

**Fall 2006 RN/LPN Student Satisfaction Survey
RESULTS & RECOMMENDATIONS**

Question	Results	Was the result negative or positive?	Interpretation of results and recommendations.				
1. Identify the program level you are enrolled in currently?	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center;">Level 1 RN 74%</td> <td style="text-align: center;">Level 2 RN 26%</td> <td style="text-align: center;">LPN 0%</td> </tr> </table>	Level 1 RN 74%	Level 2 RN 26%	LPN 0%		More Level I students participated in the survey.	
Level 1 RN 74%	Level 2 RN 26%	LPN 0%					
2. How many hours of study-time do you put in per week (on average)?	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center;">1-3 1%</td> <td style="text-align: center;">3-6 10%</td> <td style="text-align: center;">6-9 36%</td> <td style="text-align: center;">9-12 53%</td> </tr> </table>	1-3 1%	3-6 10%	6-9 36%	9-12 53%	+	This positive trend reflects that 89% of RN students have good study habits (in terms of how much time they spend on studying).
1-3 1%	3-6 10%	6-9 36%	9-12 53%				
3. Do you feel that your personal life sometimes interferes with your progress in the program?	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center;">Yes 14%</td> <td style="text-align: center;">Sometimes 55%</td> <td style="text-align: center;">No 31%</td> </tr> </table>	Yes 14%	Sometimes 55%	No 31%	-	This is a negative trend because 69% of RN student respondents acknowledge that their personal lives do interfere with the progress they are making within the program.	
Yes 14%	Sometimes 55%	No 31%					
4. Do you work part-time or full-time?	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center;">No 31%</td> <td style="text-align: center;">Yes, part-time 55%</td> <td style="text-align: center;">Yes, full-time 14%</td> </tr> </table>	No 31%	Yes, part-time 55%	Yes, full-time 14%	-	This is a negative trend because 69% of RN nursing respondents either work part-time (55%) or full-time (14%). This could be a contributing factor in the progress they are making in the program as well. However, more research needs to be done to compare the previous program completers and this variable.	
No 31%	Yes, part-time 55%	Yes, full-time 14%					
5. Do you make use of the audio-visual materials and computer software available in the library and the nursing building?	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center;">Yes 42%</td> <td style="text-align: center;">Sometimes 40%</td> <td style="text-align: center;">No 18%</td> </tr> </table>	Yes 42%	Sometimes 40%	No 18%	+	82% of the respondents indicated that they did take advantage of the audio-visual materials. Thus, the Department should continue supporting this effort. Information, though, should be filtered through Blackboard. Students have complained about the expense of making copies in the library of Power Points that can be easily uploaded on Blackboard and Tegrity. The Librarian Director has also made a similar observation.	
Yes 42%	Sometimes 40%	No 18%					
6. If asked, I would recommend the RN or LPN program at Lawson State to someone interested in enrolling in the program.	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center;">Strongly Agree/Agree 44%</td> <td style="text-align: center;">Strongly Disagree/ Disagree 56%</td> </tr> </table>	Strongly Agree/Agree 44%	Strongly Disagree/ Disagree 56%	-	This is a negative trend and a statistically significant number that can have profound impact on the growth of the program. It is also an internal indicator of whether or not our RN students are satisfied with the program. This particular finding in the research is troubling and will need to be strategically addressed in order to reverse the trend of 56% of our students stating that they would NOT recommend our program.		
Strongly Agree/Agree 44%	Strongly Disagree/ Disagree 56%						

7. My overall experience in the program has been a positive one.	Strongly Agree/Agree 42%	Strongly Disagree/ Disagree 58%	-	<p>This negative trend reinforces the previous finding. 58% of RN respondents indicated that their experience in the RN Program has not be a positive one. Although difficult to hear, such a result indicates that if students do not feel positive about their own personal experience, they will not feel comfortable recommending the program to others. The Department needs to find ways to change the experience (which is an emotional one) for our RN students in order for this trend to reverse.</p> <p><i>This is also a statistically significant result to find in the study.</i></p>
8. When asked, I speak favorably about the program.	Strongly Agree/Agree 40%	Strongly Disagree/ Disagree 60%	-	<p>This particular result is even more alarming because the negative trend has grown from 56% to 58% and now to 60% of students (a 6 out of 10 ratio) who, when asked, do not speak favorably about the program. Such results can impact negatively in a programs ability to grow and strengthen and can also have negative impact within the community it serves. In addition, the results point to a program in need of revision. Based on the current assessment, the RN Program, in order to reverse this trend, will have to build and mend their relationship with students. Clearly, results of this nature have to do with how students are treated (again, these are emotional responses from students), but indicate true dissatisfaction with the program that need to be taken seriously and addressed immediately.</p>
9. My instructors show genuine concern for me.	Strongly Agree/Agree 42%	Strongly Disagree/ Disagree 58%	-	<p>This results which show that 58% of RN respondents indicate that their instructors do not show genuine concern provides us with some much needed insight as to why students are dissatisfied with the program. With that in mind, as we work to improve the program, one area to target is this very area. Training needs to be provided for all RN faculty members on building better relationships with students. Also, administrators are strongly encouraged to handle student complaints immediately and with a level of seriousness that instructors will respond to. Sensitivity training should be considered as well.</p>
10. My instructors demonstrate proficiency and command over the subject-matter they present in class.	Strongly Agree/Agree 50%	Strongly Disagree/ Disagree 50%	-	<p>Although students were split in rating whether or not their instructors were proficient in their subject areas, you never want 50% of your respondents to question the proficiency level of instructors. For that reason, this indicates that the division probably has some quite effective and competent instructors mixed with some less</p>

			competent instructors. Hence, it is vital that those incompetent (or less effective) instructors be identified and be provided with additional professional development, be placed on an improvement plan, and be monitored more closely in their classrooms.	
.. My instructors always maintain their professionalism inside and outside of class.	Strongly Agree/Agree 50%	Strongly Disagree/ Disagree 50%	-	Similar findings here. Again, although students were split in answering the question (do their instructors maintain professionalism inside and outside the classroom), you never want 50% of your respondents to question the professionalism of instructors. This indicates that the division has some teachers who are professional in their dealings and others who do not. With that being said, it is important that those less professional instructors be held accountable. These instructors should be identified and be provided with additional professional development, be placed on an improvement plan, and be monitored more closely in their classrooms. The key here is direct supervision.
12 My instructors are very approachable and display a friendly attitude towards me and other students.	Strongly Agree/Agree 35%	Strongly Disagree/ Disagree 65%	-	This result, 65% of student respondents reported that their instructors do NOT display a friendly attitude towards students is extremely upsetting and concerning. Such a result is contrary to the mission of the College and needs to be immediately dealt with within the program. As stated previously, student complaints should be treated with a sense of urgency and instructors need substantial professional development, for a 65% rating indicates that the problem is embedded in the program; it is not an isolated incident. This result should be treated as a major finding and must be addressed within the strategic improvement plan currently being formed within the Department.
13. If I have a conflict or a problem, I feel comfortable going to my instructor(s).	Strongly Agree/Agree 44%	Strongly Disagree/ Disagree 56%	-	As noted earlier, again the problem with the RN respondents is their level of comfort with the faculty. Thus, this result (56% of respondents indicating discomfort in going to their instructors when a conflict arises) reinforces earlier findings in the study.
14. If I have a conflict or a problem, I feel comfortable going to an administrator.	Strongly Agree/Agree 59%	Strongly Disagree/ Disagree 41%	+/-	This result demonstrates a more positive trend . 59% of students reported that they do feel more comfortable going to an administrator when a conflict or problem arises. However, a 41% negative rating should still be viewed as a concern for the College. In analyzing both numbers here, we really have a mixed rating here. We do not want 41% of students feeling uncomfortable seeking administrative help, yet it is still

			<p>encouraging that nearly 60% of students do feel comfortable seeking administrative solutions to problems. To increase this number, Administrators need to be more visible and engage students more often in order to find ways to continually improve their comfort level. Administrators can also work to seek out student input through Open Forums and other through other means opposed to waiting until students come to them with a concern or problem. Such strategies could have a positive impact and build student confidence levels.</p>	
15. I feel comfortable asking questions in class, and I am encouraged by my instructors to ask questions.	Strongly Agree/Agree 64%	Strongly Disagree/ Disagree 36%	+	<p>This is an interesting result because although students are reporting a high level of discomfort with their instructors, 64% reported that they do feel comfortable asking questions in class and that they are encouraged to ask questions. That is definitely a good indicator that they instructional process is at play in the classrooms.</p>
16. The classroom presentations (i.e., Powerpoints, lectures) help me to pass exams and are generally viewed by me as effective.	Strongly Agree/Agree 39%	Strongly Disagree/ Disagree 61%	-	<p>This is one of the most revealing and important findings in the research study because it was completely unexpected. Clearly, RN instructors and well as administrators believed that the Powerpoint activities, lectures and other materials were helping RN students to pass their exams. Students (61%-- which is extremely high), reported that the supplemental materials and lectures are not helping them to pass the exams. In the past, students have argued that there is a disconnect between the Powerpoint presentations, lectures, and the test. Since the result here is significant (61%), the Department will need to revamp its delivery of instruction and significantly improve it current supplements in order to reverse this trend. A complete curriculum assessment, including exams, needs to be done.</p>
17. I feel that a review prior to each exam would be beneficial.	Strongly Agree/Agree 98%	Strongly Disagree/ Disagree 2%	+	<p>This result is astounding and extremely significant. If 98% of students feel that a review, prior to an exam, would be beneficial, the Department needs to adopt this practice as standard operating procedure immediately. Presenting many reviews are done outside of class time. However, since 98% of all RN respondents view the review as being extremely helpful, reviews should be conducted during regular class hours, not outside of class hours, so all students can benefit. This requirement is also necessary because so many RN students (69%) work and may not be able to stay after every class.</p>

18. After an exam, my instructors go over the errors, and I am provided with an opportunity to learn from my mistakes.	Strongly Agree/Agree 71%	Strongly Disagree/ Disagree 29%	+	This is a very positive result. Clearly, with 71% of students reporting that they instructors do go over exam questions, this is a standard operating procedure within the department that should continue.
19. The review guides my teachers provide help me in terms of test preparation. (Skip question if review guides are not given.)	Strongly Agree/Agree 49%	Strongly Disagree/ Disagree 51%	-	This result was surprising. Only 49% of students (less than half) reported that the review guides (a standard practice with the Department) helped them for test preparation. This probably indicates a potential disconnect between the items on the review guide and the test questions. It could also indicate that the review guides may have too much information on them (which can overwhelm students), or it could indicate that not enough specific information (as it relates to test questions) are on the review guides. An assessment of the current review guides and the current test needs to be conducted. Following the assessment, the review guides need to be modified and updated.
20. My teachers, in general, conduct reviews (in class) prior to each exam.	Strongly Agree/Agree 34%	Strongly Disagree/ Disagree 66%	-	This is not a result that we want to see. With 98% of students reporting that a review prior to an exam would help them, only 34% of faculty are doing reviews. This result, though, could help us to understand why we may be encountering extreme pass/fail rates within many of our nursing classes. Again, the Department is strongly encouraged to make exam reviews a mandatory part of each course, regardless of instructor. Such reviews should occur during normal class meeting hours, not outside of class.
21. I think the grading system is fair.	Strongly Agree/Agree 34%	Strongly Disagree/ Disagree 66%	-	Not enough information is provided here. We just know that students do not like the current grading system. In conducting some oral interviews with students to better understand this result, however, 100% of the students interviewed reported that they did not like the fact that they were graded exclusively by tests. They indicated that they knew they needed to get tested, but would like for other assessments to be used in class. To include: quizzes, papers, essay questions (on tests), oral presentations, PowerPoints, group work, projects, homework, etc... One concern here is that the Department is grading students in such a way that contradicts what current research tells us about assessment. Indeed, research indicates that students should be provided with a multitude of ways to demonstrate mastery of skills/knowledge. Multiple-choice tests (which are used exclusively within the division) are viewed as being not as effective as

				other measures of testing knowledge. Thus, the Department is strongly encouraged to assess the quality of assessment and to begin to include other modes to assess their students. Tests are important, but other means should be considered as well.
22. The Clinical experience is beneficial.	Strongly Agree/Agree 84%	Strongly Disagree/ Disagree 16%	+	This is an extremely good result and demonstrates that students are benefiting from their Clinical experience.
23. I feel comfortable and relaxed in class.	Strongly Agree/Agree 34%	Strongly Disagree/ Disagree 66%	=	This was a duplicate question (essentially) thrown in to test the reliability of the survey instrument. The negative trend indicates that students did read each survey question and responded accordingly. This particular result indicates that students do not feel comfortable in class (as noted earlier) within the survey.
24. Instructors are normally available during their posted office hours.	Strongly Agree/Agree 64%	Strongly Disagree/ Disagree 36%	+	This is a very positive result. Instructors are maintaining their office hours and are available for students outside of class. This is an encouraging result.
25. The books used in the majority of my classes are effective and easy to understand.	Strongly Agree/Agree 68%	Strongly Disagree/ Disagree 32%	+	This a positive result as well. Students indicated that the books they are using within the RN program are effective and easy to understand.

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