SON OP: 50.100, **Clinical Facility Satisfaction Assessment Policy**

**PURPOSE:** The purpose of the School of Nursing Clinical Facility Satisfaction Assessment Operating Policy and Procedure (SON OP) is to provide a mechanism for obtaining feedback from students for use in the development of clinical facility 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**

   A clinical facility assessment is completed as one of the three sections of the Course Satisfaction Assessment tool by each student. The tool is completed each semester.

   Regular clinical facility assessment enables programmatic administrators, as well as faculty conducting clinical activities, to receive student feedback and recommendations regarding the capability of a particular facility to assist in attainment of course objectives. Additionally, data provided facilitate course/clinical learning activity planning and decision-making.

2. **Procedure**

   The procedure for clinical facility evaluation consists of two parts as follows:

   a. PART 1 – **STUDENT FEEDBACK**

      1. The student provides the clinical facility feedback using the Course Satisfaction Assessment tool.

      2. An interactive dashboard is available for review on the [website](#), Course faculty, Associate Deans/Department Chairs are notified each semester of dashboard availability. A copy is attached to the End-of-Course Faculty Assessment and Improvement Planning Report (see [50.160 Attachment A – End of Course Faculty Assessment and Improvement Planning Report](#) for the form) for placement in the official course file.

   b. PART 2 – **FACULTY FEEDBACK**

      1. At the end of each semester, each clinical faculty submits feedback to the Course Facilitator regarding the capability of each clinical facility used to meet course and clinical learning expectations/objectives and any opportunities for improvement identified.
2. The Course Facilitator attaches a copy of the Course Satisfaction Assessment Analysis Dashboard (either the entire workbook or selected pdfs) to the End-of-Course Faculty Assessment and Improvement Planning Report. One End-of-Course Faculty Assessment and Improvement Planning Report and attached Course Satisfaction Assessment Analysis Dashboard are submitted annually in electronic format to Support Services to upload to the official course files server for each course taught during the academic year.