Student Satisfaction Related to Basic Civility Strategies Implemented in an Entry Level Nursing Course

Sandra Rogers, PhD, MBA, RN, CNE

Malek School of Health Professions, Department of Nursing, Marymount University, Arlington, VA

INTRODUCTION

The literature has shown the importance of building civility in nursing education. Disruptive, uncivil behaviors in the classroom have been linked to uncivil clinical behaviors as well. Incivility in the clinical setting can result in less than favorable patient outcomes.

PURPOSE

The purpose of this descriptive study was to explore student satisfaction related to basic civility strategies implemented in an entry level nursing course classroom by measuring the satisfaction from student course evaluation data while comparing semesters where strategies were & were not implemented in the classroom.

METHODOLOGY

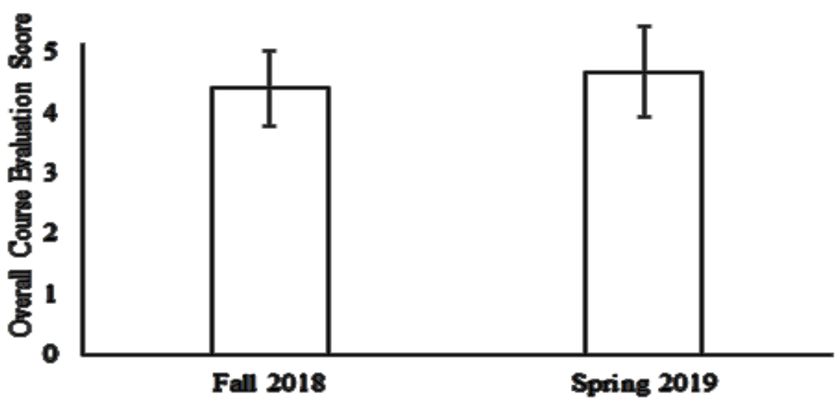
Basic civility techniques were added to a spring 2019 (n=27) entry level nursing course and course evaluations compared to the fall 2018 (n=28) semester without civility techniques. Techniques involved:

- ANA Code of Ethics
- Transparency
- Immediacy
- Feedback

RESULTS

Across both semesters, the average ratings were high. However, the overall evaluation score was significantly different from the Fall 2018 semester to the Spring 2019 semester, U = 223.0, p = .004. Overall, students' average evaluation rating was higher in the Spring 2019 semester than the Fall 2018 semester.

Furthermore, six of the 12 evaluation items were significantly higher in the Spring 2019 semester compared to the Fall 2018 semester (Questions 1, 3, 4, 6, 7, and 8). For each of these items, more students reported a perfect evaluation (i.e. a score of 5) in the Spring 2019 semester compared to the Fall 2018 semester



DISCUSSION/CONCLUSION

Basic civility techniques added to an entry level nursing course adds to satisfaction of the course as reported by students.

Nursing course instructors must be aware of and address classroom incivility. Techniques are available to confront and limit bad behavior in the classroom.

Uncivil behavior disrupts learning and students expect the behavior to be addressed by faculty. It is vital that uncivil behavior be addressed in nursing programs before the behavior has a chance to permeate the nursing workforce environment. This includes creating a culture of civility in the classroom with dignity and respect for all.