Using Student Complaint Data to Support and Enhance Faculty Development Efforts

TxAHEA Conference
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Galen College of Nursing
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IF EVERYONE COULD STOP COMPLAINING

THAT WOULD BE GREAT
Overview

- About Galen
- Benefits
- Process Used
About Galen College of Nursing

- Single-purpose nursing college
- Offer associate, baccalaureate, and masters degrees
- Main Campus in Louisville, Kentucky; branch campuses in Cincinnati, OH; San Antonio, TX; and Tampa Bay, FL
- Approximately 6,000 students
Benefits of Centralized Complaint Process

– Regardless of location, mode of delivery, or program, all complaints are sent to a single location

– Immediate notification when a complaint is received (ticket system/software)

– Documentation to support evidence of timely and due process is stored in one location and is maintained in spite of any turnover or change in faculty assignments (SACSCOC)

– Facilitates ability to track all complaints to ensure they are addressed in a prompt and consistent manner (SACSCOC)

– Facilitates ability to easily discern if there are patterns in complaints received, and to use the data collected as part of institutional improvement efforts – including faculty development. (SACSCOC)

– Ensures that office managing complaints has complete information and that information is consistently communicated when complaints are filed with multiple agencies.
Tips for Getting to the Data

- Identify where this information is currently stored and take time to understand the student complaint and resolution process
- Develop a relationship with the office or individual who oversees student complaints
- Create a centralized complaint process so that you have a manageable process for aggregating and trending data
- Talk to your deans, program directors, and provost to get buy-in
Process used at Galen College of Nursing

Student

Compliance (Main Campus)

Files complaint

Receives and logs complaint

Forwards complaint to appropriate campus/program leader

Campus/Program

Addresses complaint and notifies student of outcome

Sends documentation and evidence of resolution to compliance

Compliance (Main Campus)

Closes complaint and stores evidence of resolution
Process used at Galen College of Nursing

Student

Files complaint

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Sun 10/14/2018 10:45 PM
Galen Grievance <grievance@galencollege.edu>
[#170214] Complaint

Jennifer Green

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Dear, Test Student:

Please accept this email as confirmation that your grievance has been received. Someone will be in touch with you shortly regarding next steps.

For complete information regarding Galen’s grievance and complaint procedures, please see the Resolution of Grievances policy published in the Student Conduct section of the Student Catalog. The Student Catalog can be found on the Galen website at www.GalenCollege.edu. To access the Student Catalog, select your campus from the menu and navigate to the Resources and Booklists section.

Jennifer E. Green, MBA
Associate Director of Accreditation and Compliance
Process used at Galen College of Nursing

Compliance

Receives and logs complaint

Forwards complaint to appropriate campus/program leader

Sun 10/14/2018 10:36 PM
Galen Grievance <grievance@galencollege.edu>

New Ticket Alert

To Jennifer Green

Jennifer Green,

New ticket #170214 has been created.

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Name: Jennifer Green
Email: jgreen@galencollege.edu
Dept: Grievance Department

Please find attached my complaint.

Test Student
Process used at Galen College of Nursing

Evidence may include:

- Documentation used as part of the review process

- Meeting minutes
  
  *Tip: When using a committee, develop a committee description that includes membership and voting information. Be sure meeting minutes reflect that required members were in attendance.*

- Written notification sent to the student communicating outcome
  
  *Tip: Create standard letter templates for communicating outcome of the complaint to the student.*
Process used at Galen College of Nursing

<table>
<thead>
<tr>
<th>Date</th>
<th>Name</th>
<th>Program</th>
<th>Ticket #</th>
<th>Ticket Status</th>
<th>Complaint Status</th>
<th>Issue</th>
<th>Course</th>
<th>Faculty</th>
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<td>Dr. Doe</td>
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### 2018 Grievance Summary

#### Summary

|                | Louisville |          |          |          |          | Cincinnati |          |          |          |          |          |          |          | Tampa Bay |
|----------------|------------|----------|----------|----------|----------|------------|----------|----------|----------|----------|----------|----------|-----------|
|                | PN         | ADR      | ADN      | RN to DSN| Prelicensure | PN         | ADR      | ADN      | RN to DSN| Prelicensure | PN         | ADR      | ADN      | RN to DSN| Prelicensure | PN         | ADR      | ADN      | RN to DSN| Prelicensure |
|                | R N        | R N      | R N      | R N      | R N      | R N        | R N      | R N      | R N      | R N      | R N      | R N      | R N        |

#### Course Failure or Satisfaction

- Attendance Records
- Communication
- Education Received
- Personal
- Policy (Attendance)
- Testing Environment or Issues
- Textbooks or Resources

#### Financial Aid

- Refund
- Packaging or Payments
- Return Policy
- Services Received

#### Registration and Schedules

- Schedule Changes During Term
- Customer Service
- Immunizations
- Registration Process
- Time, Length, or Format of Classes
- Transfer Credit

#### Other

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<th>Prelicensure</th>
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#### Program Total

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#### Campus Total

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Supporting and Enhancing Faculty Development Efforts

- Faculty Development Workshops
  - Use the data to ensure the offering of meaningful and relevant topics rather than relying on what has been offered in the past.
  - Look for trends and patterns, but also look for isolated areas of needed development. (campus, program, subject matter area)

- Identifying Areas of Needed Development
  - Teaching Skills: Developing a deeper understanding of how learning happens; tendency to equate development with research in the discipline as opposed to teaching
  - Increasing self-awareness and goal setting
  - Classroom management skills

- Faculty Orientation
- Faculty Mentoring
Questions?