# STUDENT SUGGESTION BOX FORM WORKFLOW

Students submit their suggestion box queries online via the suggestion box form on the Noorda College of Osteopathic Medicine Website.

The HR Director possesses view-only access to student submissions through Smartsheet. This precaution is in place to establish checks and balances, ensuring that access to this document is not limited to a single individual in case of an emergency.

The Presidential Project Manager receives notifications for every submission on the suggestion box form through smartsheets.

The Suggestion Box Committee, along with the Presidential Project Manager, collectively reviews each submission on the suggestion box form and collaboratively decides which department to triage the query to. The Presidential Project Manager is tasked with recording the triage destination for each submission and providing weekly follow-ups to document actions taken. The group convenes every Friday, and has view access only of the smartsheet during their meeting. Full access to the suggestion box Smartsheets is restricted to two individuals: the Presidential Project Manager and the HR Director.

After the suggestion box queries are triaged to the appropriate group, council, individual, etc., a representative from the Suggestion Box Committee will take on the responsibility of engaging in a conversation with the relevant group, council, individual, etc. This is to ensure that necessary actions are taken to facilitate a resolution.

The team member from the Suggestion Box Committee assigned to the individual, group, or council related to a specific suggestion box form submission is responsible for following up on the item. They are required to update the Suggestion Box Committee during their weekly meeting. The Presidential Project Manager will record the status or resolution for reporting purposes.

Communication from the Suggestion Box Committee team member to the individual, group, or council, as well as the subsequent updates on status, is a dynamic and fluid process.

Monthly, the Presidential Project Manager convenes with Acting Dean,Dr. Lynsey Drew, and President / CEO Dr. Norm Wright, to analyze the Monthly Suggestion Box Report. This meeting focuses on outlining themes, providing updates, and discussing the status of proposed solutions.

The President Project Manager documents all information from the meeting and maintains a comprehensive record for future reference and reporting purposes.