Background and Significance

- Numerous national and statewide healthcare and nursing agencies have identified a relationship between poor health outcomes for racial minority groups and the absence of minority representation in the healthcare and nursing workforce.
- St. Catherine University’s commitment to recruit, retain, and graduate racially diverse student cohorts is an important part of building a diverse candidate pool for hire into the nursing workforce.
- A lack of access to minority student program enrollment data is a barrier to effective nursing program outcome evaluation related to minority student retention and graduation.

Purpose and Project Question

The purpose of this quality improvement project is to develop an information system to improve nursing program access to University student racial demographic data for use in the evaluation of program outcomes related to recruitment, admission, and retention of minority students.

Project Question:

For Nursing Program Directors, does the implementation of an information dashboard improve access to minority student enrollment data for the purposes of program evaluation?

Method

PDSA Cycle One:

Draft Minority Student Enrollment Dashboard

Plan:
- Collect and analyze data and create a draft.
- Key considerations:
  - The existing workflow, information systems, and stakeholders involved in the collection of student racial demographic data for each nursing program.
  - The implications and limitations of FERPA in enrolling students data.
  - End user proficiency and access to existing University information systems.
  - Financial considerations related to software, and staff time needed for implementation.
  - The use of self-identified, aggregated student racial demographic data collected upon admission to the University.

Evaluation:
- Review of the draft minority student enrollment dashboard by internal departmental stakeholders including program directors and administrative support staff. Recommendations included in revised dashboard.

PDSA Cycle Two:

Final Minority Student Enrollment Dashboard

Participants:
- Purpose sample of five Nursing Program Directors in the Department of Nursing at St. Catherine University

Plan:
- Conduct participant interviews to collect additional data regarding current program access to enrollment data, individual program-specific evaluation practices, and needs.
- Develop online user education module incorporating participant interview data.
- Utilize data collected in participant interviews to finalize dashboard format and function.
- Send user education module to participants.

Evaluation:
- Online dashboard usability survey

Results

Summary of Dashboard Usability Survey:
- All participants responded "strongly agree" when asked if the dashboard visual display enhanced understanding of the data.
- All participants responded "strongly agree" when asked if the data presented in the dashboard was organized in a way that was clear and easy to understand.
- All participants responded "strongly agree" when asked if they were able to locate the following enrollment data:
  - Program student enrollment numbers organized by race
  - Total minority student enrollment for the department
  - Minority student enrollment percentages organized by race in each program

Discussion

- The usability survey results revealed positive user response to the dashboard formal function, and access to minority student enrollment data to facilitate program evaluation and improvement. The evaluation data indicates the dashboard has merit as an information tool to increase access to minority student enrollment data.
- Survey results indicated user instructions need revision to increase clarity related to the use of dashboard filtering functions.
- Review of the data by program directors brought up important discussions regarding how to best approach the analysis and interpretation of the data. Increased access to the data also opened up opportunities to understand the institutional process for collecting, organizing, and disseminating aggregated racial demographic.

Recommendations

- Involve institutional stakeholders and end users of the dashboard as early as possible and throughout the project to gather ongoing feedback and information regarding available resources, potential challenges, and user familiarity and comfort with dashboard software.
- Develop online user education modules to introduce and demonstrate how to use the information dashboard.
- Identify an effective workflow for integration of the dashboard into the annual nursing program evaluation process.

References

- St. Catherine University’s commitment to recruit, retain, and graduate racially diverse student cohorts is an important part of building a diverse candidate pool for hire into the nursing workforce.