SON OP: 50.080, Student Orientation Satisfaction Assessment Policy

**PURPOSE:** The purpose of the School of Nursing Student Orientation Satisfaction Assessment Operating Policy and Procedure (SON OP) is to provide a mechanism for obtaining feedback from students for use in the development of Student Orientation improvement action plans.

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

**POLICY/PROCEDURE:**

1. **Policy**

   Student virtual and/or face-to-face orientations are planned and implemented for new students admitted to a School of Nursing academic program. Students provide both formative and summative orientation session feedback via three methods, (1) formative Academic/Programmatic feedback occurring immediately following the academic/programmatic orientation event via completion of a formative Academic Program Orientation survey; (2) completion of a formative Office of Education Support Services and Student Affairs New Student Orientation Feedback survey occurring immediately following the completion of the virtual and/or face-to-face orientation event; and (3) the summative Orientation Satisfaction Assessment of the overall orientation process completed online two weeks following the first class day.

   Completion of the overall summative Orientation Satisfaction Assessment tool enhances continuous quality improvement, data-based decision-making, improvement planning, and documents designated Master Evaluation Plan achievement, as well as accreditation criteria achievement. Completion of the formative Academic Program and Office of Education Support Services and Student Affairs New Student Feedback surveys enhances program and campus-specific continuous quality improvement planning.

2. **Procedure**

   The procedure for the **summative** Orientation Satisfaction Assessment completion and electronic storage on a School of Nursing shared network drive is as follows:

   a. Students access the Orientation Satisfaction Assessment tool via the link provided by the Office of Outcomes Management and Evaluation Office (see Attachment A – Orientation Satisfaction Assessment Tool).

   b. Students complete the online tool and submit responses once the orientation process is completed.
c. The Office of Outcomes Management and Evaluation completes data analysis and generates an Orientation Satisfaction Assessment Analysis interactive dashboard report (see Attachment B – Orientation Satisfaction Assessment Dashboard- Sample). Data is stored on a School of Nursing shared network drive for at least three years. Dashboards containing various options for interacting with the data for the most recent three-year period are available on the website to SON faculty and staff.

d. The Office of Education Support Services and Student Affairs and administrators use the dashboard results for data-based decision making and improvement planning.

The procedure for the formative Academic Program and New Student Orientation Satisfaction surveys’ completion and electronic storage is as follows:

a. Students complete and submit the New Student Orientation Survey to the SON Office of Education Support Services and Student Affairs immediately upon completion of the orientation. The SON Office of Education Support Services and Student Affairs is responsible for data collection, analysis, electronic storage via a School of Nursing shared network drive, and review of the survey data at appropriate council meetings for improvement planning. Data and report storage are maintained for internal faculty and staff access for the most recent three-year period on a School of Nursing shared network drive. Examples are available upon request from the SON Office of Education Support Services and Student Affairs.

b. Students complete and submit the Academic Program Orientation Survey to the respective academic program immediately upon completion of the orientation and prior to the first class day. The programmatic councils are responsible for data collection, analysis, electronic storage via a School of Nursing shared network drive, and review of the survey data at program-specific council meetings for improvement planning. Data and report storage are maintained for internal faculty and staff access for the most recent three-year period on a School of Nursing shared network drive.

c. By two weeks following completion of Orientation, students complete the online Orientation Satisfaction Assessment tool via email links embedded in email messages sent to newly enrolled students by the Outcomes Management and Evaluation department.