



**Administrative Handbook  
Operating Policy and Procedure**

**SON OP: 10.015 Mandatory Student Satisfaction Tool Completion Policy**

**PURPOSE:** The purpose of the School of Nursing Mandatory Student Satisfaction Tool Completion policy is to establish the policy and procedure for ensuring consistent, sufficient student feedback regarding programs and services provided for students by the School. The content of the policy identifies the tools to be completed and the process for completion

**REVIEW:** All policies in the *Administration Handbook*, including the Mandatory Student Satisfaction Tool Completion policy, shall be reviewed by the Department Chairs

**POLICY/PROCEDURE**

1. **Policy.** The School of Nursing provides several opportunities for student feedback regarding the effectiveness of educational programs and services provided for students. Both formal and informal feedback is solicited. Satisfaction and feedback are solicited through student membership on School of Nursing Standing Committees, focus groups, and completion of satisfaction assessment tools. Additionally, individual or groups of students may provide unsolicited feedback to faculty and administrators at any time in person, via phone, and via email messages. The satisfaction assessment tools students are required to complete include the following:
  - Orientation Satisfaction Assessment tool
  - Course Satisfaction Assessment tool
  - Combest Center Satisfaction Assessment tool
  - Withdrawal Satisfaction Assessment tool
  - Satisfaction at Graduation Assessment tool
2. **Procedure.** The procedure for completion of the Mandatory Student Satisfaction Tool Completion policy is as follows:
  - (a) Each School of Nursing Assessment tool is accessible online from the School of Nursing webpage as well as the course web pages. It is accessible by clicking on the desired tool.
  - (b) Specific instructions for tool completion are provided at the beginning of each assessment tool.
  - (c) The tool completion dates are announced by faculty and staff via verbal messages, email messages, and/or course schedule content.
  - (d) Electronic tallies of students completing the tools are derived by the School of Nursing IT Department.
  - (e) The IT Administrator sends a list of students who have completed the tools by the last day of class each time a course is offered. When less than 85% of students have completed the tool(s) by the deadline, students not completing the tools are given a temporary grade of "I" until the tools are completed. The grade of "I" is replaced with the earned grade as soon as confirmation of tool completion is verified with the IT Administrator.

Developed: YM, 8-1-08  
Adopted LC 10-9-08