Operating Policy and Procedure

SON OP:  10.015 Mandatory Student Satisfaction Tool Completion Policy

PURPOSE:  The purpose of the TTUHSC School of Nursing (SON) 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:  This section of the handbook shall be reviewed by the Coordinating Council by September 1st of odd numbered years. Final approval of the Administrative Handbook is by the Dean.

POLICY/PROCEDURE

1.0 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 councils, 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
- Satisfaction at Graduation Assessment tool

2.0 Procedure

The procedure for completion of the Mandatory Student Satisfaction Tool Completion policy is as follows:

(a) Evaluation tools are available for completion online and are accessed either through links embedded in e-mail invitations or the course home page.
(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 Outcomes Management and Evaluation Office.
(e) Until 85% or greater of course students have completed the tool(s), early posting of final course grades in the course Grade Book is delayed.

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