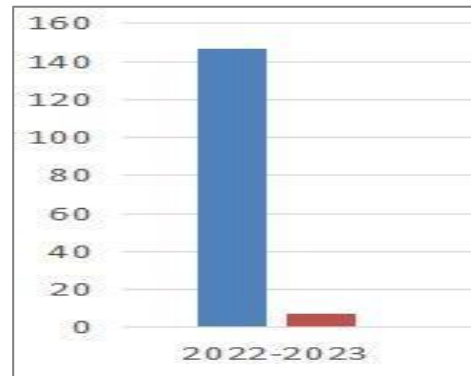


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9. Are the faculty supportive enough and student friendly?

Frequency			Percent
2022-2023	NO	7	4.5
	YES	147	95.5
	Total	154	100.0



The table and Graph show the frequency percentage response. . Majority of the responses were yes, 147(95.5%) about the quality of education.

10. Are you satisfied with the functioning of the students' grievance address al system of the institution?

Frequency			Percent
2022-2023	NO	8	5.2
	YES	146	94.8
	Total	154	100.0



The table and Graph show the frequency percentage response. . Majority of the responses were yes, 118(94.8%) about the quality of education.

Almost 95% of parents were responded yes and satisfied with the facilites provided at PDCH in academic year 2022-2023.

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Report on the Feedback from Stakeholders 2022-23

Over the years, PDCH has benefited from gathering feedback from all the stakeholders, such as patients, parents, staff and students. Based on the suggestion, complaints and recommendations of the stakeholders, practical methods and measures have been devised to improve the quality of services provided at the college and hospital.

The feedback questionnaire's main objective is to get input from stakeholders on issues pertaining to academic, administrative and treatment rendered. This include curriculum, quality of treatment given, infrastructure facilities, quality of food provided at canteen, overall environment at PDCH etc.

Some of the highlights of the feedback from stakeholders

- Students:** Of the 154 students taken part in the survey, almost 85% said that they were "Very satisfied" with the overall experience they were given at PDCH, and about 15% of the students suggested for improving few infrastructure facilities.
- Faculty:** Nearly 75% - 80% of faculty members are "Very satisfied" with the professional development opportunities and effective management that PDCH offers. However, faculty members also voiced concerns on bringing up more institutional collaborations.
- Patients:** Almost 394 patients were taken part in the survey and Nearly 94% patient were responded "yes" and satisfied with the treatment provided at PDCH and From the data given, The Maximum Treatment is done in the Department of Periodontics (Scaling) 76 (28.6%) in the Year 2022-23.

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Parents: Out of 155 parents almost 95% of parents were responded “yes” and satisfied with the facilities provided at PDCH in academic year 2022-23.

The feedback sessions for the academic year, 2022-23, were conducted on different occasions according to the relevant stakeholders. The Feedback from the students and faculty was collected at the end of each academic year.

For patients, the feedback was collected at the end of each treatment at PDCH and during their visits.

The PDCH obtained response from the parents when they visited for parents-teachers meetings or through E-mail.

IQAC COORDINATOR

IQAC CO-ORDINATOR

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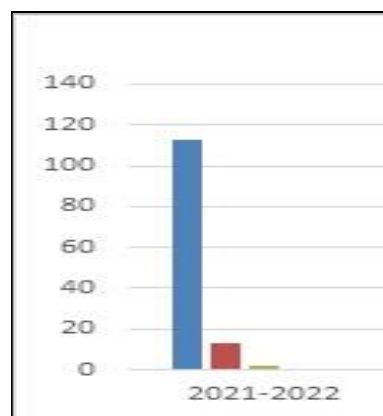
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STUDENT FEEDBACK (2021 - 2022)

■ VERY SATISFIED ■ SATISFIED ■ NEUTRAL ■ DISSATISFIED ■ VERY DISSATISFIED

1. How satisfied are you with overall quality of education

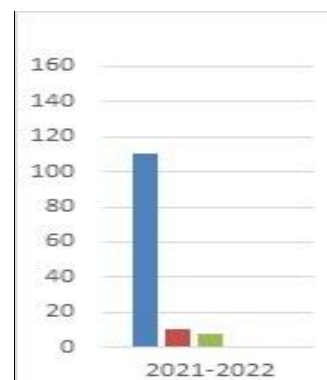
Frequency			Percent
2021-2022	NEUTRAL	2	1.6
	SATISFIED	13	10.2
	VERY SATISFIED	113	88.3
	Total	128	100.0



The table and Graph show the frequency percentage response. Majority of the responses were very satisfied, 113(88.3%) about the quality of education.

2. Are you satisfied with the infrastructure and lab facilities

Frequency			Percent
2021-2022	NEUTRAL	8	6.3
	SATISFIED	10	7.8
	VERY SATISFIED	110	85.9
	Total	128	100.0



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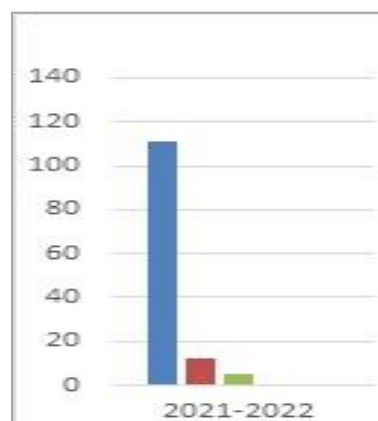
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The table and Graph show the frequency percentage response. Majority of the responses were very satisfied, 110(85.9%) about the quality of education.

3. Are you satisfied with the hostel facilities

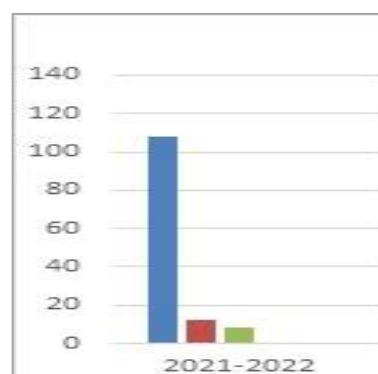
Frequency			Percent
2021-2022	NEUTRAL	5	3.9
	SATISFIED	12	9.4
	VERY SATISFIED	111	86.7
	Total	128	100.0



The table and Graph show the frequency percentage response. Majority of the responses were very satisfied, 111(86.7%) about the quality of education

4. How satisfied are you with the indoor and outdoor facilities provided for extracurricular activities

Frequency			Percent
2021-2022	NEUTRAL	8	6.3
	SATISFIED	12	9.4
	VERY SATISFIED	108	84.4
	Total	128	100.0



The table and Graph show the frequency percentage response. Majority of the responses were very satisfied, 108(84.4%) about the quality of education.

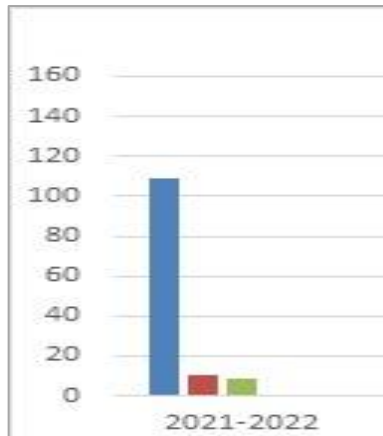


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5. Are you satisfied with transport facility available

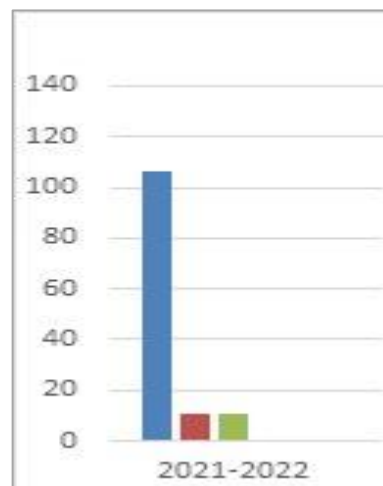
Frequency			Percent
2021-2022	NEUTRAL	9	7.0
	SATISFIED	10	7.8
	VERY SATISFIED	109	85.2
	Total	128	100.0



The table and Graph show the frequency percentage response. Majority of the responses were very satisfied, 109(85.2%) about the quality of education.

6. Are you satisfied with safety and security measures of the institute

Frequency			Percent
2021-2022	NEUTRAL	11	8.6
	SATISFIED	11	8.6
	VERY SATISFIED	106	82.8
	Total	128	100.0



The table and Graph show the frequency percentage response. Majority of the responses were very satisfied, 106(82.8%) about the quality of education.

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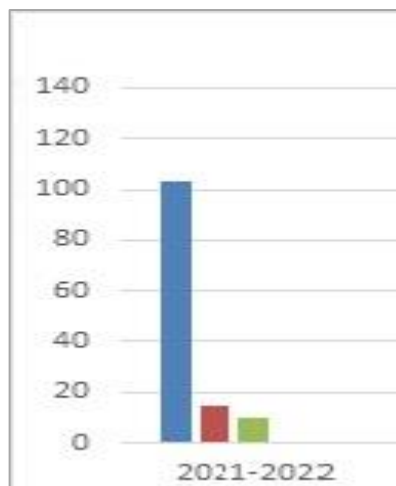


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7. Are you satisfied with the efforts of promoting mental health issues

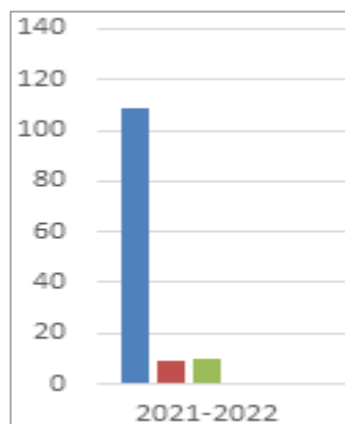
Frequency			Perce nt
2021-2022	NEUTRAL	10	7.8
	SATISFIED	15	11.7
	VERY SATISFIED	103	80.5
	Total	128	100.0



The table and Graph show the frequency percentage response. Majority of the responses were very satisfied, 103(80.5%) about the quality of education.

8. Are you satisfied with the library facilities available

Frequency			Perce nt
2021-2022	NEUTRAL	10	7.8
	SATISFIED	9	7.0
	VERY SATISFIED	109	85.2
	Total	128	100.0



The table and Graph shows the frequency percentage response. Majority of the responses were very satisfied, 109(85.2%) about the quality of education.

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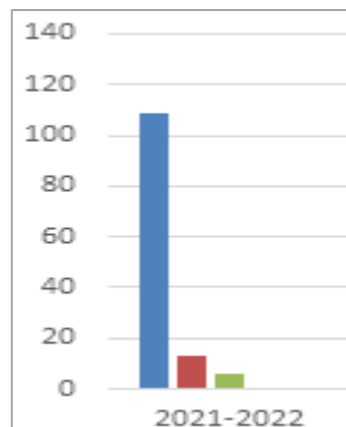


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9. Are the grievances handled effectively in the institute

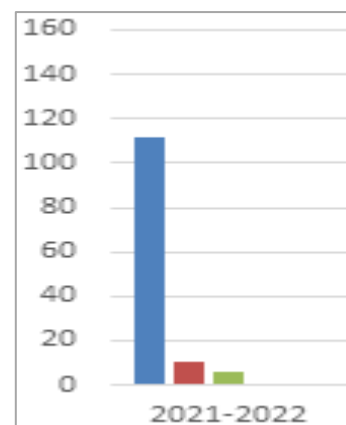
Frequency			Percent
2021-2022	NEUTRAL	6	4.7
	SATISFIED	13	10.2
	VERY SATISFIED	109	85.2
	Total	128	100.0



The table and Graph show the frequency percentage response. Majority of the responses were very satisfied, 128(85.2%) about the quality of education.

10. Overall your experience

Frequency			Percent
2021-2022	NEUTRAL	6	4.7
	SATISFIED	10	7.8
	VERY SATISFIED	112	87.5
	Total	128	100.0



The table and Graph show the frequency percentage response. Majority of the responses were very satisfied, 112(87.5%) about the quality of education.

Overall 92 % of student showed very satisfied response and about 6% were satisfied with the facilities at PDCH.

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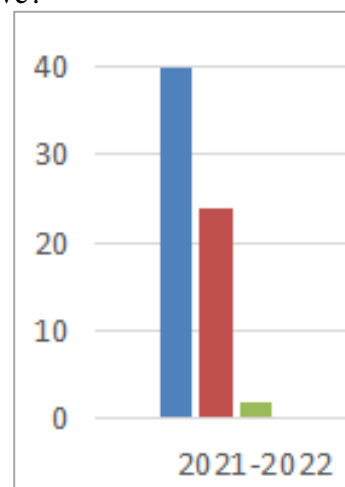
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STAFF FEEDBACK (2021-2022)

■ VERY SATISFIED ■ SATISFIED ■ NEUTRAL ■ DISSATISFIED ■ VERY DISSATISFIED

1. Is the leadership and management of PDCH effective?

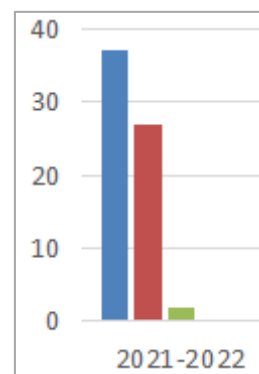
Frequency			Percent
2022-2023	NEUTRAL	2	3.0
	SATISFIED	24	36.4
	VERY SATISFIED	40	60.6
	TOTAL	66	100.0



The table and Graph show the frequency percentage response. Majority of the responses were very satisfied, 40(60.6%) about the quality of education.

2. Professional development opportunities provided is beneficial

Frequency			Percent
2021-2022	NEUTRAL	2	3.0
	SATISFIED	26	39.4
	VERY SATISFIED	38	57.6
	TOTAL	66	100.0



The table and Graph show the frequency percentage response. Majority of the responses were very satisfied, 38(57.6%) about the quality of education.

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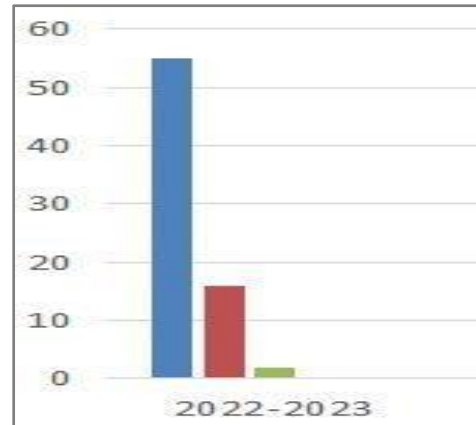


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3. Adequate teaching and learning resources available

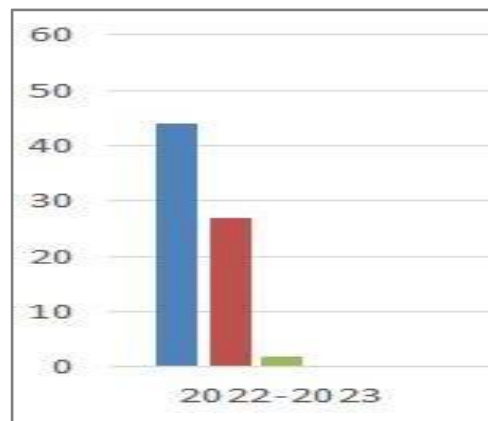
Frequency			Percent
2022-23	NEUTRAL	2	2.7
	SATISFIED	16	21.9
	VERY SATISFIED	55	75.3
	TOTAL	73	100.0



The table and Graph show the frequency percentage response. . Majority of the responses were very satisfied, 55(75.3%) about the quality of education.

4. How satisfied are you with team work and collaboration

Frequency			Percent
2022-23	NEUTRAL	2	2.7
	SATISFIED	27	37.0
	VERY SATISFIED	44	60.3
	TOTAL	73	100.0



The table and Graph show the frequency percentage response. . Majority of the responses were very satisfied, 44(60.3%) about the quality of education.

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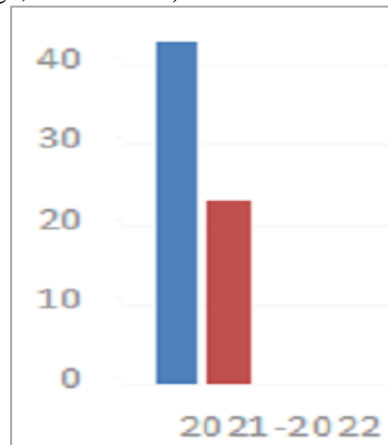


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5. Effectiveness of communication modes (meetings, emails etc.)

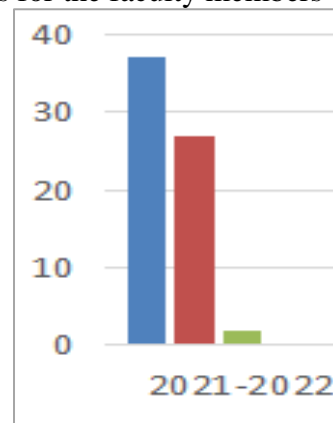
Frequency			Percent
2021-2022	NEUTRAL		
	SATISFIED	23	34.8
	VERY SATISFIED	43	65.2
	TOTAL	66	100.0



The table and Graph show the frequency percentage response Majority of the responses were very satisfied, 43(65.2%) about the quality of education.

6. The institution provides excellent welfare measures for the faculty members

Frequency			Percent
2021-2022	NEUTRAL	3	9.1
	SATISFIED	26	18.2
	VERY SATISFIED	38	72.7
	TOTAL	67	100.0



The table and Graph show the frequency percentage response Majority of the responses were very satisfied, 38(72.7%) about the quality of education.

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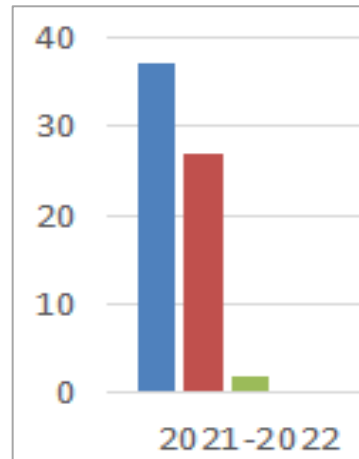


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7.The appraisal system is up to the satisfaction of staff members

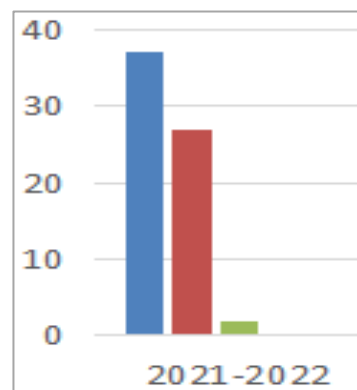
Frequency			Percent
2021-2022	NEUTRAL	2	3.0
	SATISFIED	22	33.3
	VERY SATISFIED	42	63.6
	TOTAL	66	100.0



The table and Graph show the frequency percentage response. Majority of the responses were very satisfied, 42(63.6%) about the quality of education.

8.Opinions and suggestions of the faculty members are taken into consideration in decision-making process

Frequency			Percent
2021-2022	NEUTRAL	2	3.0
	SATISFIED	27	40.9
	VERY SATISFIED	37	56.1
	TOTAL	66	100.0



The table and Graph show the frequency percentage response. Majority of the responses were very satisfied, 37(56.1%) about the quality of education.

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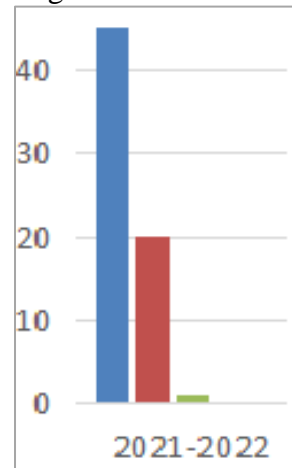


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9. Faculty grievance handling system in the institution is good

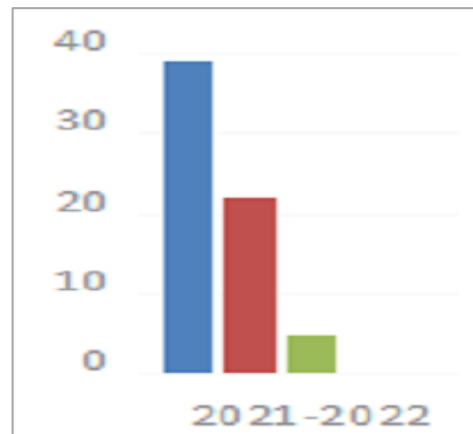
Frequency			Percent
2021-2022	NEUTRAL	1	1.5
	SATISFIED	20	30.3
	VERY SATISFIED	45	68.2
	TOTAL	66	100.0



The table and Graph show the frequency percentage response Majority of the responses were very satisfied, 45(68.2%) about the quality of education.

10..Overall work environment

Frequency			Percent
2021-2022	NEUTRAL	5	7.6
	SATISFIED	22	33.3
	VERY SATISFIED	39	59.1
	TOTAL	66	100.0



The table and Graph show the frequency percentage response Majority of the responses were very satisfied, 39(59.1%) about the quality of education.

Almost 90% of staff members were showed very satisfied response and 12% were satisfied with the system at PDCH.

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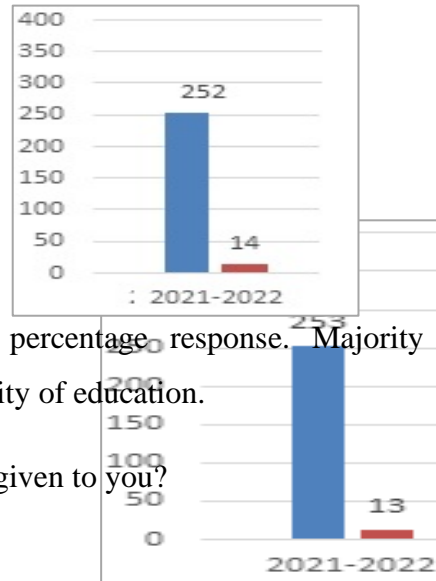
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PATIENT FEEDBACK (2021-2022)

1. Did the doctor listen carefully to your dental concerns?

Frequency			Percent
2021-2022	NO	14	5.3
	YES	252	94.7
	Total	266	100.0



The table and Graph show the frequency percentage response. Majority of the responses were Yes, 252(94.7%) about the quality of education.

2. Did the doctor explained about the treatment given to you?

Frequency			Percent
2021-2022	NO	13	4.9
	YES	253	95.1
	Total	266	100.0

The table and Graph show the frequency percentage response. Majority of the responses were very satisfied, 253(95.1%) about the quality

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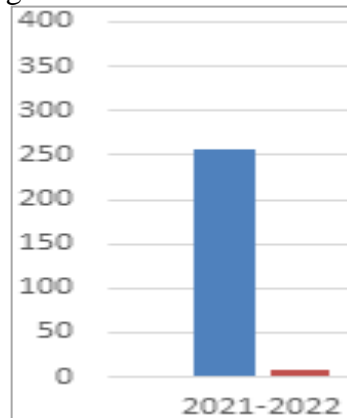


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3. Were you treated with care and respect during treatment?

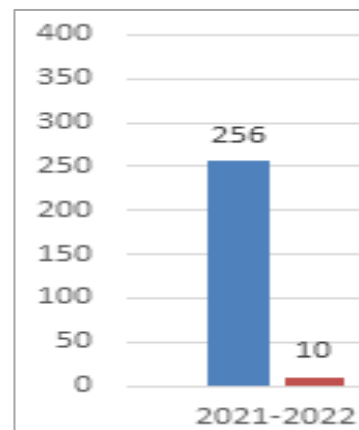
Frequency			Percent
2021-2022	NO	9	3.4
	YES	257	96.6
	Total	266	100.0



The table and Graph show the frequency percentage response. Majority of the responses were very satisfied, 257(96.6%) about the quality of education.

4. Was your treatment area clean and sterile?

Frequency			Percent
2021-2022	NO	10	3.8
	YES	256	96.2
	Total	266	100.0



The table and Graph show the frequency percentage response. Majority of the responses were Yes, 256(96.2%) about the quality of education.

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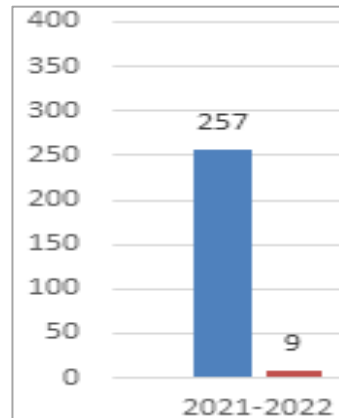


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5. Are you satisfied with the treatment provided to you in this hospital?

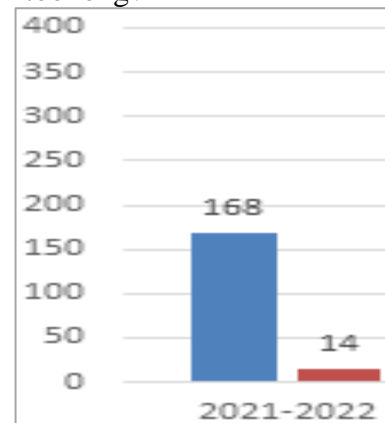
Frequency			Percent
2021-2022	NO	9	3.4
	YES	257	96.6
	Total	266	100.0



The table and Graph show the frequency percentage response. Majority of the responses were Yes, 257(96.6%) about the quality of education.

6. Was time taken for your treatment is appropriate or too long?

Frequency			Percent
2021-2022	APPROPRIATE	168	92.3
	TOO LONG	14	7.7
	Total	182	100.0



The table and Graph show the frequency percentage response. Majority of the responses were Appropriate, 168(92.3%) about the quality of education.

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7. Are there any defects in this hospital?

Year		Frequency	Percent
2021-2022	STUDENTS NOT FRIENDLY	1	4
	WASH BASIN NOT PROPER	1	.4

Out of all the responses, patient is not satisfied with the Infra structure (No Water Facilities 2(0.8%) in the Year 2021-2022.

8. What treatment did you take today?

Year		Frequency	Percent
2021-2022	BRACES	6	3.3
	CD	28	15.4
	CLEANING	26	14.3
	EXTRACTION	13	7.1
	FILLING	2	1.1
	FPD	21	11.5
	IMPLANT	1	.5
	ORTHO	35	19.2
	RCT	17	9.3
	RPD	33	18.1
	SCALING	182	100.0
	Total		

According to the given data, The Maximum Treatment is done in the Department of Periodontics (Scaling) 182(100.0%) in the Year 2021-2022.

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9. Any other suggestions/comments

Year		Frequency	Percent
	APPOINTMENT DAYS SHOULD BE SHORTER	1	.4
2021-2022	CHAIR SHOULD BE MORE NEET	266	100.0
	COMMUNICATION SHOULD BE BETTER	1	.5
	GIVE APPOINTMENTS PROPERLY	1	.5
	KEEP WATER IN EACH FLOORS	1	.5
	MAINTAIN WASHROOM CLEAN	1	.5
	NEED FEEDING ROOM	1	.5
	NO	167	91.8
	TREATMENT SHOULD BE COMPLETED IN SHORT TIME	2	1.1
	DURATION	2	1.1
	WAITING FOR LONG TIME FOR TREATMENT	1	.5
	WAITING FOR TREATMENT DURING MEETING IS TOO LONG . SHOULD INFORM PRIOR ABOUT MEETING	2 1 1	1.1 .5 .5
	WASHROOM SHOULD BE CLEAN		
	Total		

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Nearly 94% patient were responded yes and satisfied with the treatment provided at PDCH and From the data given , The Maximum Treatment is done in the Department of Periodontics (Scaling) 76(28.6%)in the Year 2021-2022

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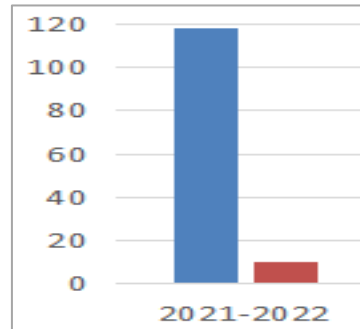
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PARENT FEEDBACK (2021-2022)

1. Are you satisfied with the infrastructure of the institution?

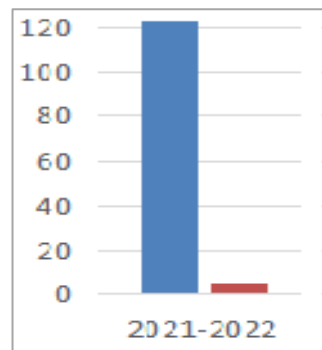
Frequency			Percent
2021-2022	NO	10	7.8
	YES	118	92.2
	Total	128	100.0



The table and Graph show the frequency percentage response. . Majority of the responses were yes, 118(92.2%) about the quality of education.

2. Are you satisfied with the cleanliness of the campus?

Frequency			Percent
2021-2022	NO	5	3.9
	YES	123	96.1
	TOTAL	128	100.0



The table and Graph show the frequency percentage response. . Majority of the responses were yes, 123(96.1%) about the quality of education.

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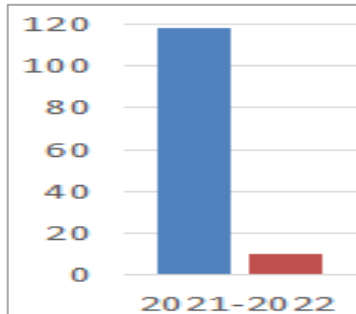


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3.Are there adequate transport facility provided?

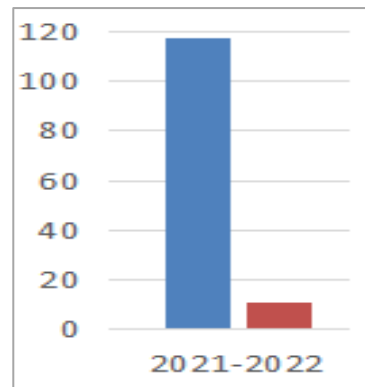
Frequency			Percent
2021-2022	NO	10	7.8
	YES	118	92.2
	Total	128	100.0



The table and Graph show the frequency percentage response. . Majority of the responses were yes, 118(92.2%) about the quality of education.

4.Are there adequate hostel facilities for your ward?

Frequency			Percent
2021-2022	NO	11	8.6
	YES	117	91.4
	Total	128	100.0



The table and Graph show the frequency percentage response. Majority of the responses were yes, 117(91.4%) about the quality of education.

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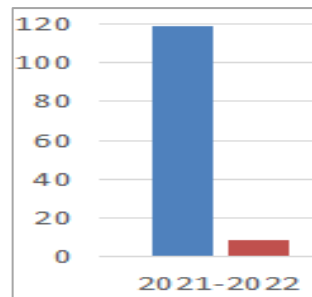


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5.Are you satisfied with taste and hygiene of the food served in the mess/canteen?

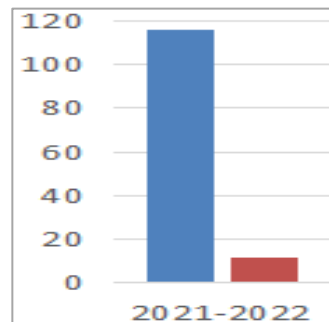
Frequency			Percent
2021-2022	NO	9	7.0
	YES	119	93.0
	Total	128	100.0



the table and Graph show the frequency percentage response. . Majority of the responses were yes, 119(93.0%) about the quality of education.

6.Are you satisfied with the drinking water facility?

Frequency			Percent
2021-2022	NO	12	9.4
	YES	116	90.6
	Total	128	100.0



The table and Graph show the frequency percentage response. Majority of the responses were yes, 116(90.6%) about the quality of education.

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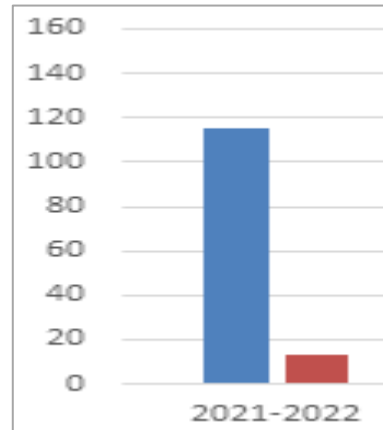


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7.Are satisfied with the mode of fee payment?

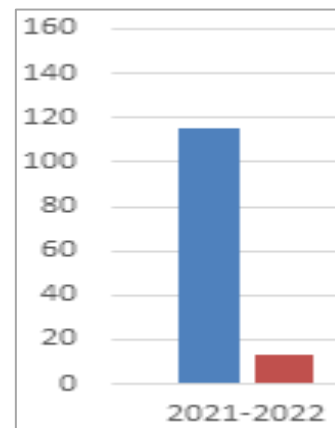
Frequency			Percent
2021-2022	NO	13	10.2
	YES	115	89.8
	Total	128	100.0



The table and Graph show the frequency percentage response. Majority of the responses were yes, 118(92.2%) about the quality of education.

8.Are you satisfied with communication modes regarding academic and attendance progress?

Frequency			Percent
2021-2022	NO	13	10.2
	YES	115	89.8
	Total	128	100.0



The table and Graph show the frequency percentage response. . Majority of the responses were yes, 115(89.8%) about the quality of education.

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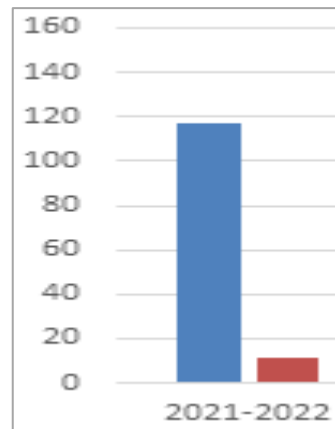


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9.Are the faculty supportive enough and student friendly?

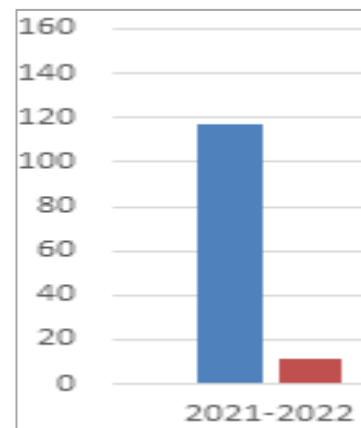
Frequency			Percent
2021-2022	NO	11	8.6
	YES	117	91.4
	Total	128	100.0



The table and Graph show the frequency percentage response. . Majority of the responses were yes, 117(91.4%) about the quality of education.

10.Are you satisfied with the functioning of the students' grievance address al system of the institution?

Frequency			Percent
2021-2022	NO	11	8.6
	YES	117	91.4
	Total	128	100.0



The table and Graph show the frequency percentage response. . Majority of the responses were yes, 117(91.4%) about the quality of education.

Almost 95% of parents were responded yes and satisfied with the facilites provided at PDCH in academic year 2021-2022.

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Report on the Feedback from Stakeholders 2021-22

PDCH has the process of gathering feedback from all the stakeholders, such as patients, parents, staff and students. Based on the suggestion, complaints and recommendations of the stakeholders, practical methods and measures have been devised to improve the quality of services provided at the college and hospital.

The main objective of the feedback is to get input from stakeholders on issues pertaining to academic, administrative and treatment rendered, which include curriculum, quality of treatment given, infrastructure facilities, quality of food provided at canteen, overall environment at PDCH etc.

Some of the highlights of the feedback from stakeholders

- Students:** Of the 128 students taken part in the survey, almost 88% said that they were "Very satisfied" with the overall quality of education they were given at PDCH, and about 10% of the students suggested for improving the transport facility.
- Faculty:** Nearly 70% of faculty members are "Very satisfied" with the professional development opportunities and communication modes that PDCH offers. However, faculty members also voiced concerns on conducting faculty development program.
- Patient:** Almost 366 patients were taken part in the survey and Nearly 94.7% patient were responded "yes" and satisfied with the treatment provided at PDCH and From the data given, The Maximum Treatment is done in the Department of Conservative and Endodontics (Filling and RCT) 61 (96.2%) in the Year 2021-22.

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Parents: Out of 128 parents almost 92% of parents were responded “yes” and satisfied with the facilities provided at PDCH in academic year 2021-22. 10% of parents were suggested of getting better infrastructure facilities in hostel.

The feedback were collected for the academic year, 2021-22 was collected at the end of each academic year and on different occasions according from other stakeholders.

For patients, the feedback was collected at the end of each treatment at PDCH and during their visits. From the parents it is collected when they visited for parents-teachers meetings or through E-mail.



S. J. Kumar

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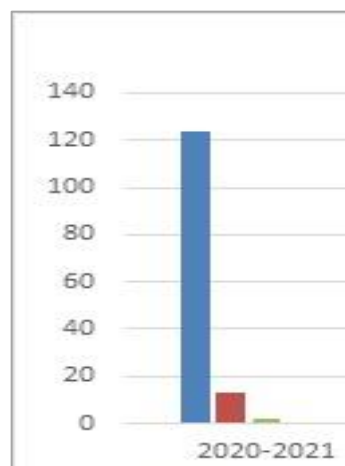
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STUDENT FEEDBACK (2020 - 2021)

■ VERY SATISFIED ■ SATISFIED ■ NEUTRAL ■ DISSATISFIED ■ VERY DISSATISFIED

1.How satisfied are you with overall quality of education

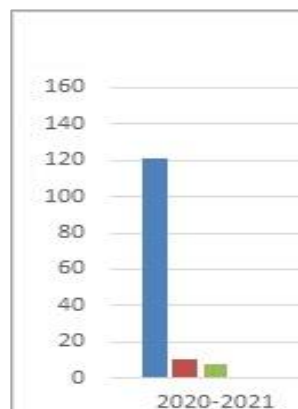
Frequency			Percent
2020-2021	NEUTRAL	2	1.4
	SATISFIED	13	9.4
	VERY SATISFIED	124	89.2
	Total	139	100.0



The table and Graph show the frequency percentage response. Majority of the responses were very satisfied, 124(89.2%) about the quality of education.

2. Are you satisfied with the infrastructure and lab facilities

Frequency			Percent
2020-2021	NEUTRAL	8	5.8
	SATISFIED	10	7.2
	VERY SATISFIED	121	87.1
	Total	139	100.0



The table and Graph show the frequency percentage response. Majority of the responses were very satisfied, 121(87.1%) about the quality of education.

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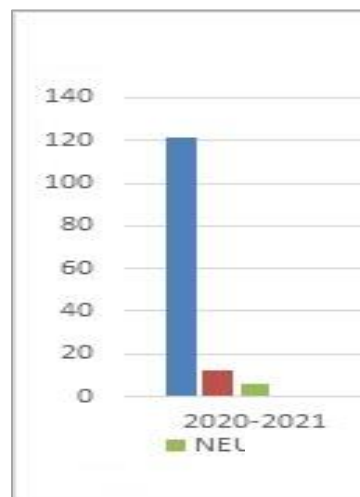


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3. Are you satisfied with the hostel facilities

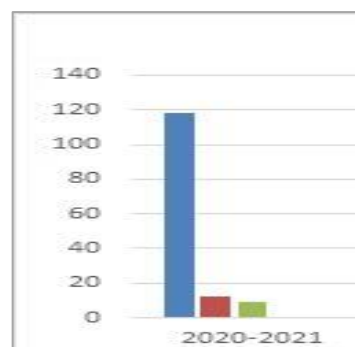
Frequency			Percent
2020-2021	NEUTRAL	6	4.3
	SATISFIED	12	8.6
	VERY SATISFIED	121	87.1
	Total	139	100.0



The table and Graph show the frequency percentage response. Majority of the responses were very satisfied, 121(87.1%) about the quality of education

4. How satisfied are you with the indoor and outdoor facilities provided for extracurricular activities

Frequency			Percent
2020-2021	NEUTRAL	9	6.5
	SATISFIED	12	8.6
	VERY SATISFIED	118	84.9
	Total	139	100.0



The table and Graph show the frequency percentage response. Majority of the responses were very satisfied, 118(84.9%) about the quality of education.

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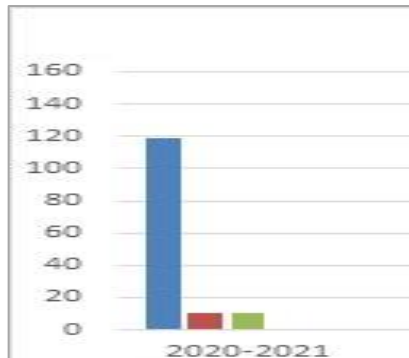


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5. Are you satisfied with transport facility available

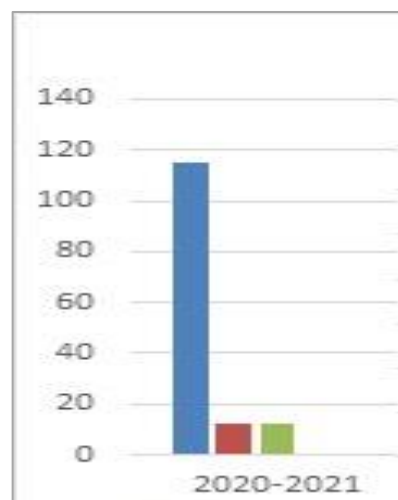
Frequency			Percent
2020-2021	NEUTRAL	10	7.2
	SATISFIED	10	7.2
	VERY SATISFIED	119	85.6
	Total	139	100.0



The table and Graph show the frequency percentage response. Majority of the responses were very satisfied, 119(85.6%) about the quality of education.

6. Are you satisfied with safety and security measures of the institute

Frequency			Percent
2020-2021	NEUTRAL	12	8.6
	SATISFIED	12	8.6
	VERY SATISFIED	115	82.7
	Total	139	100.0



The table and Graph show the frequency percentage response. Majority of the responses were very satisfied, 115(82.7%) about the quality of education.

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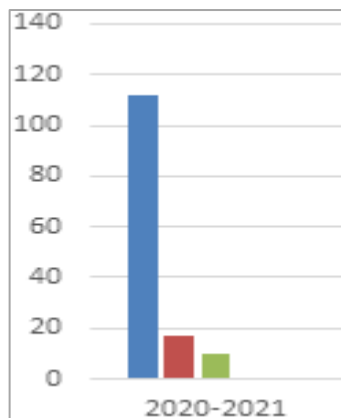


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7. Are you satisfied with the efforts of promoting mental health issues

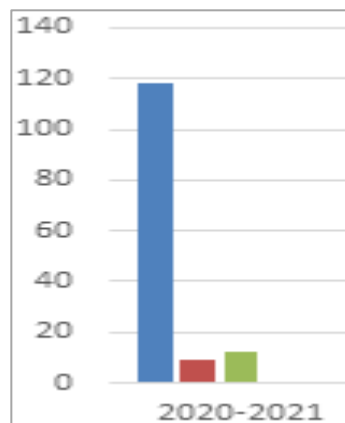
Frequency			Perce nt
2020-2021	NEUTRAL	10	7.2
	SATISFIED	17	12.2
	VERY SATISFIED	112	80.6
	Total	139	100.0



The table and Graph show the frequency percentage response. Majority of the responses were very satisfied, 112(80.6%) about the quality of education.

8. Are you satisfied with the library facilities available

Frequency			Perce nt
2020-2021	NEUTRAL	12	8.6
	SATISFIED	9	6.5
	VERY SATISFIED	118	84.9
	Total	139	100.0



The table and Graph shows the frequency percentage response. Majority of the responses were very satisfied, 118(84.9%) about the quality of education.

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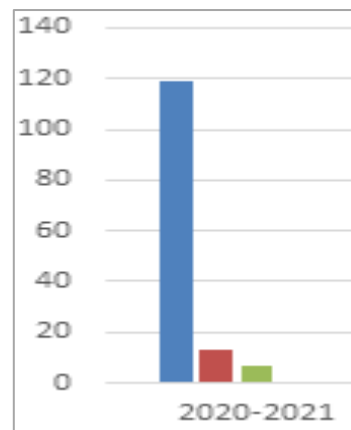


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9. Are the grievances handled effectively in the institute

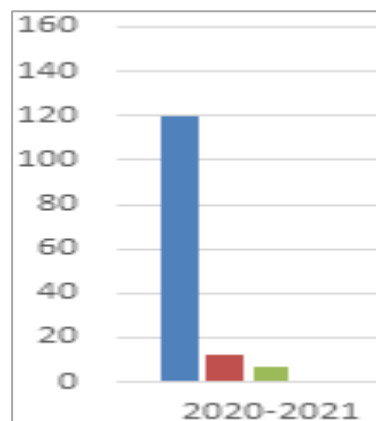
Frequency			Percent
2020-2021	NEUTRAL	7	5.0
	SATISFIED	13	9.4
	VERY SATISFIED	119	85.6
	Total	139	100.0



The table and Graph show the frequency percentage response. Majority of the responses were very satisfied, 119(85.6%) about the quality of education.

10. Overall your experience

Frequency			Percent
2020-2021	NEUTRAL	7	5.0
	SATISFIED	12	8.6
	VERY SATISFIED	120	86.3
	Total	139	100.0



The table and Graph show the frequency percentage response. Majority of the responses were very satisfied, 120(86.3%) about the quality of education.

Overall 92 % of student showed very satisfied response and about 6% were satisfied with the facilities at PDCH.

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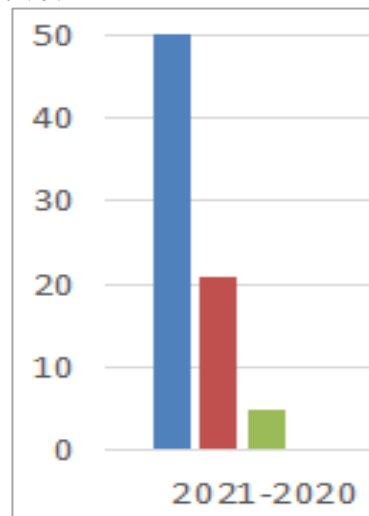
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STAFF FEEDBACK (2020-2021)

■ VERY SATISFIED ■ SATISFIED ■ NEUTRAL ■ DISSATISFIED ■ VERY DISSATISFIED

1. Is the leadership and management of PDCH effective?

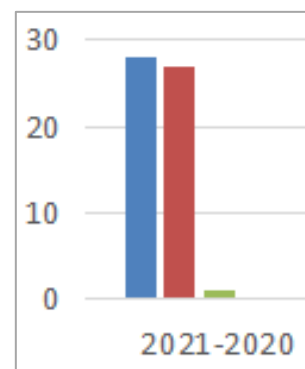
Frequency			Percent
2020-2021	NEUTRAL	5	6.6
	SATISFIED	21	27.6
	VERY SATISFIED	50	65.8
	TOTAL	76	100.0



The table and Graph show the frequency percentage response. Majority of the responses were very satisfied, 50(65.8%) about the quality of education.

2. Professional development opportunities provided is beneficial

Frequency			Percent
2020-2021	NEUTRAL	2	2.6
	SATISFIED	31	40.7
	VERY SATISFIED	43	56.
	TOTAL	76	100.0



The table and Graph show the frequency percentage response. Majority of the responses were very satisfied, 43(56%) about the quality of education.

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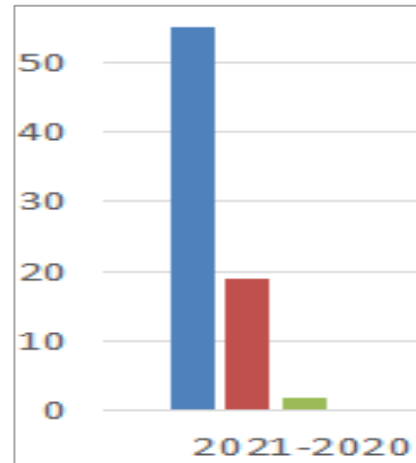


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3. Adequate teaching and learning resources available

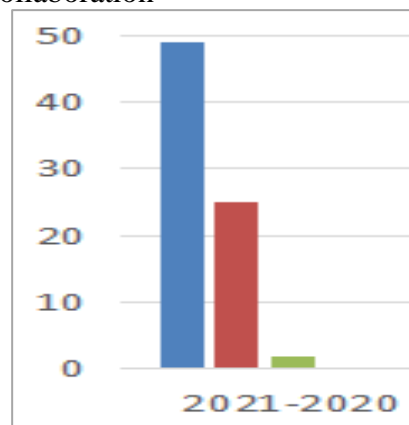
Frequency			Percent
2020-2021	NEUTRAL	2	2.6
	SATISFIED	19	25.0
	VERY SATISFIED	55	72.4
	TOTAL	76	100.0



The table and Graph show the frequency percentage response. Majority of the responses were very satisfied, 55(72.4%) about the quality of education.

4. How satisfied are you with team work and collaboration

Frequency			Percent
2020-2021	NEUTRAL	2	2.6
	SATISFIED	25	32.9
	VERY SATISFIED	49	64.5
	TOTAL	76	100.0



The table and Graph show the frequency percentage response. Majority of the responses were very satisfied, 49(64.5%) about the quality of education.

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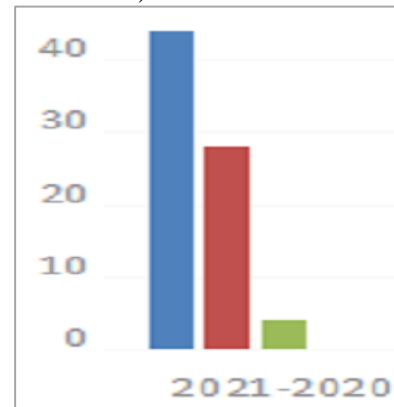


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5. Effectiveness of communication modes (meetings, emails etc.)

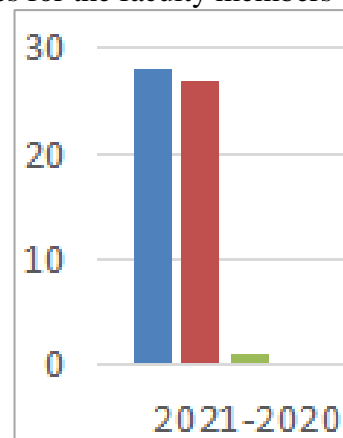
Frequency			Percent
2020-2021	NEUTRAL	4	5.3
	SATISFIED	28	36.8
	VERY SATISFIED	44	57.9
	TOTAL	76	100.0



The table and Graph show the frequency percentage response Majority of the responses were very satisfied, 44(57.9%) about the quality of education.

6. The institution provides excellent welfare measures for the faculty members

Frequency			Percent
2020-2021	NEUTRAL	2	3.6
	SATISFIED	26	44.6
	VERY SATISFIED	28	51.8
	TOTAL	56	100.0



The table and Graph show the frequency percentage response Majority of the responses were very satisfied, 28(51.8%) about the quality of education.

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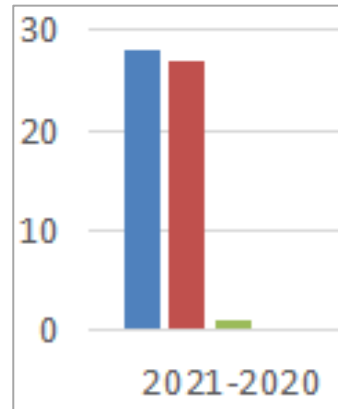


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7.The appraisal system is up to the satisfaction of staff members

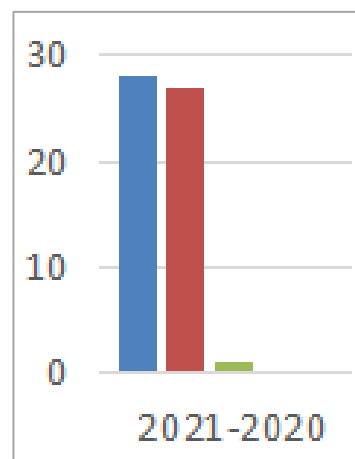
Frequency			Percent
2020-2021	NEUTRAL	4	5.3
	SATISFIED	33	43.4
	VERY SATISFIED	39	51.3
	TOTAL	76	100.0



The table and Graph show the frequency percentage response. Majority of the responses were very satisfied, 39(51.3%) about the quality of education.

8.Opinions and suggestions of the faculty members are taken into consideration in decision-making process

Frequency			Percent
2020-2021	NEUTRAL	1	1.7
	SATISFIED	27	48.2
	VERY SATISFIED	28	50.1
	TOTAL	56	100.0



The table and Graph show the frequency percentage response. Majority of the responses were very satisfied, 28(50.1%) about the quality of education.

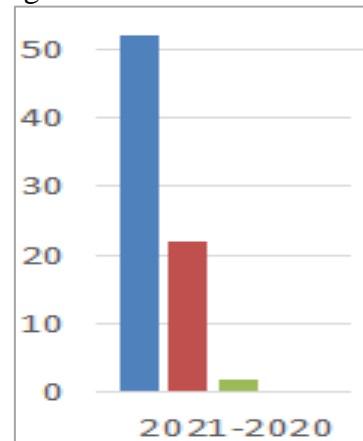


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9. Faculty grievance handling system in the institution is good

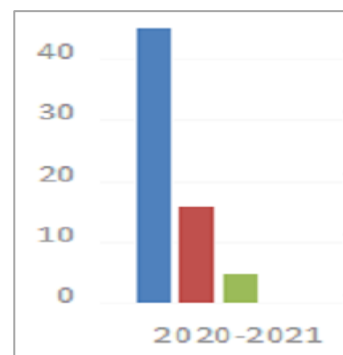
Frequency			Percent
2020-2021	NEUTRAL	2	2.6
	SATISFIED	22	28.9
	VERY SATISFIED	52	68.4
	TOTAL	76	100.0



The table and Graph show the frequency percentage response Majority of the responses were very satisfied, 52(68.4%) about the quality of education.

10..Overall work environment

Frequency			Percent
2020-2021	NEUTRAL	5	7.3
	SATISFIED	16	23.5
	VERY SATISFIED	45	66.2
	TOTAL	66	100.0



The table and Graph show the frequency percentage response Majority of the responses were very satisfied, 45(66.2%) about the quality of education.

Almost 90% of staff members were showed very satisfied response and 12% were satisfied with the system at PDCH.

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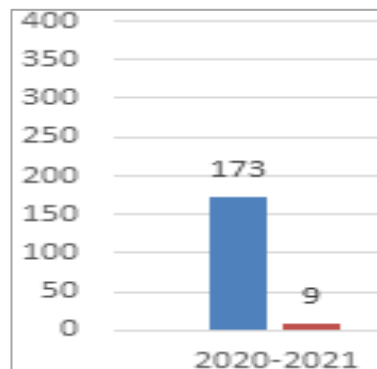
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PATIENT FEEDBACK (2020-2021)

1. Did the doctor listen carefully to your dental concerns?

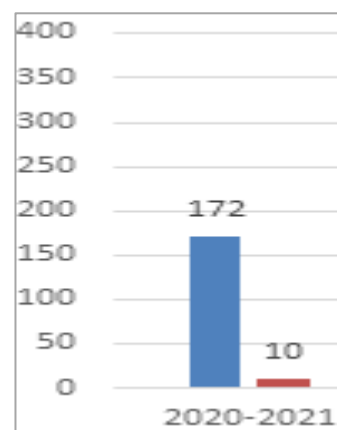
Frequency			Percent
2020-2021	NO	9	4.9
	YES	173	95.1
	Total	182	100.0



The table and Graph show the frequency percentage response. Majority of the responses were Yes, 173(95.1%) about the quality of education.

2. Did the doctor explained about the treatment given to you?

Frequency			Percent
2020-2021	NO	10	5.5
	YES	172	94.5
	Total	182	100.0



The table and Graph show the frequency percentage response Majority of the responses were Yes, 172(94.5%) about the quality of education.

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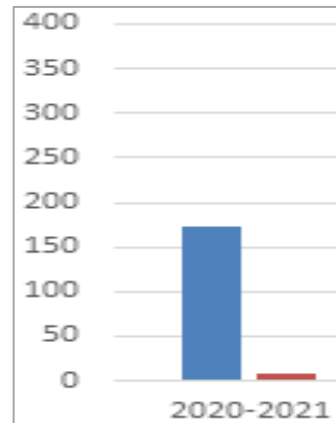


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3. Were you treated with care and respect during treatment?

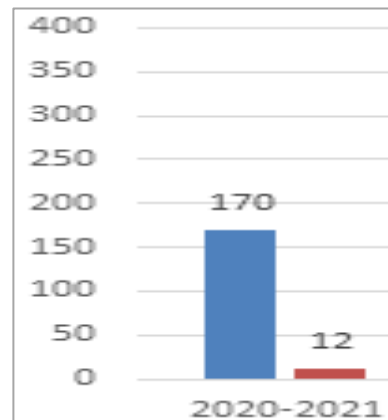
Frequency			Percent
2020-2021	NO	9	4.9
	YES	173	95.1
	Total	182	100.0



The table and Graph show the frequency percentage response. Majority of the responses were Yes, 173(95.1%) about the quality of education.

4. Was your treatment area clean and sterile?

Frequency			Percent
2020-2021	NO	12	6.6
	YES	170	93.4
	Total	182	100.0



The table and Graph show the frequency percentage response. Majority of the responses were Yes, 170(93.4%) about the quality of education.

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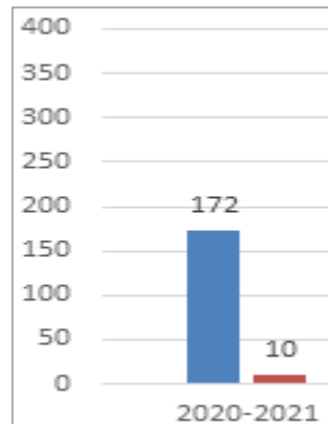


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5. Are you satisfied with the treatment provided to you in this hospital?

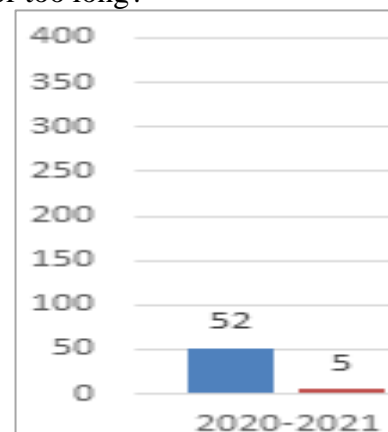
Frequency			Percent
2020-2021	NO	10	5.5
	YES	172	94.5
	Total	182	100.0



The table and Graph show the frequency percentage response. Majority of the responses were Yes, 172(94.5%) about the quality of education.

6. Was time taken for your treatment is appropriate or too long?

Frequency			Percent
2020-2021	APPROPRIATE	52	91.2
	TOO LONG	5	8.8
	Total	57	100.0



The table and Graph show the frequency percentage response. Majority of the responses were Appropriate, 52(91.2%) about the quality of education.

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7. Are there any defects in this hospital?

Year		Frequency	Percent
2020-2021	DELAYED APPOINTMENT	1	.5
	DELAYED TREATMENT	2	1.1
	NOT RESPONDING	3	1.6
	STUDENTS ARE NOT FRIENDLY	1	.5
	TREATMENT DELAY	2	1.1
	WASHROOM NOT CLEAN	2	1.1
	Total	182	100.0

Out of all the responses, patient is not satisfied with the Infra structure (Not responding 3(1.6%) in the Year 2020-2021.

8. What treatment did you take today?

Year		Frequency	Percent
2020-2021	CD	1	1.8
	EXTRACTION	10	17.5
	FILLING	11	19.3
	FPD	2	3.5
	IMPLANT	3	5.3

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	RCT	9	15.8
	RPD	4	7.0
	SCALING	17	29.8
	Total	57	100.0

According to the given data, The Maximum Treatment is done in the Department of Periodontics (Scaling) 1729.8%)in the Year 2020-2021

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9. Any other suggestions/comments

Year		Frequency	Percent
2020-2021	COMMUNICATION SHOULD BE BETTER	1	1.8
	NO	52	91.2
	NO PRIOR INFORMTAION ABOUT HOLIDAYS	1	1.8
	SHOULD MAIN WASHROOM NEATLY	1	1.8
	TREATMENT SHOULD DONE QUICKLY	2	3.5
	Total	57	100.0

Nearly 94% patient were responded yes and satisfied with the treatment provided at PDCH and From the data given ,suggeations are NO in the Year 2020-2021

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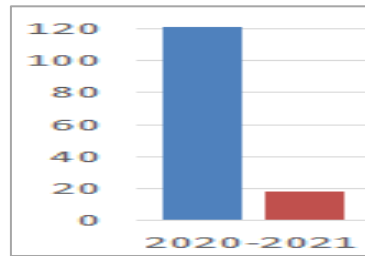
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PARENT FEEDBACK (2020-2021)

1. Are you satisfied with the infrastructure of the institution?

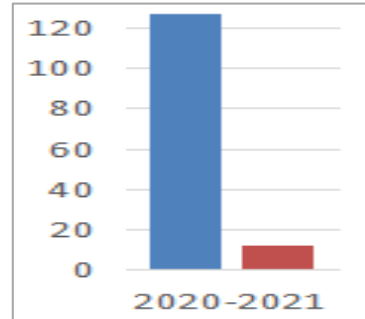
Frequency			Percent
2020-2021	NO	18	12.9
	YES	121	87.1
	Total	139	100.0



The table and Graph show the frequency percentage response. . Majority of the responses were yes, 121(87.1%) about the quality of education.

2.Are you satisfied with the cleanliness of the campus?

Frequency			Percent
2020-2021	NO	12	8.6
	YES	127	91.4
	TOTAL	139	100.0



The table and Graph show the frequency percentage response. . Majority of the responses were yes, 127(91.4%) about the quality of education.

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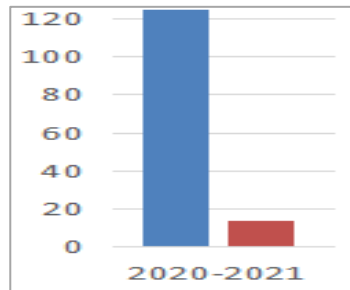


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3.Are there adequate transport facility provided?

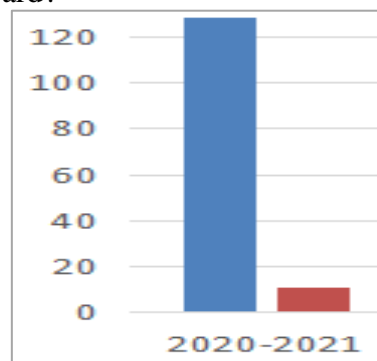
Frequency			Percent
2020-2021	NO	14	10.1
	YES	125	89.9
	Total	139	100.0



The table and Graph show the frequency percentage response. . Majority of the responses were yes, 125(89.9%) about the quality of education.

4.Are there adequate hostel facilities for your ward?

Frequency			Percent
2020-2021	NO	11	7.9
	YES	128	92.1
	Total	139	100.0



The table and Graph show the frequency percentage response. Majority of the responses were yes, 128(92.1%) about the quality of education.

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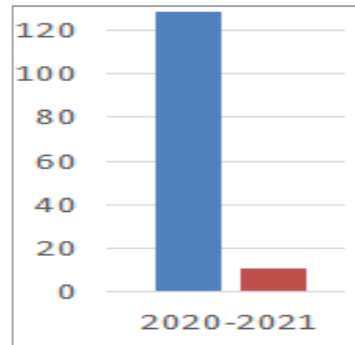


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5.Are you satisfied with taste and hygiene of the food served in the mess/canteen?

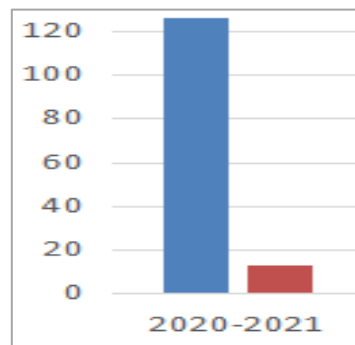
Frequency			Percent
2020-2021	NO	11	7.9
	YES	128	92.1
	Total	139	100.0



the table and Graph show the frequency percentage response. . Majority of the responses were yes, 128(92.1%) about the quality of education.

6.Are you satisfied with the drinking water facility?

Frequency			Percent
2020-2021	NO	13	9.4
	YES	126	90.6
	Total	139	100.0



The table and Graph show the frequency percentage response. Majority of the responses were yes, 126(90.6%) about the quality of education.

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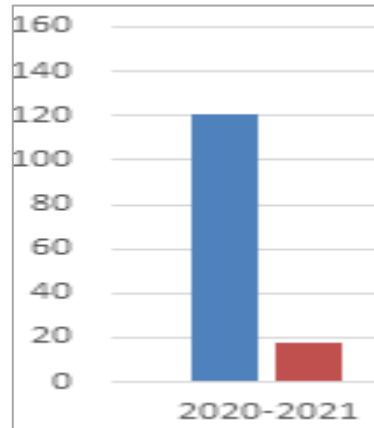


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7.Are satisfied with the mode of fee payment?

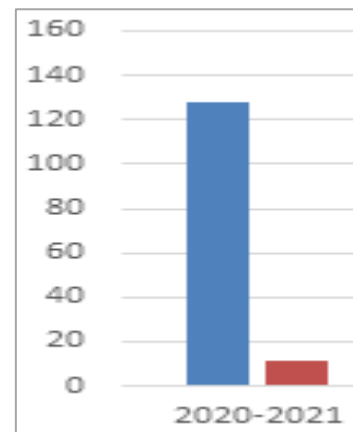
Frequency			Percent
2020-2021	NO	18	12.9
	YES	121	87.1
	Total	139	100.0



The table and Graph show the frequency percentage response. Majority of the responses were yes, 121(87.1%) about the quality of education.

8.Are you satisfied with communication modes regarding academic and attendance progress?

Frequency			Percent
2020-2021	NO	11	7.9
	YES	128	92.1
	Total	139	100.0



The table and Graph show the frequency percentage response. . Majority of the responses were yes, 128(92.1%) about the quality of education.

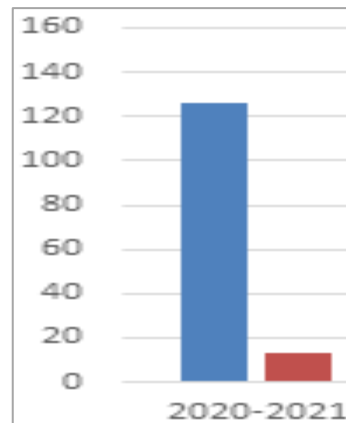


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9.Are the faculty supportive enough and student friendly?

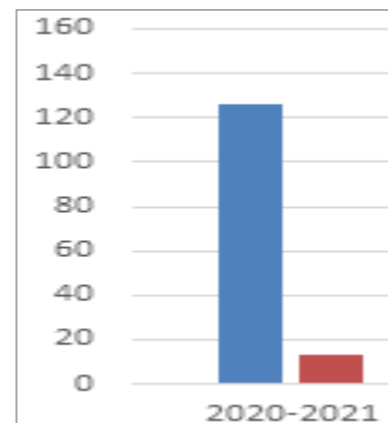
Frequency			Percent
2020-2021	NO	13	9.4
	YES	126	90.6
	Total	139	100.0



The table and Graph show the frequency percentage response. . Majority of the responses were yes, 117(91.4%) about the quality of education.

10.Are you satisfied with the functioning of the students' grievance address al system of the institution?

Frequency			Percent
2020-2021	NO	13	9.4
	YES	126	90.6
	Total	139	100.0



The table and Graph show the frequency percentage response. . Majority of the responses were yes, 126(90.6%) about the quality of education.

Almost 95% of parents were responded yes and satisfied with the facilites provided at PDCH in academic year 2020-2021.

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Priyadarshini Dental College & Hospital

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Report on the Feedback from Stakeholders 2020-21

PDCH used to get feedback from its stakeholders, namely patients, parents, staff and students to improve the quality of services provided at the college and hospital. The improvement plan is framed based on the suggestion, complaints and recommendations of the stakeholders.

The input through feedback from stakeholders on issues pertaining to academic, administrative and treatment rendered plays a crucial role in improving the curriculum, quality of treatment given, infrastructure facilities, quality of food provided at canteen, overall environment at PDCH etc.

Some of the highlights of the feedback from stakeholders

- Students:** Of the 139 students taken part in the survey, almost 82% were "Very satisfied" with the Infrastructure facilities they were given at PDCH, and about 15% of the students suggested on conducting more extracurricular activities.
- Faculty:** Nearly 75% of faculty members are "Very satisfied" with the overall working experience that PDCH offers. However, faculty members also voiced concerns on betterment in the appraisal system.
- Patient:** Almost 182 patients were taken part in the survey and Nearly 95.6% patient were responded "yes" and satisfied with the treatment provided at PDCH and From the data given, The Maximum Treatment is done in the Department of Prosthodontics (FPD, RPD and CD) 39 (21.6%) in the Year 2020-21.

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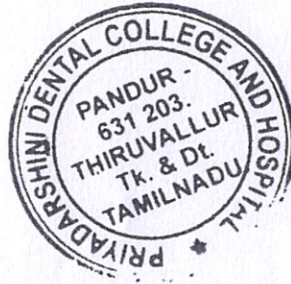
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Parents: Out of 139 parents almost 94% of parents were responded "yes" and satisfied with the facilities provided at PDCH in academic year 2020-21. Also, Parents were suggested of developing more students grievance addressal system.

The feedback for the academic year, 2020-21, were received on different occasions from patients that is at the end of each treatment at PDCH and during their visits.

The Feedback from the students and faculty was collected at the end of each academic year. The PDCH obtained response from the parents when they visited for parents-teachers meetings or through E-mail.



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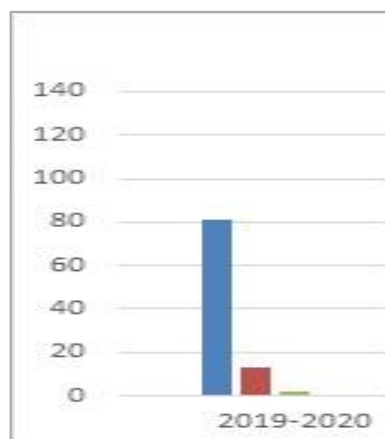
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STUDENT FEEDBACK (2019 - 2020)

■ VERY SATISFIED ■ SATISFIED ■ NEUTRAL ■ DISSATISFIED ■ VERY DISSATISFIED

1. How satisfied are you with overall quality of education

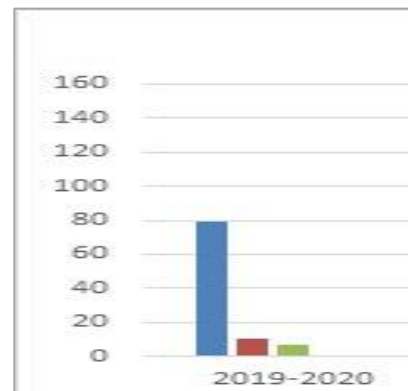
Frequency			Percent
2019 2020	NEUTRAL	2	2.1
	SATISFIED	13	13.5
	VERY SATISFIED	81	84.4
	Total	96	100.0



The table and Graph show the frequency percentage response. Majority of the responses were very satisfied, 81(84.4%) about the quality of education.

2. Are you satisfied with the infrastructure and lab facilities

Frequency			Percent
2019 2020	NEUTRAL	7	7.3
	SATISFIED	10	10.4
	VERY SATISFIED	79	82.3
	Total	96	100.0



The table and Graph show the frequency percentage response. Majority of the



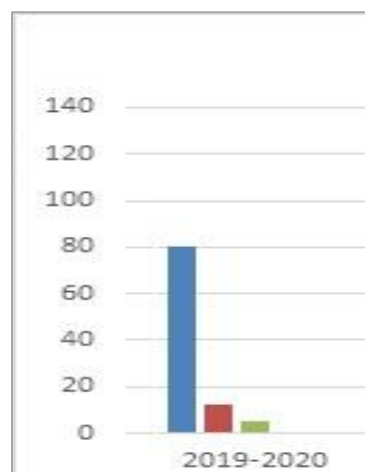
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responses were very satisfied, 79(82.3%) about the quality of education.

3. Are you satisfied with the hostel facilities

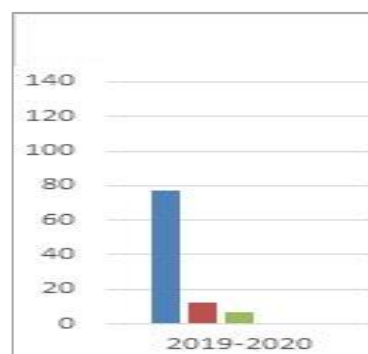
Frequency			Percent
2019 – 2020	NEUTRAL	4	4.2
	SATISFIED	12	12.5
	VERY SATISFIED	80	83.3
	Total	96	100.0



The table and Graph show the frequency percentage response. Majority of the responses were very satisfied, 80(83.3%) about the quality of education

4. How satisfied are you with the indoor and outdoor facilities provided for extracurricular activities

Frequency			Percent
2019 – 2020	NEUTRAL	7	7.3
	SATISFIED	12	12.5
	VERY SATISFIED	77	80.2
	Total	96	100.0



The table and Graph show the frequency percentage response. Majority of the responses were very satisfied, 77(80.2%) about the quality of education.

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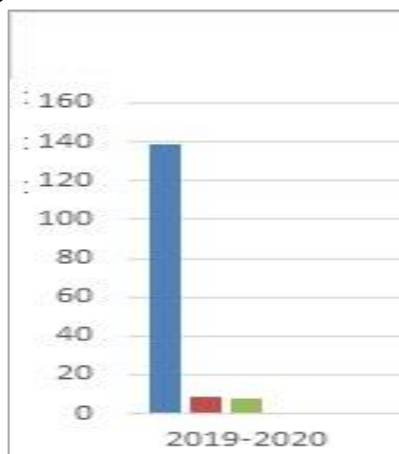


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5. Are you satisfied with transport facility available

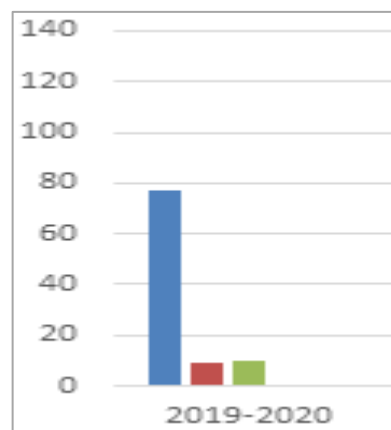
Frequency			Percent
2019 – 2020	NEUTRAL	8	8.3
	SATISFIED	9	9.4
	VERY SATISFIED	79	82.3
	Total	96	100.0



The table and Graph show the frequency percentage response. Majority of the responses were very satisfied, 79(82.3%) about the quality of education.

6. Are you satisfied with safety and security measures of the institute

Frequency			Percent
2019 – 2020	NEUTRAL	10	10.4
	SATISFIED	9	9.4
	VERY SATISFIED	77	80.2
	Total	96	100.0



The table and Graph show the frequency percentage response. Majority of the responses were very satisfied, 77(80.2%) about the quality of education.

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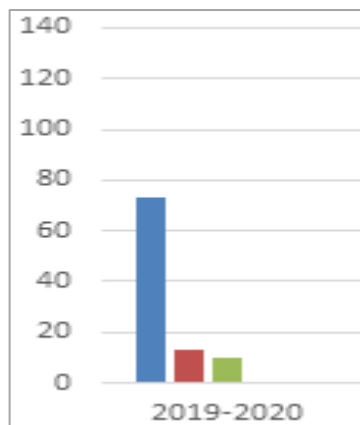


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7. Are you satisfied with the efforts of promoting mental health issues

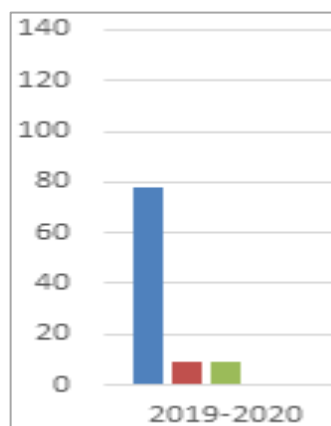
Frequency			Perce nt
2019 2020	NEUTRAL	10	10.4
	SATISFIED	13	13.5
	VERY SATISFIED	73	76.0
	Total	96	100.0



The table and Graph show the frequency percentage response. Majority of the responses were very satisfied, 73(76.0%) about the quality of education.

8. Are you satisfied with the library facilities available

Frequency			Perce nt
2019 2020	NEUTRAL	9	9.4
	SATISFIED	9	9.4
	VERY SATISFIED	78	81.3
	Total	96	100.0



The table and Graph shows the frequency percentage response. Majority of the responses were very satisfied, 78(81.3%) about the quality of education.

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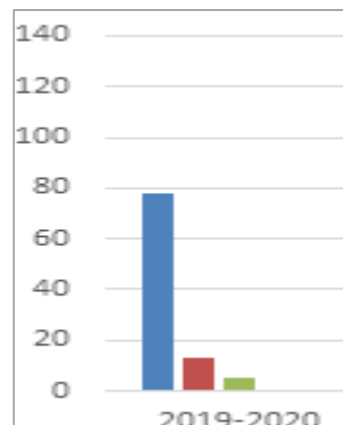


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9. Are the grievances handled effectively in the institute

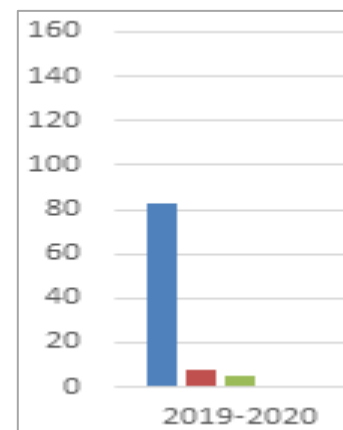
Frequency			Percent
2019 2020	NEUTRAL	5	5.2
	SATISFIED	13	13.5
	VERY SATISFIED	78	81.3
	Total	96	100.0



The table and Graph show the frequency percentage response. Majority of the responses were very satisfied, 78(81.3%) about the quality of education.

10. Overall your experience

Frequency			Percent
2019 2020	NEUTRAL	5	5.2
	SATISFIED	8	8.3
	VERY SATISFIED	83	86.5
	Total	96	100.0



The table and Graph show the frequency percentage response. Majority of the responses were very satisfied, 83(86.5%) about the quality of education.

Overall 92 % of student showed very satisfied response and about 6% were satisfied with the facilities at PDCH.

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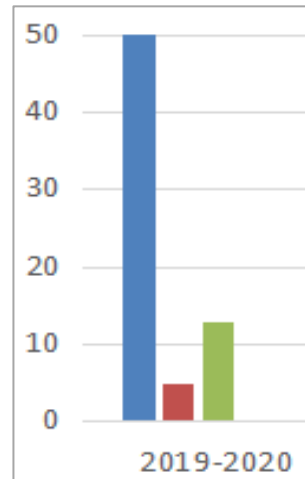
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STAFF FEEDBACK (2019-2020)

■ VERY SATISFIED
 ■ SATISFIED
 ■ NEUTRAL
 ■ DISSATISFIED
 ■ VERY DISSATISFIED

1. Is the leadership and management of PDCH effective?

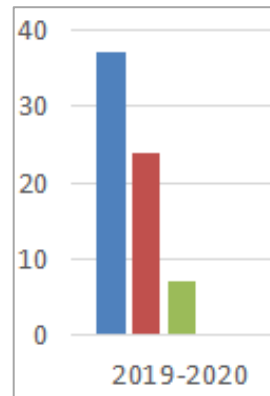
Frequency			Percent
2019-2020	NEUTRAL	5	7.4
	SATISFIED	13	19.1
	VERY SATISFIED	50	73.5
	TOTAL	68	100.0



The table and Graph show the frequency percentage response. Majority of the responses were very satisfied, 50(73.5%) about the quality of education.

2. Professional development opportunities provided is beneficial

Frequency			Percent
2019-2020	NEUTRAL	4	5.9
	SATISFIED	20	29.4
	VERY SATISFIED	44	64.7
	TOTAL	68	100.0



The table and Graph show the frequency percentage response. Majority of the responses were very satisfied, 44(64.7%) about the quality of education.


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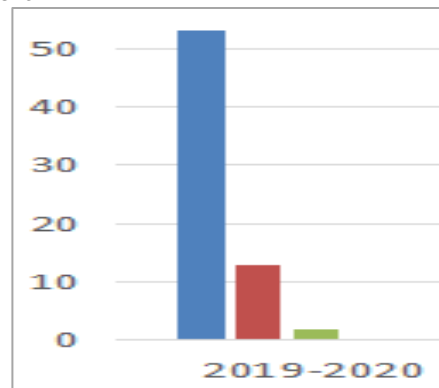


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3. Adequate teaching and learning resources available

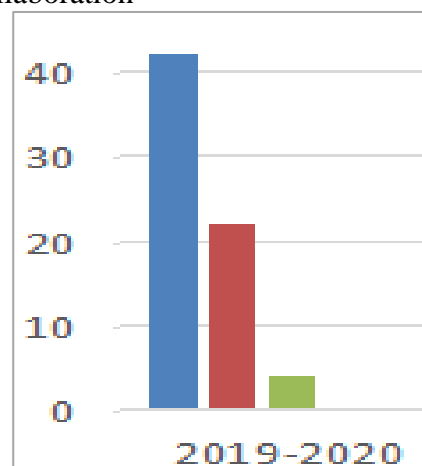
Frequency			Percent
2019-2020	NEUTRAL	2	2.9
	SATISFIED	13	19.1
	VERY SATISFIED	53	77.9
	TOTAL	68	100.0



The table and Graph show the frequency percentage response. Majority of the responses were very satisfied, 53(77.9%) about the quality of education.

4. How satisfied are you with team work and collaboration

Frequency			Percent
2019-2020	NEUTRAL	4	5.9
	SATISFIED	22	32.4
	VERY SATISFIED	42	61.8
	TOTAL	68	100.0



The table and Graph show the frequency percentage response. Majority of the responses were very satisfied, 42(61.8%) about the quality of education.

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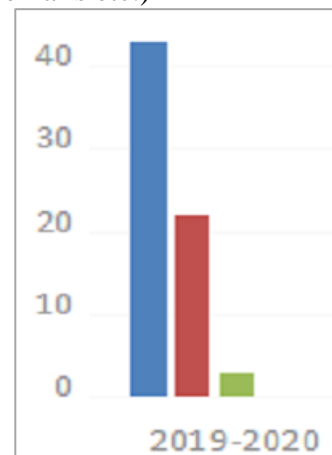


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5. Effectiveness of communication modes (meetings, emails etc.)

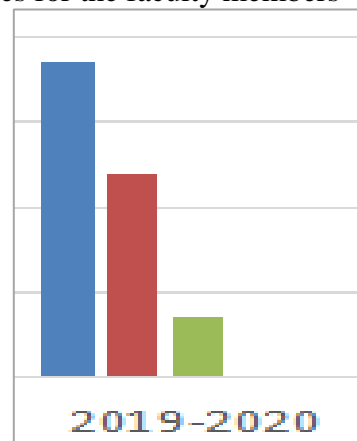
Frequency			Percent
2019-2020	NEUTRAL	3	4.4
	SATISFIED	22	32.4
	VERY SATISFIED	43	63.2
	TOTAL	68	100.0



The table and Graph show the frequency percentage response Majority of the responses were very satisfied, 43(63.2%) about the quality of education.

6. The institution provides excellent welfare measures for the faculty members

Frequency			Percent
2019-2020	NEUTRAL	3	4.4
	SATISFIED	22	32.4
	VERY SATISFIED	43	63.2
	TOTAL	68	100.0



The table and Graph show the frequency percentage response Majority of the responses were very satisfied, 43(63.2%) about the quality of education.

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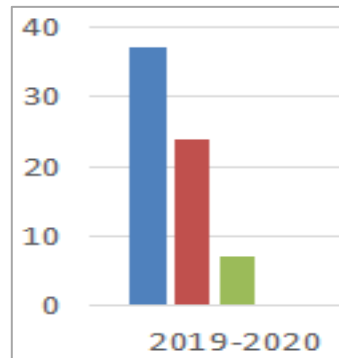


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7.The appraisal system is up to the satisfaction of staff members

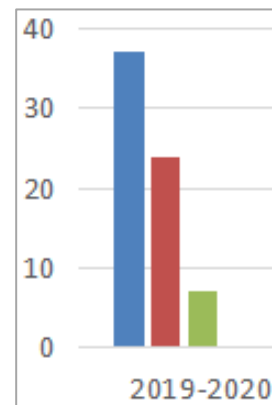
Frequency			Percent
2019-2020	NEUTRAL	2	2.9
	SATISFIED	28	41.2
	VERY SATISFIED	38	55.9
	TOTAL	68	100.0



The table and Graph show the frequency percentage response. Majority of the responses were very satisfied, 38(55.9%) about the quality of education.

8.Opinions and suggestions of the faculty members are taken into consideration in decision-making process

Frequency			Percent
2019-2020	NEUTRAL	7	10.3
	SATISFIED	24	35.3
	VERY SATISFIED	37	54.4
	TOTAL	68	100.0



The table and Graph show the frequency percentage response. Majority of the responses were very satisfied, 37(54.4%) about the quality of education.

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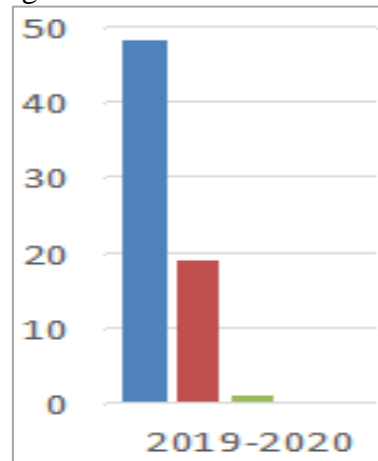


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9. Faculty grievance handling system in the institution is good

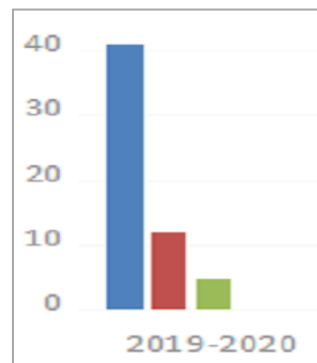
Frequency			Percent
2019-2020	NEUTRAL	1	1.5
	SATISFIED	19	27.9
	VERY SATISFIED	48	70.6
	TOTAL	68	100.0



The table and Graph show the frequency percentage response Majority of the responses were very satisfied, 48(70.6%) about the quality of education.

10..Overall work environment

Frequency			Percent
2019-2020	NEUTRAL	5	8.6
	SATISFIED	12	20.6
	VERY SATISFIED	41	70.8
	TOTAL	58	100.0



The table and Graph show the frequency percentage response Majority of the responses were very satisfied, 41(70.8%) about the quality of education.

Almost 90% of staff members were showed very satisfied response and 12% were satisfied with the system at PDCH.



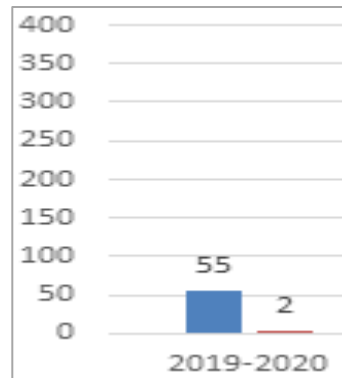
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PATIENT FEEDBACK (2019-2020)

1. Did the doctor listen carefully to your dental concerns?

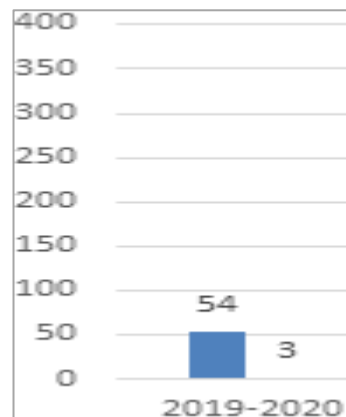
Frequency			Percent
2019-2020	NO	2	3.5
	YES	55	96.5
	Total	57	100.0



The table and Graph show the frequency percentage response. Majority of the responses were Yes, 55(96.5%) about the quality of education.

2. Did the doctor explained about the treatment given to you?

Frequency			Percent
2019-2020	NO	3	5.3
	YES	54	94.7
	Total	57	100.0



The table and Graph show the frequency percentage response Majority of the responses were Yes, 54(94.7%) about the quality of education.

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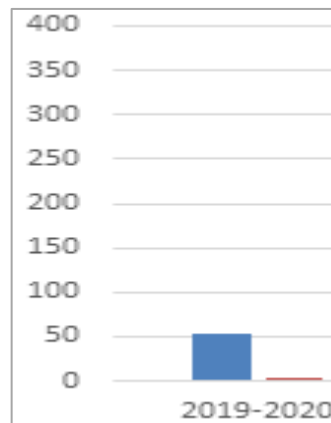


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3. Were you treated with care and respect during treatment?

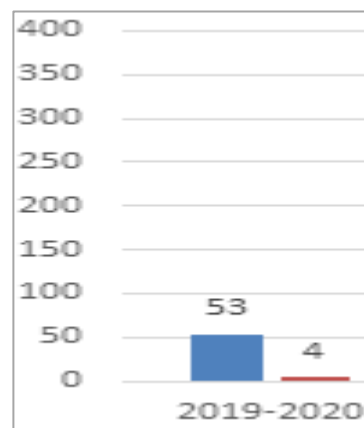
Frequency			Percent
2019-2020	NO	4	7.0
	YES	53	93.0
	Total	57	100.0



The table and Graph show the frequency percentage response. Majority of the responses were Yes, 53(93%) about the quality of education.

4. Was your treatment area clean and sterile?

Frequency			Percent
2019-2020	NO	4	7.0
	YES	53	93.0
	Total	57	100.0



The table and Graph show the frequency percentage response. Majority of the responses were Yes, 53(93%) about the quality of education.

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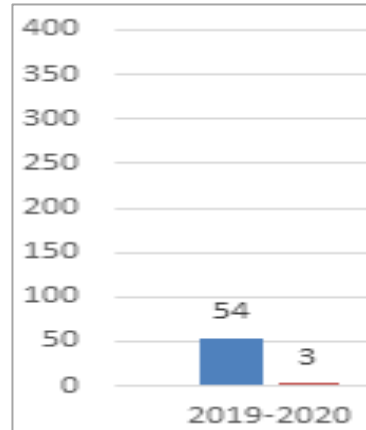


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5. Are you satisfied with the treatment provided to you in this hospital?

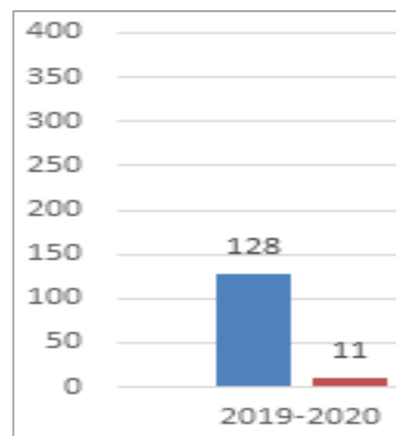
Frequency			Percent
2019-2020	NO	3	5.3
	YES	54	94.7
	Total	57	100.0



The table and Graph show the frequency percentage response. Majority of the responses were Yes, 54(94.7%) about the quality of education.

6. Was time taken for your treatment is appropriate or too long?

Frequency			Percent
2019-2020	APPROPRIATE	128	92.1
	TOO LONG	11	8.9
	Total	139	100.0



The table and Graph show the frequency percentage response. Majority of the responses were Appropriate, 128(92.1%) about the quality of education.

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7. Are there any defects in this hospital?

Year		Frequency	Percent
2019-2020	DELAYED APPOINTMENTS	1	.7
	DELAYED TREATMENT	2	1.4
	NO	130	93.5
	NOT CLEAN	1	.7
	NOT RESPONDING TO CALLS	1	.7
	PAINING AFTER COMPLETED RCT	1	.7
	WASHROOM NOT CLEAN	1	.7

Out of all the responses, patient is not satisfied with the Infra structure No 130(93.5%) in the Year 2019-2020.

8. What treatment did you take today?

Year		Frequency	Percent
20202019-2020	CD	8	5.8
	EXTRACTION	19	13.7
	FILLING	26	18.7
	FPD	7	5.0
	IMPLANT	3	2.2

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	ORTHO	12	8.6
	RCT	22	15.8
	RPD	14	10.1
	SCALING	28	20.1
	Total	139	100.0

According to the given data, The Maximum Treatment is done in the Department of Periodontics (Scaling) 1729.8% in the Year 2019-2020.

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9. Any other suggestions/comments

Year		Frequency	Percent
2019-2020	APPOINTMENT DATE SHOULD BE CONFIRM PREVIOUSLY	1	.7
	BATHROOM SHOULD BE CLEAN	1	.7
	CAN IMPROVE WATER FACILITIES	1	.7
	GIVE PROPER APPOINTMENTS	1	.7
	KEEP WATER IN ALL FLOORS	1	.7
	MAINTAIN WASHROOM	1	.7
	MAINTAIN WASHROOM CLEAN	1	.7
	MULTIPLE APPOINTMENTS SHOULD AVOID	1	.7
	NO	128	92.1
	RESPONDS TO THE CALL	1	.7
	STUDENTS ARE NOT FRIENDLY	1	.7
	TREATMENT SHOULD DONE QUICKLY	1	.7
	Total	139	100.0

Nearly 94% patient were responded yes and satisfied with the treatment provided at PDCH and From the data given ,suggeations are NO in the Year 2019-2020.

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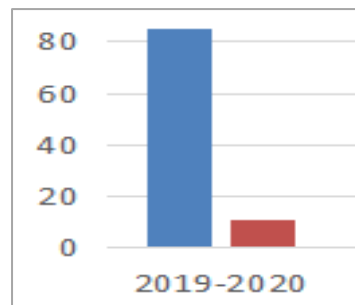
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PARENT FEEDBACK (2019-2020)

1. Are you satisfied with the infrastructure of the institution?

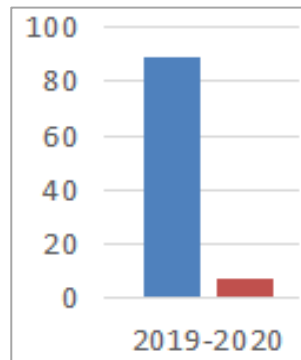
Frequency			Percent
2019-2020	NO	11	11.5
	YES	85	88.5
	Total	96	100.0



The table and Graph show the frequency percentage response. . Majority of the responses were yes, 85(88.5%) about the quality of education.

2.Are you satisfied with the cleanliness of the campus?

Frequency			Percent
2019-2020	NO	7	7.3
	YES	89	92.7
	TOTAL	96	100.0



The table and Graph show the frequency percentage response. . Majority of the responses were yes, 89(92.7%) about the quality of education.

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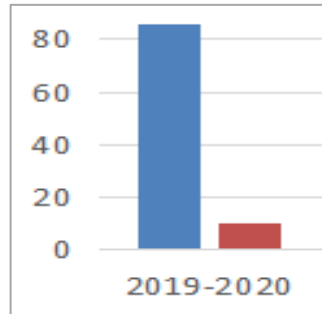


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3.Are there adequate transport facility provided?

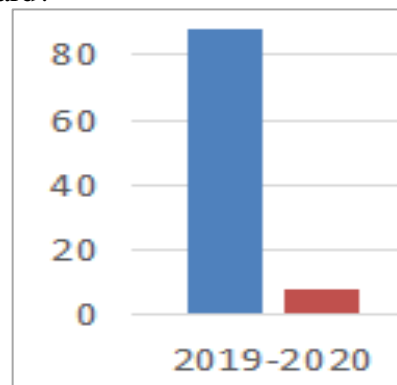
Frequency			Percent
2019-2020	NO	10	10.4
	YES	86	89.6
	Total	96	100.0



The table and Graph show the frequency percentage response. . Majority of the responses were yes, 86(89.6%) about the quality of education.

4.Are there adequate hostel facilities for your ward?

Frequency			Percent
2019-2020	NO	8	8.3
	YES	88	91.7
	Total	96	100.0



The table and Graph show the frequency percentage response. Majority of the responses were yes, 88(91.7%) about the quality of education.

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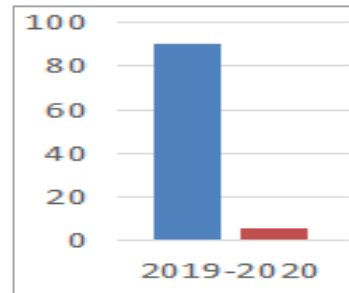


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5.Are you satisfied with taste and hygiene of the food served in the mess/canteen?

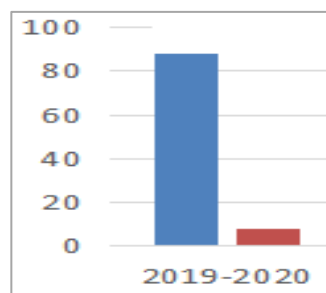
Frequency			Percent
2019-2020	NO	6	6.3
	YES	90	93.8
	Total	96	100.0



the table and Graph show the frequency percentage response. . Majority of the responses were yes, 90(93.8%) about the quality of education.

6.Are you satisfied with the drinking water facility?

Frequency			Percent
2019-2020	NO	8	8.3
	YES	88	91.7
	Total	96	100.0



The table and Graph show the frequency percentage response. Majority of the responses were yes, 88(91.7%) about the quality of education.

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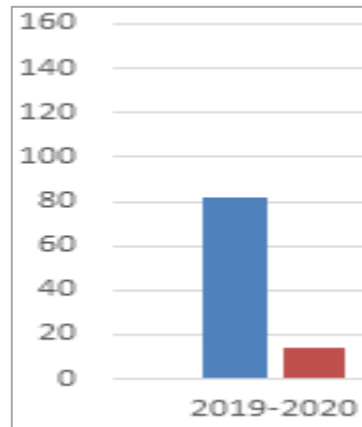


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7.Are satisfied with the mode of fee payment?

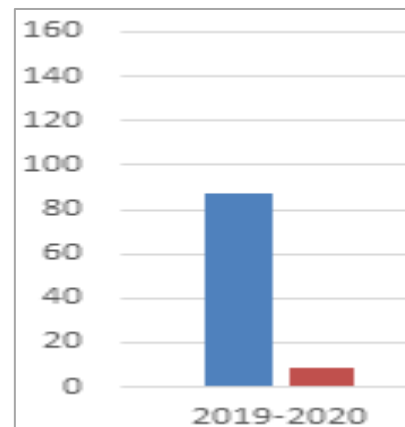
Frequency			Percent
2019-2020	NO	14	14.6
	YES	82	85.4
	Total	96	100.0



The table and Graph show the frequency percentage response. Majority of the responses were yes, 82(85.4%) about the quality of education.

8.Are you satisfied with communication modes regarding academic and attendance progress?

Frequency			Percent
2019-2020	NO	9	9.4
	YES	87	90.6
	Total	96	100.0



The table and Graph show the frequency percentage response. . Majority of the responses were yes, 87(90.6%) about the quality of education.

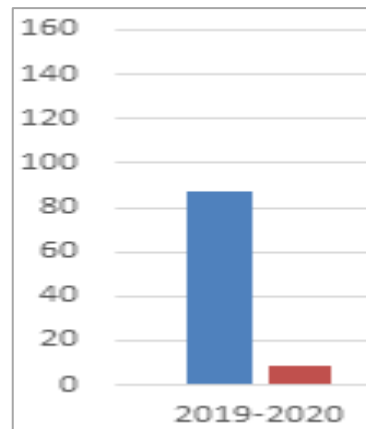


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9.Are the faculty supportive enough and student friendly?

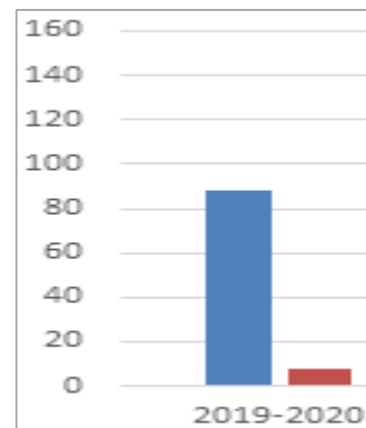
Frequency			Percent
2019-2020	NO	9	9.4
	YES	87	90.6
	Total	96	100.0



The table and Graph show the frequency percentage response. . Majority of the responses were yes, 87(90.6%) about the quality of education.

10.Are you satisfied with the functioning of the students' grievance address al system of the institution?

Frequency			Percent
2019-2020	NO	8	8.3
	YES	88	91.7
	Total	96	100.0



The table and Graph show the frequency percentage response. . Majority of the responses were yes, 88(91.7%) about the quality of education.

Almost 95% of parents were responded yes and satisfied with the facilites provided at PDCH in academic year 2019-2020.

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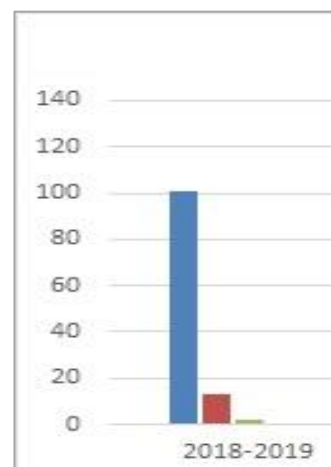
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STUDENT FEEDBACK (2018 - 2019)

■ VERY SATISFIED ■ SATISFIED ■ NEUTRAL ■ DISSATISFIED ■ VERY DISSATISFIED

1. How satisfied are you with overall quality of education

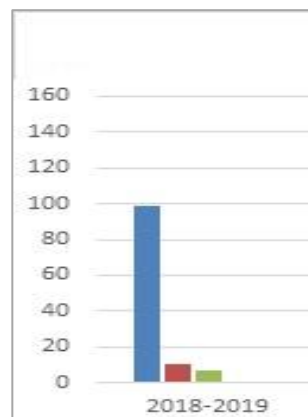
Frequency			Percent
2018 2019	NEUTRAL	2	1.7
	SATISFIED	13	11.2
	VERY SATISFIED	101	87.1
	Total	116	100.0



The table and Graph show the frequency percentage response. Majority of the responses were very satisfied, 101(87.1%) about the quality of education.

2. Are you satisfied with the infrastructure and lab facilities

Frequency			Percent
2018 2019	NEUTRAL	7	6.0
	SATISFIED	10	8.6
	VERY SATISFIED	99	85.3
	Total	116	100.0



The table and Graph show the frequency percentage response. Majority of the

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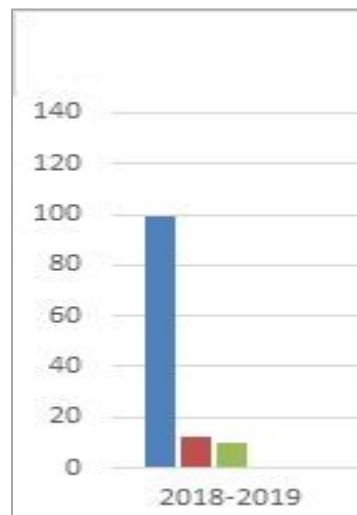
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responses were very satisfied, 99(85.3%) about the quality of education.

3. Are you satisfied with the hostel facilities

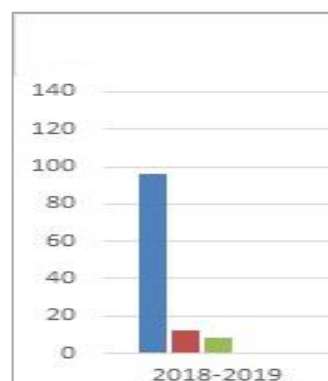
Frequency			Percent
2018 - 2019	NEUTRAL	5	4.3
	SATISFIED	12	10.3
	VERY SATISFIED	99	85.3
	Total	116	100.0



The table and Graph show the frequency percentage response. Majority of the responses were very satisfied, 99(85.3%) about the quality of education

4. How satisfied are you with the indoor and outdoor facilities provided for extracurricular activities

Frequency			Percent
2018 - 2019	NEUTRAL	8	6.9
	SATISFIED	12	10.3
	VERY SATISFIED	96	82.8
	Total	116	100.0



The table and Graph show the frequency percentage response. Majority of the responses were very satisfied, 96(82.8%) about the quality of education.

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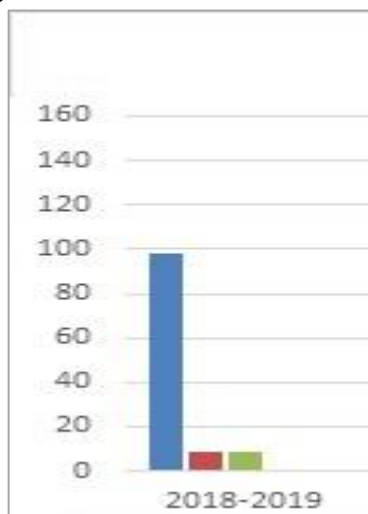


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5. Are you satisfied with transport facility available

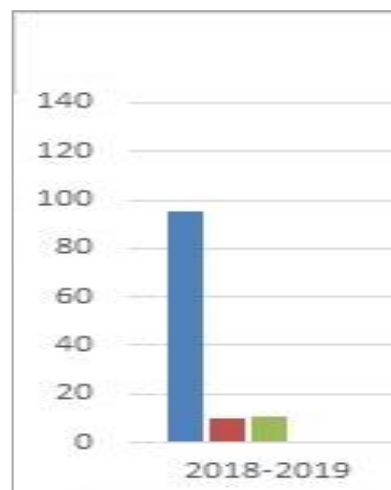
Frequency			Percent
2018 - 2019	NEUTRAL	9	7.8
	SATISFIED	9	7.8
	VERY SATISFIED	98	84.5
	Total	116	100.0



The table and Graph show the frequency percentage response. Majority of the responses were very satisfied, 98(84.5%) about the quality of education.

6. Are you satisfied with safety and security measures of the institute

Frequency			Percent
2018 - 2019	NEUTRAL	11	9.5
	SATISFIED	10	8.6
	VERY SATISFIED	95	81.9
	Total	116	100.0



The table and Graph show the frequency percentage response. Majority of the responses were very satisfied, 95(81.9%) about the quality of education.

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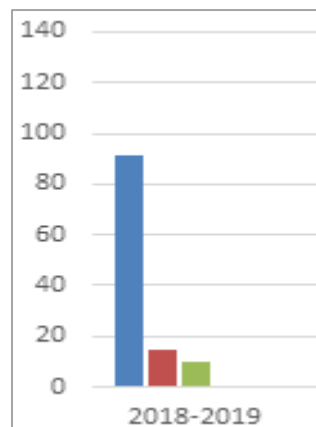


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7. Are you satisfied with the efforts of promoting mental health issues

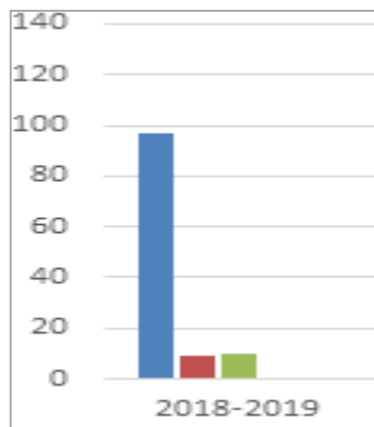
Frequency			Perce nt
2018 - 2019	NEUTRAL	10	8.6
	SATISFIED	15	12.9
	VERY SATISFIED	91	78.4
	Total	116	100.0



The table and Graph show the frequency percentage response. Majority of the responses were very satisfied, 91(78.4%) about the quality of education.

8. Are you satisfied with the library facilities available

Frequency			Perce nt
2018 - 2019	NEUTRAL	10	8.6
	SATISFIED	9	7.8
	VERY SATISFIED	97	83.6
	Total	116	100.0



The table and Graph shows the frequency percentage response. Majority of the responses were very satisfied, 97(83.6%) about the quality of education.

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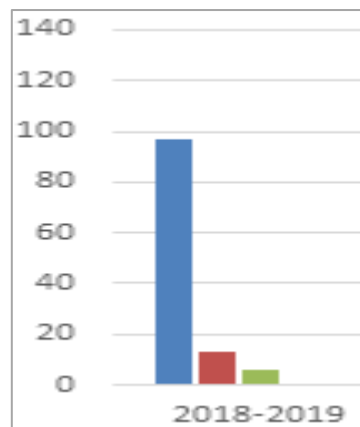


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9. Are the grievances handled effectively in the institute

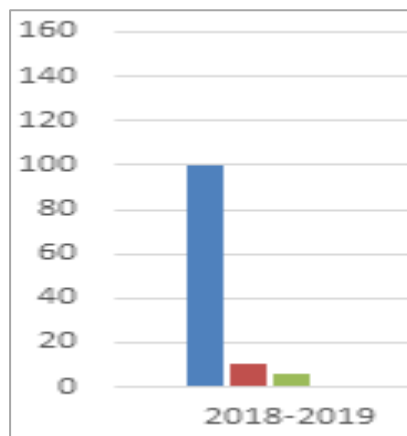
Frequency			Percent
2018 2019	NEUTRAL	6	5.2
	SATISFIED	13	11.2
	VERY SATISFIED	97	83.6
	Total	116	100.0



The table and Graph show the frequency percentage response. Majority of the responses were very satisfied, 97(83.6%) about the quality of education.

10. Overall your experience

Frequency			Percent
2018 2019	NEUTRAL	6	5.2
	SATISFIED	10	8.6
	VERY SATISFIED	100	86.2
	Total	116	100.0



The table and Graph show the frequency percentage response. Majority of the responses were very satisfied, 100(86.2%) about the quality of education.

Overall 92 % of student showed very satisfied response and about 6% were satisfied with the facilities at PDCH.

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Priyadarshini Dental College & Hospital

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Report on the Feedback from Stakeholders 2019-20

Getting the response from the stakeholders play an important role in improving the quality of the teaching, learning and the treatment rendered to the patients. PDCH does this regularly. It gets feedback from all its stakeholders, such as patients, parents, staff and students. Based on the suggestion, complaints and recommendations of the stakeholders, practical methods and measures have been devised to improve the quality of services provided at the college and hospital.

The feedback questions are mainly focused on the issues pertaining to academic, administrative and treatment rendered. This include curriculum, quality of treatment given, infrastructure facilities, quality of food provided at canteen, overall environment at PDCH etc.

Some of the highlights of the feedback from stakeholders

- Students:** Of the 96 students taken part in the survey, almost 80% were "Very satisfied" with the Infrastructure facilities they were given at PDCH, and about 15% of the students suggested on developing the mode of communication between students and management.
- Faculty:** Nearly 55% of faculty members are "Very satisfied" with the overall working experience that PDCH offers. However, faculty members suggested to develop more welfare system.
- Patient:** Almost 57 patients were taken part in the survey and Nearly 95.6% patient were responded "yes" and satisfied with the treatment provided at PDCH and From the data given, The Maximum Treatment is done in the Department of Conservative and Endodontics (Filling and RCT) 20 (42.6%) in the Year 2019-20.

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Parents: Out of 96 parents almost 91% of parents were responded “yes” and satisfied with the facilities provided at PDCH in academic year 2019-20.

The feedback sessions for the academic year, 2019-20, were conducted on different occasions according to the relevant stakeholders. The Feedback from the students and faculty was collected at the end of each academic year. For patients, the feedback was collected at the end of each treatment at PDCH and during their visits.

The PDCH obtained response from the parents when they visited for parents-teachers meetings or through E-mail.



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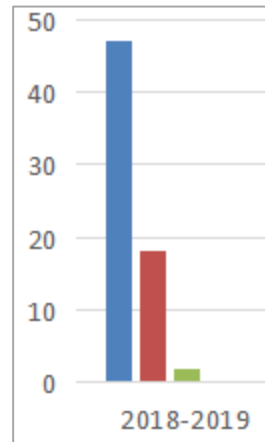
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STAFF FEEDBACK (2018-2019)

■ VERY SATISFIED ■ SATISFIED ■ NEUTRAL ■ DISSATISFIED ■ VERY DISSATISFIED

1. Is the leadership and management of PDCH effective?

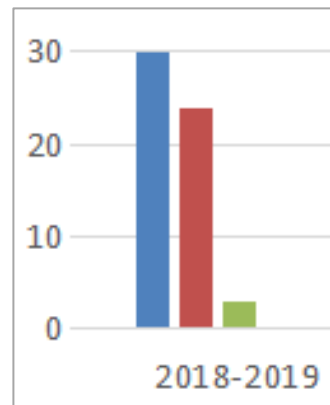
Frequency			Percent
2018-2019	NEUTRAL	2	3.0
	SATISFIED	18	26.9
	VERY SATISFIED	47	70.1
	TOTAL	67	100.0



The table and Graph show the frequency percentage response. Majority of the responses were very satisfied, 47(70.1%) about the quality of education.

2. Professional development opportunities provided is beneficial

Frequency			Percent
2018-2019	NEUTRAL	2	3.0
	SATISFIED	25	37.3
	VERY SATISFIED	40	59.7
	TOTAL	67	100.0



The table and Graph show the frequency percentage response. Majority of the responses were very satisfied, 40(59.7%) about the quality of education.

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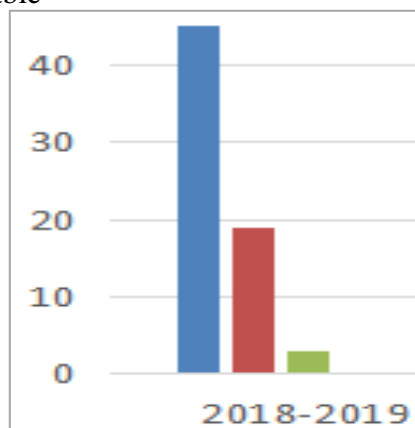


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3. Adequate teaching and learning resources available

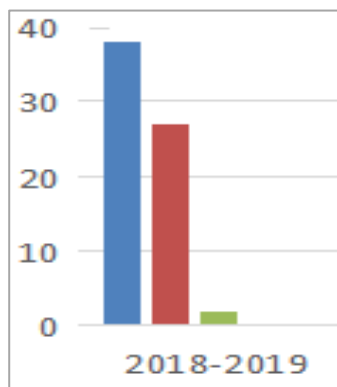
Frequency			Percent
2018-2019	NEUTRAL	3	4.5
	SATISFIED	19	28.4
	VERY SATISFIED	45	67.2
	TOTAL	67	100.0



The table and Graph show the frequency percentage response. Majority of the responses were very satisfied, 45(67.2%) about the quality of education.

4. How satisfied are you with team work and collaboration

Frequency			Percent
2018-2019	NEUTRAL	2	3.0
	SATISFIED	27	40.3
	VERY SATISFIED	38	56.7
	TOTAL	67	100.0



The table and Graph show the frequency percentage response. Majority of the responses were very satisfied, 38(56.7%) about the quality of education.

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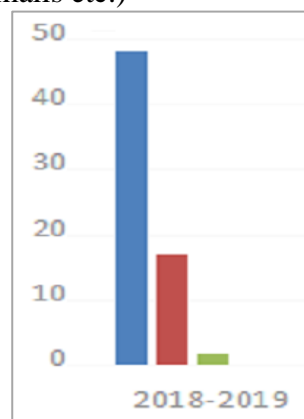


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5. Effectiveness of communication modes (meetings, emails etc.)

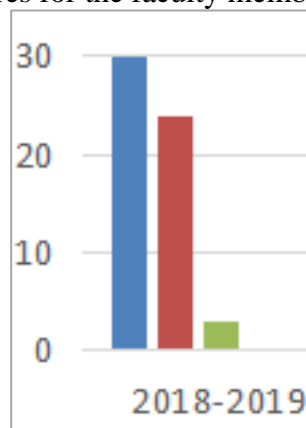
Frequency			Percent
2018-2019	NEUTRAL	2	3.0
	SATISFIED	17	25.4
	VERY SATISFIED	48	71.6
	TOTAL	67	100.0



The table and Graph show the frequency percentage response Majority of the responses were very satisfied, 48(71.6%) about the quality of education.

6. The institution provides excellent welfare measures for the faculty members

Frequency			Percent
2018-2019	NEUTRAL	6	9.0
	SATISFIED	25	13.4
	VERY SATISFIED	30	77.6
	TOTAL	61	100.0



The table and Graph show the frequency percentage response Majority of the responses were very satisfied, 30(77.6%) about the quality of education.

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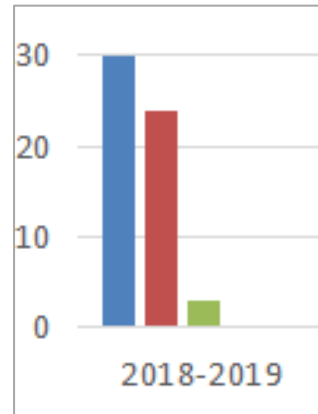


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7.The appraisal system is up to the satisfaction of staff members

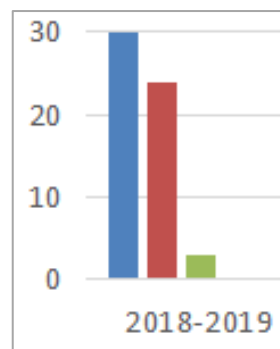
Frequency			Percent
2018-2019	NEUTRAL	2	3.3
	SATISFIED	28	46.7
	VERY SATISFIED	30	50
	TOTAL	60	100.0



The table and Graph show the frequency percentage response. Majority of the responses were very satisfied, 30(50%) about the quality of education.

8.Opinions and suggestions of the faculty members are taken into consideration in decision-making process

Frequency			Percent
2018-2019	NEUTRAL	3	4.5
	SATISFIED	24	35.8
	VERY SATISFIED	40	59.7
	TOTAL	67	100.0



The table and Graph show the frequency percentage response. Majority of the responses were very satisfied, 40(59.7%) about the quality of education.

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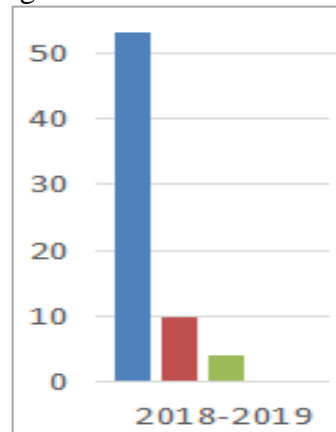


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9. Faculty grievance handling system in the institution is good

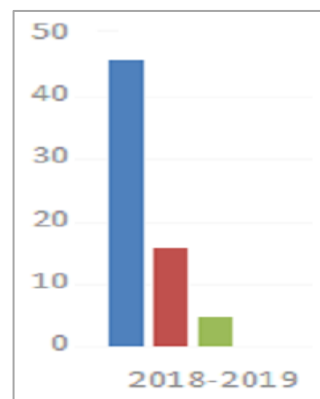
Frequency			Percent
2018-2019	NEUTRAL	5	7.5
	SATISFIED	16	23.9
	VERY SATISFIED	46	68.7
	TOTAL	67	100.0



The table and Graph show the frequency percentage response Majority of the responses were very satisfied, 46(68.7%) about the quality of education.

10..Overall work environment

Frequency			Percent
2018-2019	NEUTRAL	5	7.5
	SATISFIED	16	23.9
	VERY SATISFIED	46	68.7
	TOTAL	67	100.0



The table and Graph show the frequency percentage response Majority of the responses were very satisfied, 46(68.7%) about the quality of education.

Almost 90% of staff members were showed very satisfied response and 12% were satisfied with the system at PDCH.

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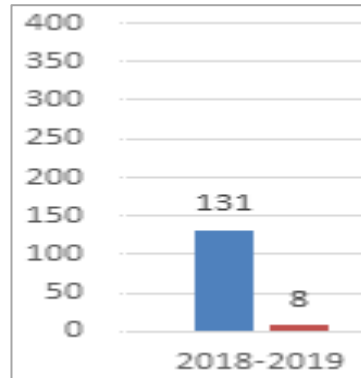
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PATIENT FEEDBACK (2018-2019)

1. Did the doctor listen carefully to your dental concerns?

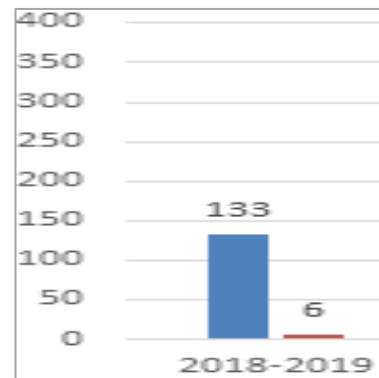
Frequency			Percent
2018-2019	NO	8	5.8
	YES	131	94.2
	Total	139	100.0



The table and Graph show the frequency percentage response. Majority of the responses were Yes, 131(94.2%) about the quality of education.

2. Did the doctor explained about the treatment given to you?

Frequency			Percent
2018-2019	NO	6	4.3
	YES	133	95.7
	Total	139	100.0



The table and Graph show the frequency percentage response Majority of the responses were Yes, 133(95.7%) about the quality of education.

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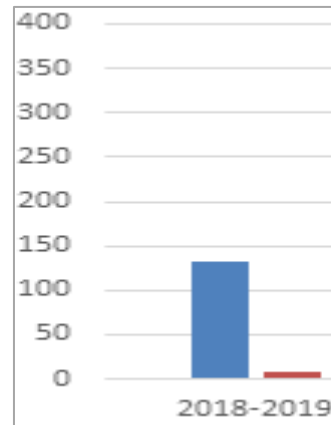


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3. Were you treated with care and respect during treatment?

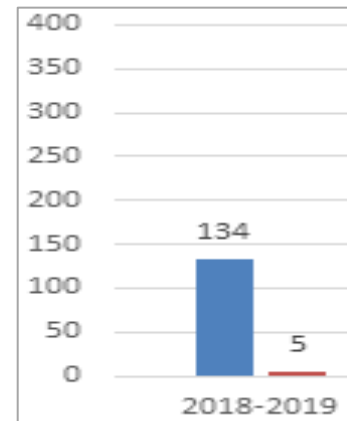
Frequency			Percent
2018-2019	NO	7	5.0
	YES	132	95.0
	Total	139	100.0



The table and Graph show the frequency percentage response. Majority of the responses were Yes, 132(95%) about the quality of education.

4. Was your treatment area clean and sterile?

Frequency			Percent
2018-2019	NO	5	3.6
	YES	134	96.4
	Total	139	100.0



The table and Graph show the frequency percentage response. Majority of the responses were Yes, 134(96.4%) about the quality of education.

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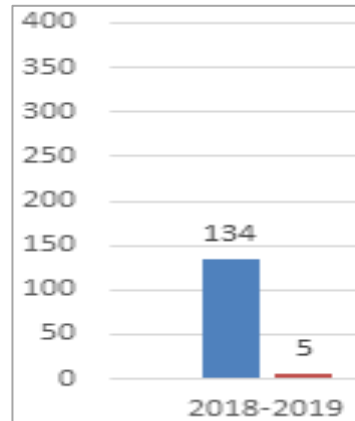


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5. Are you satisfied with the treatment provided to you in this hospital?

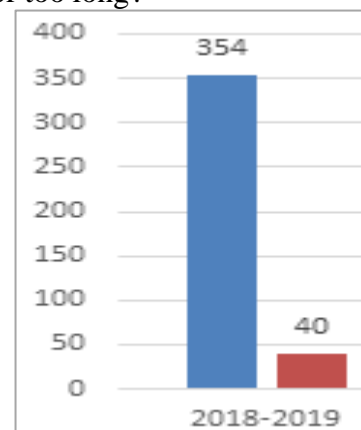
Frequency			Percent
2018-2019	NO	5	3.6
	YES	134	96.4
	Total	139	100.0



The table and Graph show the frequency percentage response. Majority of the responses were Yes, 134(96.4%) about the quality of education.

6. Was time taken for your treatment is appropriate or too long?

Frequency			Percent
2018-2019	APPROPRIATE	354	89.8
	TOO LONG	40	10.2
	Total	394	100.0



The table and Graph show the frequency percentage response. Majority of the responses were Appropriate, 354(89.8%) about the quality of education.

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7. Are there any defects in this hospital?

Year		Frequency	Percent
2018-2019	DELAYED AP	6	1.5
	DELAYED TR	4	1
4	NO PROPER EXPLANATION	1	3
	NO	127	32.2
	NOT RESPONDING TO CALLS	1	3
	PAIN AFTER COMPLETED RCT	1	3
3	STUDENT NOT FRIENDLY	1	3
	TREATMENT DELAYING	1	3
	WASHROOM NOT CLEAN	2	5
	TOTAL	394	100

Out of all the responses, patient is not satisfied with the Infra structure No 130(93.5%) in the Year 2018-2019.

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8. What treatment did you take today?

Year		Frequency	Percent
2018-2019	BRACES	5	1.3
	CD	26	6.6
	CLEANING	10	2.5
	EXTRACTION	41	10.4
	FILLING	37	9.4
	FPD	24	6.1
	ORTHO	41	10.4
	RCT	82	20.8
	RPD	17	4.3
	SCALING	111	28.2
	Total	394	100.0

According to the given data, The Maximum Treatment is done in the Department of Periodontics (Scaling) 1729.8%)in the Year 2018-2019.

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9. Any other suggestions/complaints

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Year		Frequency	Percent
2018-2019	APPOINTMENT DATE SHOULD BE CONFIRM PREVIOUSLY	1	.7
	BATHROOM SHOULD BE CLEAN	1	.7
	CAN IMPROVE WATER FACILITIES	1	.7
	GIVE PROPER APPOINTMENTS	1	.7
	KEEP WATER IN ALL FLOORS	1	.7
	MAINTAIN WASHROOM	1	.7
	MAINTAIN WASHROOM CLEAN	1	.7
	MULTIPLE APPOINTMENTS SHOULD AVOID	1	.7
	NO	128	92.1
	RESPONDS TO THE CALL	1	.7
	STUDENTS ARE NOT FRIENDLY	1	.7
	TREATMENT SHOULD DONE QUICKLY	1	.7
	Total	139	100.0

Nearly 94% patient were responded yes and satisfied with the treatment provided at PDCH and From the data given ,suggeations are NO in the Year 2019-2020.

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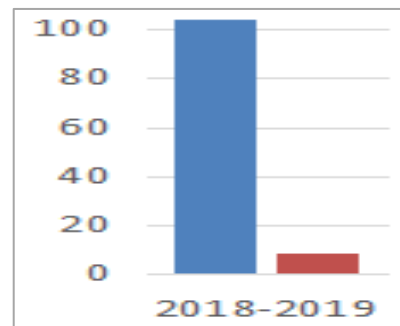
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PARENT FEEDBACK (2018-2019)

1.Are you satisfied with the infrastructure of the institution?

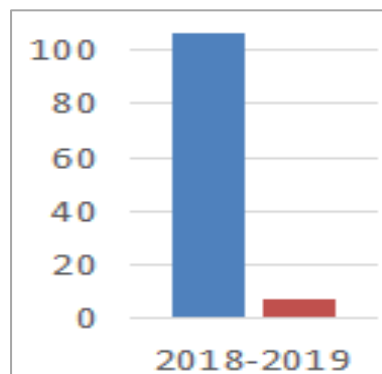
Frequency			Percent
2018-2019	NO	9	8.0
	YES	104	92.0
	Total	113	100.0



The table and Graph show the frequency percentage response. . Majority of the responses were yes, 104(92.0%) about the quality of education.

2.Are you satisfied with the cleanliness of the campus?

Frequency			Percent
2018-2019	NO	7	6.2
	YES	106	93.8
	TOTAL	113	100.0



The table and Graph show the frequency percentage response. . Majority of the responses were yes, 106(93.8%) about the quality of education.

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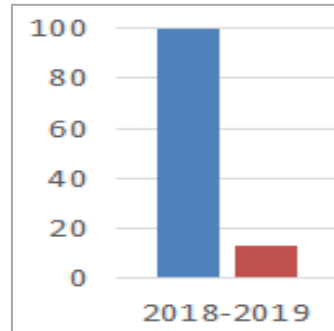


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3.Are there adequate transport facility provided?

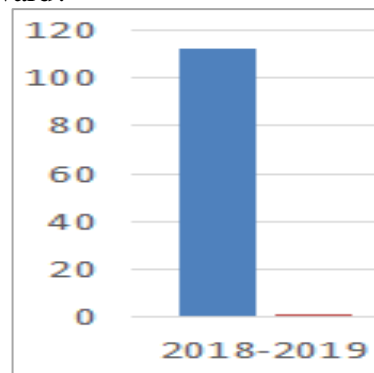
Frequency			Percent
2018-2019	NO	13	11.5
	YES	100	88.5
	Total	113	100.0



The table and Graph show the frequency percentage response. . Majority of the responses were yes, 100(88.5%) about the quality of education.

4.Are there adequate hostel facilities for your ward?

Frequency			Percent
2018-2019	NO	1	.9
	YES	112	99.1
	Total	113	100.0



The table and Graph show the frequency percentage response. Majority of the responses were yes, 112(99.1%) about the quality of education.

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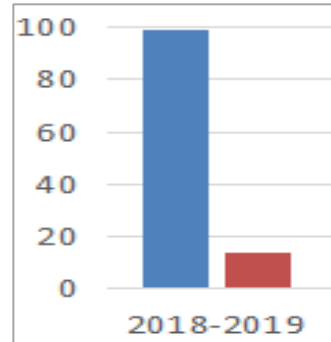


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5.Are you satisfied with taste and hygiene of the food served in the mess/canteen?

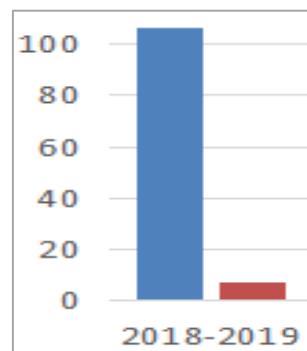
Frequency			Percent
2018-2019	NO	14	12.4
	YES	99	87.6
	Total	113	100.0



the table and Graph show the frequency percentage response. . Majority of the responses were yes, 99(87.6%) about the quality of education.

6.Are you satisfied with the drinking water facility?

Frequency			Percent
2018-2019	NO	7	6.2
	YES	106	93.8
	Total	113	100.0



The table and Graph show the frequency percentage response. Majority of the responses were yes, 106(93.8%) about the quality of education.

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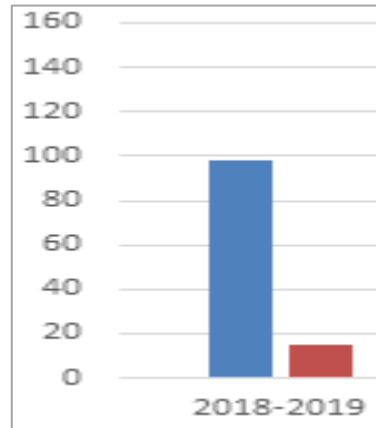


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7.Are satisfied with the mode of fee payment?

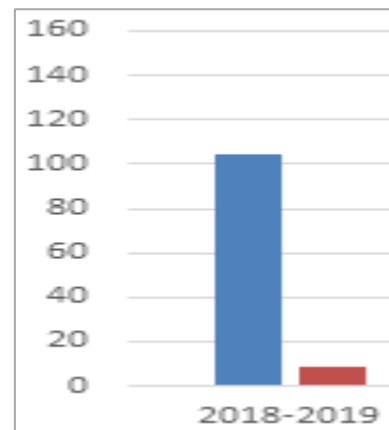
Frequency			Percent
2018-2019	NO	15	13.3
	YES	98	86.7
	Total	113	100.0



The table and Graph show the frequency percentage response. Majority of the responses were yes, 82(85.4%) about the quality of education.

8.Are you satisfied with communication modes regarding academic and attendance progress?

Frequency			Percent
2018-2019	NO	9	8.0
	YES	104	92.0
	Total	113	100.0



The table and Graph show the frequency percentage response. . Majority of the responses were yes, 104(92.0%) about the quality of education.

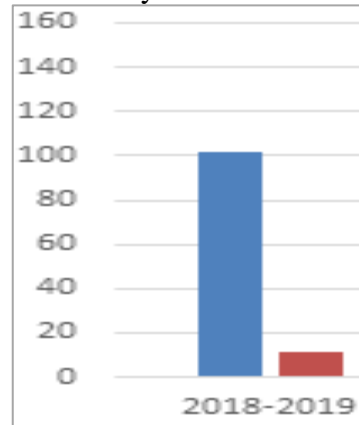


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9. Are the faculty supportive enough and student friendly?

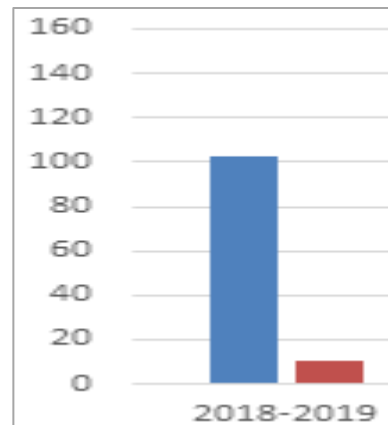
Frequency			Percent
2018-2019	NO	11	9.7
	YES	102	90.3
	Total	113	100.0



The table and Graph show the frequency percentage response. . Majority of the responses were yes, 102(90.3%) about the quality of education.

10. Are you satisfied with the functioning of the students' grievance address al system of the institution?

Frequency			Percent
2018-2019	NO	10	8.8
	YES	103	91.2
	Total	113	100.0



The table and Graph show the frequency percentage response. . Majority of the responses were yes, 103(91.2%) about the quality of education.

Almost 95% of parents were responded yes and satisfied with the facilites provided at PDCH in academic year 2018-2019

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Report on the Feedback from Stakeholders 2018-19

PDCH has the process of gathering feedback from all the stakeholders, such as patients, parents, staff and students regularly. Based on the suggestion, complaints and recommendations of the stakeholders, plan for the further improvement in the quality of education and the treatment rendered to the patients have been devised .

The main objective of the feedback questionnaire's is to get input from stakeholders on academic, administrative process and the treatment rendered in the dental our patient department. This include curriculum, quality of treatment given, infrastructure facilities, quality of food provided at canteen, overall environment at PDCH etc.

Some of the highlights of the feedback from stakeholders

- Students:** Of the 116 students taken part in the survey, almost 88% were "Very satisfied" with the overall facility given at PDCH, and about 15% of the students suggested on developing more security measures at the campus.
- Faculty:** Nearly half of faculty members are "Very satisfied" with the overall working experience that PDCH offers. However, faculty members also voiced concerns on Faculty grievance handling system.
- Patient:** Almost 139 patients were taken part in the survey and Nearly 97% patient were responded "yes" and satisfied with the treatment provided at PDCH and From the data given, The Maximum Treatment is done in the Department of Conservative and Endodontics (Filling and RCT) 48 (28.26%) in the Year 2018-19.


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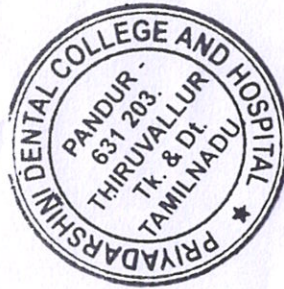
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Parents: Out of 113 parents almost 90% of parents were responded "yes" and satisfied with the facilities provided at PDCH in academic year 2018-19.

The feedback sessions for the academic year, 2018-19, were conducted on different time period as per the stakeholders. The Feedback from the students and faculty were collected at the end of each academic year.

Feedback from the patients was collected at the end of each treatment at PDCH and during their visits. The PDCH obtained response from the parents when they visited for parents-teachers meetings or through E-mail.



H.K. Venkatesh Prasad

DEAN 

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