SON OP: 50.180, **Employer and Alumni Satisfaction Assessment Policy**

**PURPOSE:** The purpose of the School of Nursing Employer and Alumni Satisfaction Assessment Operating Policy and Procedure (SON OP) is to provide a mechanism for obtaining feedback from alumni of the School of Nursing and their employers for use in the development of program improvement action plans.

**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. **Policy**

   With the School of Nursing graduates’ permission, employers are offered the opportunity to provide feedback regarding the graduate's performance to the Employer Satisfaction Assessment. Employer assessment of graduates' performance and graduates' assessment of the School of Nursing academic programs provide satisfaction feedback regarding academic program effectiveness in preparing nurse graduates. Data analysis of the feedback permits continuous quality improvement opportunities for the School of Nursing academic programs.

2. **Procedure**

   The Employer Satisfaction Assessment and Alumni Satisfaction Assessment procedure is as follows:

   a. Six months following the graduate's academic program completion date, the Office of the Associate Dean for Outcomes Management and Evaluation sends the graduate an email invitation to complete the online Alumni Satisfaction Assessment. Additionally, the graduate receives the link to the Employer Satisfaction Assessment. The graduate asks his/her immediate supervisor to complete the Employer Satisfaction Assessment tool. If preferable, graduates may request a hardcopy of the Employer Satisfaction Assessment tool for his/her immediate supervisor to complete.

   b. The graduate completes the online Alumni Satisfaction Assessment. Aggregated data analysis is completed and the report generated.

   c. The employer submits the electronically or hardcopy completed tool.

   d. The Office of the Associate Dean for Outcomes Management and Evaluation performs the aggregate data analysis and generates the analysis dashboard.

   e. A dashboard containing various options for interacting with the data is available for download via the Office of Outcomes Management and Evaluation website (https://nursing.ttuhsc.edu/OMEdata/) utilizing the eraider id login. Respective programmatic governance councils and department chairs utilize the dashboard for decision-making,
improvement planning, and School of Nursing Master Evaluation Plan Matrix outcome achievement and accreditation criteria achievement documentation. (see 50.180 Attachment E – Alumni Satisfaction Assessment Analysis Results Sample, 50.180 Attachment F - Employer Satisfaction Assessment Analysis Results Template)

f. Outcomes are included in WeaveOnline for School of Nursing assessment plan documentation.