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 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**

   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 (Attachment A).

   b. The graduate completes the online Alumni Satisfaction Assessment (Attachment B). Aggregated data analysis is completed and the dashboard generated.

   c. Employer data are collected via focus groups and communities of interest such as the School of Nursing Advisory Council.

   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 on the website. 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. (Attachment C – Alumni Satisfaction Assessment Dashboard - Sample)
f. Outcomes are included for School of Nursing documentation.