

Report of the Program Evaluation of Virtual Survey Visits

Background: Board Staff conduct survey visits to pre-licensure nursing education programs to evaluate the programs' status for the following purposes:

- A regular six-year survey visit to programs with full approval (not required for the program that is accredited by a Board-recognized national nursing accrediting agency) [Rules 214.4(c)(4) and 215.4(c)(4)]
- An initial visit to a proposed or new program [Rules 214.3(a)(2)(G) and 215.3(3)(a)(2)(H)]
- A focused visit after the program's approval status has been changed to Full with Warning [Rules 214.4(a)(3)(A) and 215.4(a)(3)(A)]
- A focused visit to investigate complaints about the program that suggest noncompliance with Board rules or teaching practices that may jeopardize student safety or the quality of the education [Rules 214.4(b)(2)(A) and 215.4(b)(2)(A)]
- A focused visit to a program under additional monitoring requirements to evaluate the status of the program [Rules 214.4(b)(1) and 215.4(b)(1)]
- A focused visit to investigate other factors jeopardizing program approval status [Rules 214.4(b) and 215.4(b)]

Prior to the COVID-19 pandemic, survey visits were routinely conducted through on-site visits (face-to-face) and rarely through virtual visits (using remote technology). Agency travel is currently restricted primarily as a public safety measure, but also as a cost reduction measure. Therefore, all survey visits during the disaster declaration will be conducted virtually for the following reasons:

- The program's approval status has been changed to Full with Warning.
- The program is being monitored by Board Staff related to restrictions imposed by the Board.
- Multiple complaints about the program have been received in the Board Office that suggest noncompliance with Board rules.
- There is evidence of serious noncompliance issues.
- A virtual visit to a new program site will suffice to evaluate the adequacy of the facility.
- Regular survey visits to fully-approved programs will avoid delays in regular monitoring.
- Any other visit is that would normally be conducted on-site but external factors preclude an on-site visit and the risk of delaying a visit outweighs the risk of conducting it virtually.

Historical Perspective:

- Currently there have been 11 virtual survey visits completed and documented during the pandemic by the education consultants. All of the 11 programs were sent an Evaluation of Virtual Survey Visit Questionnaire and all 11 programs completed and returned the questionnaire.

The Survey asked questions about the following three areas in the process:

1. Virtual Survey Visit Arrangements;
2. The Actual Virtual Survey Visit; and
3. The Board Report of the Virtual Survey Visit.

The questions, responses, and any comments are presented below:

Virtual Survey Visit Arrangements:

1. Were you given adequate notice of the visit, if the visit was a routine visit?
All 11 responded Yes
2. Was correspondence regarding arrangements for the survey visit satisfactory?
All 11 responded Yes
3. Were the suggestions for preparing the agenda helpful?
All 11 responded Yes
4. Was it helpful to have the criteria for evaluation sent prior to the survey visit?
All 11 responded Yes
5. What suggestions can you offer for improving the pre-visit arrangements?
There were no suggestions offered, but the following comments were received:
 - All went smoothly.
 - It was amazing.
 - All expectations were outlined very clearly, thank you!
 - I loved my virtual visit. I used a shell classroom and our communication was outstanding. We really benefitted.
 - Everything was included that I needed. Our surveyor gave me all the information I needed and did everything in their power to make me prepared and comfortable and
 - Our organizational videographer created a video of still shots. The director wrote the dialogue and the media team put it together.
6. Was it convenient for you to use your program's platform to host the survey visit?
All 11 responded Yes
Comments received:
 - We hosted via ZOOM and everything went smoothly
 - Survey went very well due to the expectations and agenda being very clear.
 - Since this was my first survey visit, I was unsure what to do, but my questions were answered and we were able to submit the required documentation. Receiving the evaluation criteria was extremely helpful.
 - Zoom was used for the visit. It was very convenient, as we had all used it frequently during this time of COVID.

The Virtual Survey Visit:

1. Was adequate time spent on the virtual survey visit to evaluate your program according to Board Rules and Regulations?
All 11 responded Yes
2. Did you view the visit as a positive experience?
All 11 responded Yes
3. Did the visit cover all areas important for the ongoing approval process?

- Meeting with dean/director
- Meeting with administration
- Meeting with faculty (as applicable)
- Meeting with students
- Observation of teaching experience (video)
- Virtual campus tour (video)
- Review of program reports and records
- Other (please specify)

All 11 responded Yes - except for the question regarding observation of teaching experience. Five of the 11 visits included an observation of teaching video or Zoom classroom observation.

4. Did the faculty view the visit as a positive experience?

All 11 responded Yes

5. What was the most helpful aspect of the virtual survey visit?

Comment received:

- Knowing how to prepare for the visit as it was my first visit as director.
- The sample reporting documents were very helpful.
- The directions on what to send and how to complete the process was great.
- The feedback for areas we are doing well in as well as those areas we can improve in.
- To realize that the BON is available to assist programs to be successful.
- Having multiple sites, the virtual visit allowed all campuses to participate in the survey visit which was beneficial to both faculty and students.
- Learning about what other programs are doing to meet the clinical hours was helpful.
- Our surveyor gave me all the information I needed and did everything in their power to make me prepared and comfortable.
- The guidance from consultant for policies, suggestions for improvement, and encouragement.

6. What suggestions can you offer for improving the virtual survey visit?

- None of the 11 programs offered any suggestions for improvement.

Board Report of Virtual Survey Visit

1. Did the Board Report present a realistic picture of your program?
2. Did you find the Regulatory Quality Indicators beneficial?

All of the 11 programs answered yes to both of these questions.

This report is for information only. No action is required. A copy of the Questionnaire is available as an attachment (see Attachment 1).

EVALUATION OF VIRTUAL SURVEY VISIT

The Texas Board of Nursing (BON) was not allowed to travel during the Covid-19 Pandemic so had to complete survey visits virtually. Since then, we have had the opportunity to do several Virtual Survey Visits and would like to ask for your input regarding this experience. Thank you for taking the time to answer these questions. Your input is valuable and appreciated.

This Survey is designed as a word document so that you may type directly onto the survey and the table will expand to accommodate your responses. You also are able to check the boxes with a Yes or No by just clicking in the box.

VIRTUAL SURVEY VISIT ARRANGEMENTS

1. Were you given adequate notice of the visit, if the visit was a routine survey?	YES <input type="checkbox"/>	NO <input type="checkbox"/>
2. Was correspondence regarding arrangements for the survey visit satisfactory?	YES <input type="checkbox"/>	NO <input type="checkbox"/>
3. Were the suggestions for preparing the agenda helpful?	YES <input type="checkbox"/>	NO <input type="checkbox"/>
4. Was it helpful to have the criteria for evaluation sent prior to the survey visit?	YES <input type="checkbox"/>	NO <input type="checkbox"/>
5. What suggestions can you offer for improving the pre-visit arrangements? COMMENTS:		
6. Was it convenient for you to use your program's platform to host the survey visit? COMMENTS:	YES <input type="checkbox"/>	NO <input type="checkbox"/>

VIRTUAL SURVEY VISIT

1. Was adequate time spent on the virtual survey visit to evaluate your program according to Board Rules and Regulations? <i>If no, please comment below.</i>	YES <input type="checkbox"/>	NO <input type="checkbox"/>
2. Did you view the visit as a positive experience? <i>If no, please comment below on areas which could be improved.</i>	YES <input type="checkbox"/>	NO <input type="checkbox"/>
3. Did the visit cover all areas important for the ongoing approval process? Indicate responses in the spaces provided below:	YES <input type="checkbox"/>	NO <input type="checkbox"/>
a. Meeting with dean/director	YES <input type="checkbox"/>	NO <input type="checkbox"/>
b. Meeting with administration	YES <input type="checkbox"/>	NO <input type="checkbox"/>

c. Meeting with faculty (as applicable)	YES <input type="checkbox"/>	NO <input type="checkbox"/>
d. Meeting with students	YES <input type="checkbox"/>	NO <input type="checkbox"/>
e. Observation of teaching experience (video)	YES <input type="checkbox"/>	NO <input type="checkbox"/>
f. Virtual campus tour (video)	YES <input type="checkbox"/>	NO <input type="checkbox"/>
g. Review of program reports and records	YES <input type="checkbox"/>	NO <input type="checkbox"/>
h. Other (please specify)		
COMMENTS:		
4. Did the faculty view the visit as a positive experience? <i>If no, please comment below on areas which could be improved.</i>	YES <input type="checkbox"/>	NO <input type="checkbox"/>
5. What was the most helpful aspect of the virtual survey visit?		
6. What suggestions can you offer for improving the virtual survey visit?		

BOARD REPORT OF VIRTUAL SURVEY VISIT

Did the Board Report present a realistic picture of your program <i>If no, please comment below.</i>	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Did you find the Regulatory Quality Indicators beneficial? <i>If no, please comment below.</i>	YES <input type="checkbox"/>	NO <input type="checkbox"/>

THE NURSING EDUCATION CONSULTANTS APPRECIATE YOUR TIME COMPLETING THIS SURVEY SO THAT WE CAN BETTER MEET THE NEEDS OF OUR NURSING PROGRAMS. THANK YOU.