Purpose: The purpose of the School of Nursing Educational Resources and Support Services Satisfaction Assessment Operating Policy and Procedure (SON OP) is to provide a mechanism for obtaining feedback from students for use in the development of educational facility, resource, and support service 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 portion of the Course Satisfaction Assessment Tool assesses Simulation Learning Experiences satisfaction. Regularly soliciting feedback permits a continuous process for improvement. Data analysis reports contribute to informing the decision-making process for improvement strategy development.

2. Procedure

The Educational Resources and Support Services Satisfaction Assessment procedure is as follows:

a. Each semester, the Office of the Associate Dean of Outcomes Management and Evaluation activates the online link for the Course Satisfaction Assessment tool and electronically announces tool availability and completion information for students.

b. The online link for the assessment tool is embedded in the Learning Management system and email announcements and email reminders sent to students.

c. At the end of the tool completion time period, aggregated data are analyzed and the Analysis Report is generated.

d. 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.

e. The dashboard allows users to filter by semester/year and review at aggregated data including programmatic aggregated and overall program aggregated data. Course Faculty, and programmatic administrators including Associate Deans/Department Chairs interact with the dashboard. The dashboard is utilized for the generation of recommendations for improvement planning/decision making.

f. Results documented in the dashboard are included in the End of Course Faculty Assessment and Improvement Planning Reports.