Benchworks
by Elentra

NURSING CASE STUDY

BELLARMINE UNIVERSITY

Bellarmine University is one of two winners of the 2023 Benchworks Assessment and Impact Award in nursing for high survey scores related to overall satisfaction. With its goal to support emerging student needs, Bellarmine's Nursing Department uses data from AACN/Benchworks Undergraduate Nursing Exit Assessment to connect students to faculty and peers, bolster administrative support, and create opportunities for students to informally connect and provide valuable feedback to faculty.

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> As part of our approach to data, we host an all-day meeting off-site to look closely at our data. We use our results to make strategic and programmatic decisions.
>
> **HEATHER OWENS** | *Chief Nursing Officer & Associate Dean of Nursing*

HOW THEY USED DATA

WHAT THEY LEARNED

BELLARMINE
U N I V E R S I T Y

Cultivating Connection

Students were struggling to find connection after the pandemic. To increase a sense of community, the program now holds welcome back receptions, involves faculty in community building activities, and creates "Student Spotlights" to share students' unique stories. The outcome of these efforts included student recognition of their peers as a resource and increased faculty visibility.

Dedicated Program Support

Survey data revealed students have an increased need for more administrative support. In response, nursing now has a dedicated Student Support Liaison position. The result of this initiative has been early support for students who are struggling, a greater connection to university resources for out-of-state students, and assistance for students who also work full-time.

Informal Meetings

Students are quick to email but faculty know face-to-face interactions are pivotal to build community. To create additional opportunities to connect, they now have "Lunch with Faculty" so students can connect with their teachers in an informal setting. This has resulted in increased feedback because "students share their experiences, feel heard, and supported."