SON OP: 50.000, Master Evaluation Plan Policy

PURPOSE: The purpose of the School of Nursing (SON) Master Evaluation Plan Policy is to establish a policy and procedure for assessment, analysis, evaluation, databased decision-making, improvement planning, closing-the-loop reassessment, and evidence documentation processes with the SON. The plan is based on the total quality management (TQM) philosophy and continuous quality improvement (CQI) focus. The Deming Plan-Do-Study-Act Cycle is used to demonstrate the ongoing CQI process of the plan for assessing achievement, evaluation of results, and promotion of improvement. SON customers include internal customers, identified as students and employees, and external customers, such as alumni, employers, communities of interest, patients, and other Texas Tech University System/Health Sciences Center schools and departments.

REVIEW: The OP will be reviewed biennially by October 1 of each odd numbered year (ONY) by the Associate Dean of Outcomes Management and Evaluation, with recommendations for revisions forwarded to the Dean of the School of Nursing.

POLICY/PROCEDURE:

1. SON Definitions.
   a. As a key component of TQM, CQI is defined as the ongoing quality and customer satisfaction assessment.
   b. Closing-the-Loop is defined as the process to assess effectiveness of improvement planning for decision-making (1) continue implementation of improvement plan strategies with continued monitoring, (2) revision of the improvement action plan and reassess results, or (3) elimination of the improvement action plan.

Policy.

1. Comparisons of strategies, products, and processes with world leader and “best-in-class” organizations, as well as previous internal School of Nursing outcomes, are conducted for the purpose of achieving excellence. Gap analysis facilitates identification of opportunities for improvement, direction of improvement action plan strategy development, and follow-up closing-the-loop assessment outcomes.

The Assessment and Evaluation Plan Process Flowchart demonstrating the School of Nursing management by shared governance structure and the steps/persons involved in the ongoing assessment and evaluation processes is presented in Attachment B. Dotted lines on the flow chart indicate information-sharing activities and solid lines indicate action activities. The continuity of the inherent activities of the assessment and evaluation processes is depicted by the feedback loop activities. Internal and external customer input/feedback is achieved via completion of the satisfaction assessment tools, programmatic assessment tools, annual reports, Shared...
Governance Councils’ actions, SON Organization decisions, advisory council (community of interest) input, and informal interaction with internal and external customers.

2. The SON Master Evaluation Plan Policy is completed annually with oversight by the Process Improvement and Evaluation Council. Assessment, analysis, comparison with target values, evaluation of outcomes, use of gap analysis, and Improvement Action Planning followed by re-assessment of Improvement Action Plan implementation results serve as elements of the SON ongoing culture of assessment, continuous quality improvement focus, and documentation of Master Evaluation Plan achievement evidence. Additionally, compliance evidence for accreditation criteria, and demonstration of achievement, planning, and decision-making based on assessment outcomes data is achieved, as well

Procedure.

1. Level of achievement of each Master Evaluation Plan component is assessed, analyzed, compared to target values, and evaluated at least annually by the Process Improvement and Evaluation Council with input from the Office of Outcomes Management and Evaluation. The completed Master Evaluation Plan is used by administrators, the respective councils, faculty, and staff for improvement planning annually.
   a. Customer Satisfaction Assessment is a component of the Master Evaluation Plan. As such, all satisfaction assessment tools are available for completion online and accessed through the Current Student Resources page utilizing the eraider id login or links embedded in e-mail invitations, or links embedded in the Learning Management System (LMS).
   b. Student completion of Orientation, Course, and Graduation Satisfaction Assessment tools is mandatory (See OP 10.015 Mandatory Student Satisfaction Tool Completion Policy).
   c. Dashboards containing various options for viewing analysis results for individual courses/course sections/ programs, as well as aggregated analysis results are available for download via the Office of Outcomes Management and Evaluation website (https://nursing.ttuhsc.edu/OMEdata/) using the e-Raider ID login or via email links. Dashboards provide administrators, faculty, staff, and programmatic councils the opportunity for reflection and generation of improvement action plans. The Office of the Associate Dean for Outcomes Management and Evaluation maintains storage of dashboards for the most current three-year period.
   d. Shared governance councils report ongoing progress and completion of QI projects to the Coordinating Council quarterly and annually (See OP 50.020 and 50.020 Attachment B – Coordinating Council Report Template).

2. Academic Year completed Master Evaluation Plans are stored on an internal SON drive.