

Agenda Item #14.A.7.



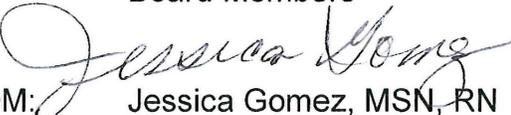
BUSINESS, CONSUMER SERVICES, AND HOUSING AGENCY • GOVERNOR EDMUND G. BROWN JR.

Board of Vocational Nursing and Psychiatric Technicians
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DATE: August 28, 2014

TO: Board Members

FROM: 
Jessica Gomez, MSN, RN
Nursing Education Consultant

SUBJECT: North-West College, Long Beach, Vocational Nursing Program - Reconsideration of Provisional Approval; Consideration of Report of Unannounced Program Survey Visit; Consideration of Request to Admit Students. (Director: Patricia Anne Garrett, Long Beach, Los Angeles County, Private)

On September 9, 2011, the Board placed the North - West College, Glendale, Vocational Nursing Program on provisional approval for a two (2) year period from September 9, 2011, through September 30, 2013, due to low licensure examination pass rates. The Board directed that the program admit no additional students unless approved by the Board.

On September 13, 2013, the Board extended the program's provisional approval for the one-year period from September 13, 2013 through September 30, 2014. Reconsideration was scheduled for September 2014. These actions were taken due to the program's noncompliance with California Code of Regulations Section 2530 (I).

On June 24 -25, 2014, Board representatives conducted an unannounced onsite survey of the program. The program is presented to the Board for reconsideration of the program's provisional approval status and consideration of survey findings. Additionally, the director requests approval to admit 30 full-time students commencing January 7, 2014, and graduating March 31, 2016. This is not a replacement class.

History of Prior Board Actions

(See Attachment A, History of Prior Board Actions)

Enrollment

The program requires Board approval prior to the admission of students into each 60-week full-time class. The pattern of admissions for current classes is seen in the enrollment table below.

The following table represents **projected** student enrollment based on **current and proposed** class starts and completions. The table indicates a **maximum enrollment of 53 students** for the period from **March 2010 through August 2015**.

ENROLLMENT DATA				
CLASS DATES		#Students Admitted	#Students Current or Completed	Total Enrolled
Start	Complete			
8/07		29	29	0 + 29 = 29
	11/08 (8/07 Class)		-29	29 - 29 = 0
11/08		30	30	0 + 30 = 30
	2/10		-30	30 - 30 = 0
3/10		30	20	0 + 20 = 20
	6/11 (3/10 Class)		-20	20 - 20 = 0
6/11		28	21	0 + 21 = 21
	8/12 (6/11 Class)		-21	21 - 21 = 0
9/12		26	18	0 + 18 = 18
	12/13 (9/12 Class)		-18	18 - 18 = 0
6/14	8/15	23	23	0 + 23 = 23
1/15 Proposed	3/16	30	30	23 + 30 = 53
	8/15 (6/14 Class)		-23	53 - 23 = 30

Licensing Examination Statistics

The following statistics, furnished by the Pearson Vue published by the National Council of State Boards of Nursing as "Jurisdictional Summary of All First-Time Candidates Educated in Member Board Jurisdiction," for the period April 2009 through June 2014, specify the pass percentage rates for graduates of the North - West College, Long Beach, Vocational Nursing Program on the National Council Licensure Examination for Practical (Vocational) Nurses (NCLEX-PN®).

NCLEX-PN® Licensure Examination Data							
Quarterly Statistics					Annual Statistics*		
Quarter	# Candidates	# Passed	% Passed	State Quarterly Pass Rate	Program Average Annual Pass Rate	State Average Annual Pass Rate [CCR §2530(I)]	Variance From State Average Annual Pass Rate
Apr – Jun 2009	8	3	38%	71%	38%	70%	-32
Jul – Sep 2009	9	5	56%	74%	47%	72%	-25
Oct– Dec 2009	4	1	25%	76%	43%	73%	-30
Jan– Mar 2010	No Candidates Tested			76%	43%	74%	-31
Apr – Jun 2010	3	3	100%	74%	56%	75%	-19
Jul – Sep 2010	15	7	47%	76%	50%	75%	-25
Oct– Dec 2010	6	3	50%	77%	54%	76%	-22
Jan– Mar 2011	1	0	0%	80%	52%	77%	-25
Apr – Jun 2011	No Candidates Tested			71%	45%	76%	-31
Jul – Sep 2011	7	6	86%	74%	64%	76%	-12
Oct - Dec 2011	10	5	50%	74%	61%	75%	-14
Jan - Mar 2012	3	2	67%	77%	65%	74%	-9
Apr - June 2012	No Candidates Tested			72%	65%	74%	-9
Jul - Sep 2012	2	1	50%	74%	53%	74%	-12
Oct – Dec 2012	1	1	100%	70%	67%	74%	-7
Jan – Mar 2013	10	6	60%	75%	62%	73%	-11
Apr - Jun 2013	7	4	57%	78%	60%	73%	-13
Jul – Sep 2013	1	1	100%	74%	62%	74%	-12
Oct – Dec 2013	1	1	100%	70%	67%	76%	-9
Jan – Mar 2014	17	15	88%	74%	80%	76%	+4
Apr – Jun 2014	1	1	100%	66%	89%	73%	+16

*The Annual Pass Rate changes every quarter. It is calculated by dividing the number of candidates who passed during the current and previous three quarters by the number of candidates who tested during the same period. If no data is available for the relevant period, the statistic is carried over from the last quarter for which data is available.

California Code of Regulations §2530(I) states:

“The program shall maintain a yearly average minimum pass rate on the licensure examination that does not fall below 10 percentage points of the state average pass rate for first time candidates of approved vocational nursing schools for the same period.”

Published examination data substantiates the program's compliance with regulatory requirements for three (3) consecutive quarters.

Based on the most current data available (April to June 2014), the program's average annual pass rate is 89%. The California average annual pass rate for graduates from approved vocational nursing programs who took the NCLEX-PN® for the first time is 73%. The average annual pass rate for the North - West College, Glendale, Vocational Nursing Program is **16** percentage points **above** the state average annual pass rate.

Faculty and Facilities

Section 2534 (d) of the Vocational Nursing Rules and Regulations states:

“For supervision of clinical experience, there shall be a maximum of 15 students for each instructor.”

The current number of Board-approved faculty totals twenty-seven (27), including the program director. The director has 80% administrative duties, and is not approved to teach in the clinical area. Of the total faculty, twenty-six (26) instructors are approved to teach clinical.

Based upon a maximum enrollment of 53 students, four (4) instructors are required for clinical supervision. Therefore, the current number of faculty is adequate for the current and proposed enrollment.

Section 2534 (b) of the Vocational Nursing Rules and Regulations states:

“Schools shall have clinical facilities adequate as to number, type, and variety of patients treated, to provide clinical experience for all students in the areas specified by Section 2533. There must be available for student assignment, an adequate daily census of patients to afford a variety of clinical experiences consistent with competency-based objectives and theory being taught.”

The program has clinical facilities that are adequate as to type and variety of patients treated to enable current and proposed students to meet clinical objectives in accordance with Section 2534 (b) of the Vocational Nursing Rules and Regulations.

Other Considerations

As noted previously, the program was placed on provisional approval on September 9, 2011 due to noncompliant program pass rates on the licensure examination. Since that time, the program has reported, as required by Corrective Action #3 of the Notice, changes in the program's Admission Criteria, Screening and Selection Criteria, Terminal and Curriculum Objectives and Instructional Plan that were made with the goal of improving student outcomes. Textbooks have also been changed to offer a “more comprehensive nursing

education” to students. Additional changes, including personnel changes, have been made in an effort to improve the program.

On January 21, 2014, the Board approved a new Program Director.

On May 28 2014, the director submitted a third follow-up report as required per Corrective Action #3 of the Notice (see Attachment B). The report reiterated the previous improvements with the addition of the four (4) following enhancements:

- The Kaplan NCLEX review program was instituted for all students to further ensure their success in passing the NCLEX®.
- A student advisory program was instituted for students who need academic or personal assistance.
- Utilization of technical support tools such as updated computer software was increased.
- Career Services introduced new workshops to assist and prepare students to enter the workplace.

Program Survey Visit

On June 24th and 25th 2014, two (2) nursing education consultants performed an unannounced site visit of the North-West, Long Beach, Vocational Nursing Program to determine compliance with regulatory requirements and corrections specified in the Notice. During the visit, the consultants assessed the physical resources of the program, reviewed records for newly graduated and currently-enrolled students, and facilitated discussions with the program director and staff members.

At the time of the survey, the campus was in the final stages of remodeling. The halls, classrooms, offices, and nursing lab were all recently or currently being painted and updated. Lab supplies, management offices, and student resources were in boxes for the remodeling process.

➤ **Classroom Space:**

The classrooms have adequate space and lighting. The desks are all new. The classroom is equipped with 30 desks and chairs, adequate for the number of students enrolled in the class. The instructor is stationed at the front of the classroom with a desk and chair, and a white board. Equipment is available to instructors for Power Point presentations. According to the director, “Smart Boards” have been ordered for all classrooms, and are expected to arrive within the next few weeks.

➤ **Skills Laboratory (Lab):**

The skills lab is shared with the Medical Assistant program and is in the process of being remodeled and painted. Many of the supplies were boxed, but labeled for content. Two (2) sinks with running water and a long workstation counter were noted on the left wall. Patient care supplies including urinals, bedpans, basins, and linens were in the cupboard and closet also located on the left wall. Dressing supplies, oxygen delivery supplies, urinary catheterization supplies, personal protective equipment, blood pressure cuffs, stethoscopes, scales, crutches, walker, and wheelchair were all visible. A main supply room, attached to the skills lab, was stocked with boxes of supplies. Three patient beds and three examination tables align the walls of the skills lab. There are three (3) low fidelity mannequins; two (2) adult and one (1) child. The lab did not have a medication cart or sample medications.

➤ **Computer Laboratory and Library:**

There is a large room with thirty (30) computers for student use. Internet access is available and computerized testing is accomplished in the computer lab. There is not a book or periodical library, however, there is a large virtual library, supplied by the college and available to the students on the computers.

➤ **Instructors Offices/Equipment:**

There is a faculty room with cubicles containing computers, and desks for the instructors to prepare for class. There is a copier available for instructors use. There is also a break room specified for faculty. If the faculty need to have a confidential meeting with a student, they go into the program directors office for privacy.

➤ **Director's Office:**

The director has a private office with a desk, chair, computer, small table and chairs, cabinets, and bookshelf. The majority of supplies were boxed for remodeling and painting.

➤ **Student Records:**

Based on student records, consultants identified that the admission policy is not being followed. According to the program's admission policy: *"We continue to use the Wonderlic Scholastic Level Exam (SLE) and have also adopted the National League of Nursing's Pre-Admission Exam (PAX) as an additional mandatory requirement for accepting and enrolling prospective VN students. . . The candidate must achieve a minimum overall passing score of 99 in order to enroll in the VN program. The prospective student is allowed to take the exam only twice. . ."*

During the evaluation of the student's records it was discovered that one student in the class that commenced June 2, 2014, had taken the exam three (3) times to reach the required entrance score. Student records substantiate that credit granting is

available to students. Substantial remediation documentation (as needed per student issue), along with clinical and theory evaluations were located in each student record.

➤ **Student Handbook:**

The student handbook presented during the visit was last revised in October 2011. Written in the Admission Criteria section of the student handbook, information provided regarding the pre-admission PAX examination stated, "applicants must meet a composite percentile of fifty (50) or higher, to pass the online entrance test". The printed requirements does **not** match the program's Admission Criteria approved by the Board or the program's current policy.

➤ **Faculty:**

During the examination of faculty records and applications, Board representatives identified that there are three (3) active instructors for the program, including the program director. Eleven (11) letters signed and dated January 14, 2014 were supplied, indicating the faculty member's willingness to travel from the old campus site in Glendale to the new Long Beach campus.

Board records substantiate that forty-one (44) faculty members have been approved to teach at North-West College, Long Beach. Thirty-three (33) faculty members had not signed the form letter. Termination notices for the thirty-three faculty members were not sent to the Board within ten (10) days as required in Section 2527 (b) of the Vocational Nursing Rules and Regulations. Subsequent to the visit, on July 1, 2014, the Board received three (3) additional letters of faculty members willing to travel to the new Long Beach Campus, dated January 14, 2014, and twenty-seven (27) notification letters of termination for the remaining faculty members dated June 30, 2014.

The instructional plan is available for faculty access. The Director stated that CPR was taught the first two days of the existing class, because this class started with lab and she had not taught theory yet. According to the instructional plan, CPR is scheduled for week six (6).

Faculty do not use lesson plans. Per the director, the faculty use only the instructional plan as an outline for classroom instruction.

Consistent faculty meeting minutes were provided through November 2013. The Director stated that she had not held any faculty meetings in 2014.

Based upon the foregoing information, the following violations of the California Code of Regulations (Code) were identified:

Section 2526(a) (12) of the Vocational Nursing Rules and Regulations states:

“The institution shall apply to the Board for approval. Written documentation shall be prepared by the director and shall include. . . (12) Admission Criteria . . .”

Violation #1: Board records confirm approval of the program's Admission Criteria and Policy, and Screening and Selection Criteria and Policy. However, based upon the analysis of documents, the program failed to follow the approved policy. In so doing, students were admitted that did not meet the established criteria for program admission. As such, these students were at increased risk of failure. Additionally, information in the Student Handbook contradicted current admission and screening policies.

Plan of Correction #1: This violation is **corrected**. The director submitted a plan to ensure adherence to the policies in the future. That plan, if consistently implemented, will prevent the admission of applicants who do not meet the program's approved policies. The program's Student Handbook has been updated with the current admission and screening and selection policies.

Section 2527 (b) of the Vocational Nursing Rules and Regulations states:

“A school shall report to the Board within ten days of the termination of a faculty member.”

Violation #2: The program failed to notify the Board of the termination of 30 faculty members within ten (10) days as required by existing regulations.

Plan of Correction #2: This violation is **corrected**. The director has submitted notification of termination of all instructors who are no longer teaching at the Long Beach campus. A plan to prevent future occurrences of the violation was submitted.

Section 2530 (a) of the Vocational Nursing Rules and Regulations states:

“The program shall have sufficient resources, faculty, clinical facilities, library, staff and support services, physical space, skills laboratory and equipment to achieve the program's objectives.”

Violation #3: Based on an inspection of the laboratory supplies, it was identified the program did not have supplies adequate to meet the learning objective of medication administration.

Plan of Correction #3: This violation is **corrected**. The program has submitted documentation confirming the purchase of supplies to adequately meet the learning needs of the students regarding medication administration. Future supplies for medication administration will be obtained from the college's new Pharmacy Technician Program.

Section 2530 (b) of the Vocational Nursing Rules and Regulations states:

“Regular faculty meetings shall be held. Minutes shall be available to the Board’s representative.”

Violation #4: Based on an interview with the Program Director and submitted documentation, it was identified that the program failed to hold regular faculty meetings. Specifically, no faculty meetings were held from November 2013 through June 24 -25, 2014.

Plan of Correction #4: This violation is **corrected**. The director has supplied a copy of minutes of a July 2014 faculty meeting, and a plan to conduct regular faculty meetings in the future.

Section 2530 (e) of the Vocational Nursing Rules and Regulations states:

“Each instructor shall have a daily lesson plan which correlates the theory and practice offered to the student. A copy of this plan shall be available to the director.”

Violation #5: The director was unable to provide lesson plans.

Plan of Correction #5: This violation is **not corrected**.

In summary, at the time the program was placed on initial provisional approval, its annual average pass rate was 53%. Since that time, the program’s average annual pass rate has risen to 89%. It is noted that the program’s average annual pass rates for Quarters 1 and 2 2014 exceeded state average annual average pass rates for first – time program graduates.

Published examination statistics confirm the following data relative to the program’s first-time test-takers.

Graduation Date	# Graduates	# Tested	# Passing on First Attempt	% Passing on First Attempt
November 2008	29	21	9	43%
February 2010	30	26	13	50%
June 2011	20	19	13	68%
August 2012	21	19	12	63%
December 2013	18	18	16	89%

To date, 15 program graduates from the 2008 to 2012 classes have not tested. All of the 2013 graduates have tested.

However, it must also be noted that during the unannounced onsite survey, Board representatives identified five (5) violations of the California Code of Regulations. Of the total identified, one (1) violation remains uncorrected. The program does not have lesson plans that correlate theory and practice offered to the students.

Recommendations:

1. Extend the North West College, Long Beach, Vocational Nursing Program's provisional approval from September 30, 2014 to November 30, 2014, and issue a notice identifying specific areas of non-compliance and requirements for correction as referenced in Section 2526.1 (e) of the California Code of Regulations (See Attachment C).
2. Defer to the Executive Officer consideration of the program's continued approval provided the program submits the required lesson plans by October 1, 2014, satisfactory to the Board.
3. Deny the North West College, Long Beach, Vocational Nursing Program's request to admit 30 full-time students to an evening class commencing January 7, 2015, and graduating March 31, 2016 **only**, this is not a replacement class.
4. Defer to the Executive Officer consideration of the program's request to admit 30 full-time students to an evening class commencing January 7, 2015, and graduating March 31, 2016, contingent on the program's submission of lesson plans satisfactory to the Board.
5. Require the program to admit no additional classes unless approved by the full Board.
6. Require the program to comply with all approval standards in Article 4 of the Vocational Nursing Practice Act, commencing at Business and Professions Code Section 2880, and Article 5 of the Board's Regulations, commencing at California Code of Regulations, Title 16, section 2526.
7. Require the program to demonstrate incremental progress in correcting the violations. If the program fails to satisfactorily demonstrate incremental progress, the full Board may revoke the program's approval.
8. Failure to take any of these corrective actions may cause the full Board to revoke the program's approval.

Rationale: Published examination statistics substantiate that the program's average annual average pass rate has consistently improved over the past seven (7) quarters. The program has implemented changes that have positively affected the pass rate of the December 2013 graduating class. As stated above, all of

the December 2013 graduates have taken the licensing examination and **89%** passed on the first attempt.

During the unannounced site visit, five (5) violations of the California Code of Regulations were identified. Of those identified, one (1) violation remains uncorrected. The absence of lesson plans for classroom instruction raises concern regarding information and methods of teaching provided in the classroom. Given the significance of the outstanding violation, it is recommended that the Board defer to the Executive Officer consideration of the program's approval status and consideration of the requested class provided the program submits the required lesson plans by October 1, 2014.

Board staff will continue to monitor the program by tracking its licensure examination pass rate quarterly, reviewing Annual Reports and other required documents and reports as submitted by the program.

Attachment A: History of Prior Board Actions.

Attachment B: Directors Report Dated May 28, 2013; Received May 29, 2014.

Agenda Item #14.A.7., Attachment A

NORTH - WEST COLLEGE, LONG BEACH VOCATIONAL NURSING PROGRAM

History of Prior Board Actions

- On August 9, 2006, the Board approved North West College, Glendale's request to begin a vocational nursing program with an initial class of 30 students commencing on September 25, 2006, only.

The Board approved the program curriculum for 1,624 hours, including 664 theory and 960 clinical hours.

The program delayed admitting its first class until August 2007 due to enrollment and faculty recruitment issues. The program did not notify the Board of the delay.

- **On July 9, 2008, a new program director was approved.**
- On November 5, 2008, the Executive Officer approved initial full accreditation for the North West College, Glendale, Vocational Nursing Program for the four-year period November 5, 2008, through November 4, 2012, and issued a certificate accordingly.

The Executive Officer approved the North West College, Glendale, Vocational Nursing Program's request to admit a full-time **replacement** class of 30 students, commencing November 10, 2008 only, with an anticipated graduation date of February 7, 2010.

- **On June 2, 2009, a new program director was approved.**
- **On May 4, 2010, a new program director was approved.**
- On May 17, 2011, the program was notified that its average annual pass rates had fallen more than ten (10) percentage points below the state average annual pass rates for the past eight (8) quarters.
- On June 3, 2011, the Executive Officer approved the North-West College, Glendale, Vocational Nursing Program's request, to admit a full-time class of 30 students, on June 6, 2011 to **replace** a class that will graduate on June 5, 2011. The proposed class is projected to graduate on August 26, 2012, **and;** placed the program on the September 2011 Board agenda for consideration of placement on provisional accreditation. That action was based on the program's low licensure pass rates.

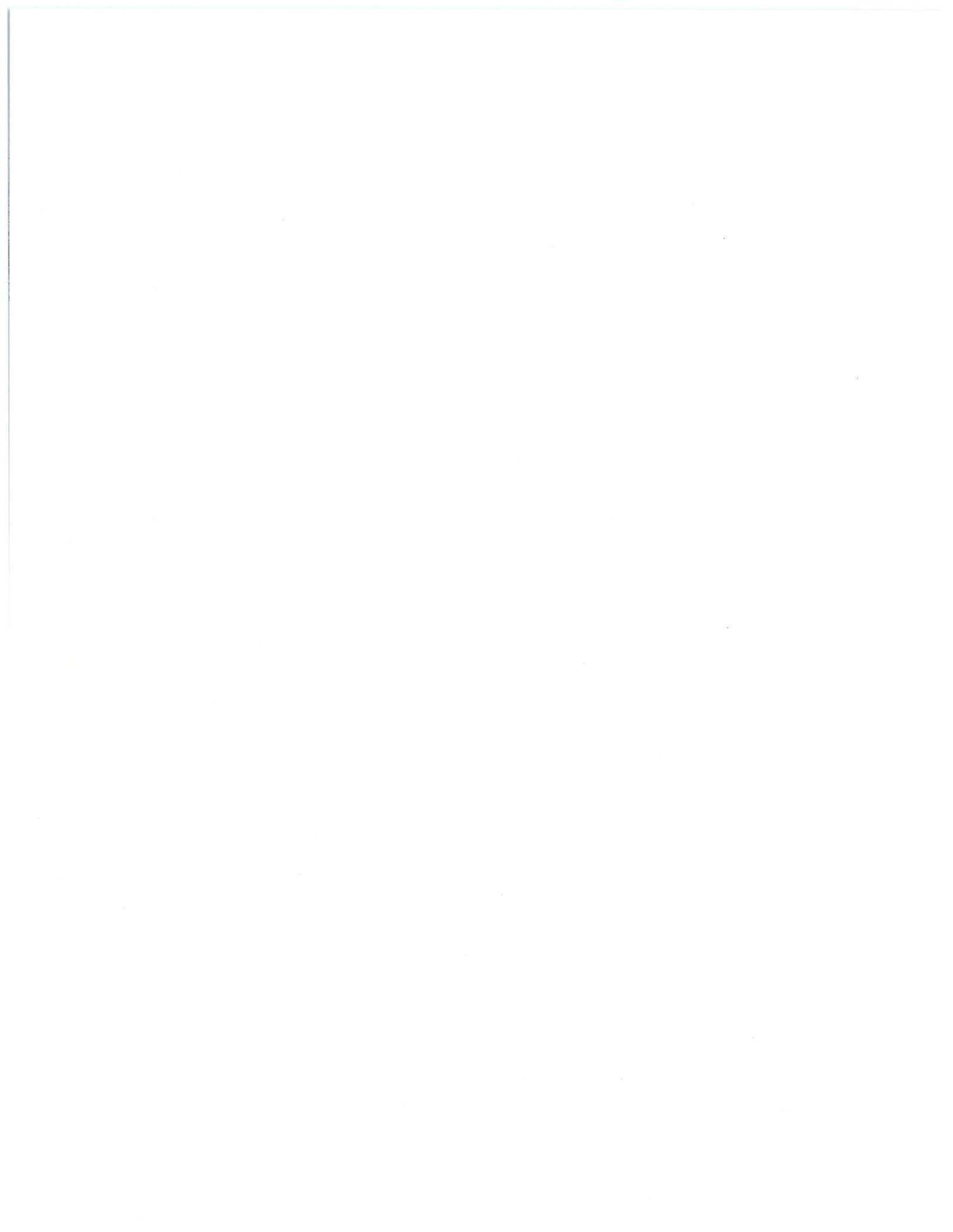
- On August 4, 2011, the assigned consultant forwarded correspondence requesting the program to submit fifteen (15) copies of pertinent documents relevant to the programs plan to improve licensure pass rates that they desire Board members to consider.
- On September 9, 2011, the Board placed the program on provisional accreditation for the two-year period from September 9 , 2011, through September 30, 2013, and issued a notice to the program to identify specific areas of noncompliance and requirements for correction as referenced in Section 2526.1 (e) of the California Code of Regulations; required the program to admit no additional students unless approved by the Board; required the program to submit follow-up reports in 9 months, but no later than **June 1, 2012**, and 21 months, but no later than **June 1, 2013**; required the program to bring its average annual pass rate to no more than ten (10) percentage points below the State average annual pass rate by September 1, 2013; required the program to comply with all accreditation standards in Article 4 of the Vocational Nursing Practice Act, commencing at Business and Professions Code Section 2880, and Article 5 of the Board's Regulations, commencing at California Code of Regulations, Title 16, Section 2526; and required the program to demonstrate incremental progress in correcting the violations. If the program fails to satisfactorily demonstrate incremental progress, the full Board may revoke the program's accreditation.
- On October 5, 2011, the Board forwarded the Notice of Change in Accreditation Status to the program director.
- On July 19, 2012, the Executive Officer approved the program's request to admit 30 full-time students commencing September 17, 2012, and graduating December 16, 2013, to **replace** the class projected to graduate on August 24, 2012; and continued the program's requirement to obtain Board approval prior to the admission of each class.
- On July 31, 2013, a letter was sent to the director giving her the opportunity to submit additional documents to support her request to admit students that will be considered at the September 2013 Board Meeting.
- On September 16, 2013, a committee of the Board approved the North West College, Glendale, Vocational Nursing Program's request to admit 30 full-time students to an evening class commencing February 3, 2014, and graduating April 27, 2015, to **replace** the class projected to graduate on December 16, 2013; **and**, extended the North West College, Glendale, Vocational Nursing Program's Provisional Approval for the one - year period from September 13, 2013 through September 30, 2014, and issue a notice to the program to identify specific areas of noncompliance and requirements for correction as referenced in Section 2526.1 (e) of the California Code of Regulations (see Attachment F); **and**, required the program to bring its average annual pass rate to no more than ten (10) percentage points below the State average annual pass rate; **and**, required the program to show documented progress satisfactory to the Board to improve the effectiveness of instruction and program pass rates on the NCLEX-PN®. If no progress is shown, the Board may revoke the program's approval completely; **and**, required the program to admit no additional classes unless approved by the full Board; **and**, required the program to submit follow-up reports in nine (9) months, but no later than **June 1, 2014**.

The reports must include a comprehensive analysis of the program, specific actions taken to improve program pass rates, timeline for implementation, and the effect of employed interventions. The following elements must be addressed in the analysis.

- a. Admission Criteria.
- b. Screening and Selection Criteria.
- c. Terminal Objectives.
- d. Curriculum Objectives.
- e. Instructional Plan.
- f. Theory and Clinical Objectives for Each Course.
- g. Lesson Plans for Each Course.
- h. Textbooks.
- i. Attendance Policy.
- j. Remediation Policy.
- k. Evaluations of Theory and Clinical Faculty.
- l. Evaluations of Theory Presentations.
- m. Evaluations of Clinical Rotations and Their Correlation to Theory Presentations.
- n. Evaluation of Student Achievement.
- o. Current Enrollment; **and**,

Required the program to comply with all approval standards in Article 4 of the Vocational Nursing Practice Act, commencing at Business and Professions Code Section 2880, and Article 5 of the Board's Regulations, commencing at California Code of Regulations, Title 16, section 2526; **and, required** the program to demonstrate incremental progress in correcting the violations. If the program fails to satisfactorily demonstrate incremental progress, the full Board may revoke the program's approval; **and, Failure** to take any of these corrective actions may cause the full Board to revoke the program's approval; **and, Placed** the program on the **September 2014** Board agenda for reconsideration of provisional approval.

- On October 21, 2013, the Board adopted decisions from the September 16, 2013 meeting.
- On February 11, 2014, the Board approved the name change of North – West College Glendale, to North-West College, Long Beach; **and**, to relocate the campus from Glendale to Long Beach.
- On May 28 2014, the Board received correspondence from the director and the third follow-up report as required from the September 2013 Board meeting.
- On June 24th and 25th 2014, two (2) nursing education consultants performed an unannounced site visit to the program to determine compliance with regulatory requirements.



Agenda Item #14.A.7., Attachment B

BVNPT RECD - EDU
ON 5/29/14 WITH JG, NBC
VIA EMAIL

Ms. Jessica Garcia
Nursing Education Consultant
Board of Vocational Nursing and Psychiatric Technicians
2535 Capitol Oaks Drive, Suite 205
Sacramento, CA 95833

May 28, 2013

RE: North-West College – Glendale Campus Provisional Status Follow-up Report

Dear Jessica:

As you know, on September 9, 2011, the status of the Glendale campus VN program was changed from full accreditation to provisional accreditation due to low NCLEX pass rates. Last September, 2013, the Board extended the Provisional status for an additional year in order to allow our class to graduate and test to allow for evaluation as to the efficacy of programmatic changes we have instituted. The purpose of this letter is to give an update on that class and the additional program improvements we have instituted and to request the Board to return our program to full accreditation status.

Please allow me to share a brief history about our Glendale VN program. I took over the Program Director position in May, 2010, when our third class was in Term 1. Up to that point there was no consistent Nursing Administration in place, as there had been three DONs during the first two classes. I have been the DON for four years now and I am totally committed to the success of the students. I have been with North-West College for over seven years and am committed to providing the students with the leadership they need to be successful in our program.

The nine quarter pass rates from 2nd quarter, 2009 through 2nd quarter, 2011 for our first two classes ranged from 38% to 56%, which resulted in the College being placed on provisional status. Class #3 graduated in July, 2011 with an overall pass rate of 70%, which demonstrated a significant improvement over the previous classes. Class #4 that graduated in August, 2012 had a final pass rate of 61.11%. Most recently, Class #5 graduated in December, 2013 with 15 of 17 students passing the NCLEX, resulting in a first quarter pass rate of 88.24%. The class consisted of 18 graduates and the last graduate tested and also passed the NCLEX in April, 2014 giving the class an overall pass rate of 88.89%. This ultimately will be reflected in our annual pass rate as we will have no further graduates taking the NCLEX until our first Long Beach class graduates in August, 2015.

On December 16, 2013, Mr. Adnan Al Mouazzen, our Chief Nursing Education Officer sent a request to the Board to transfer our Vocational Nursing program from our Glendale campus to our new Long Beach campus, which the College acquired in 2013. The transfer was approved by the Board on February 11, 2014. Please see attached documents for additional information regarding that transfer. The Glendale campus had Board approval to start a replacement class on January 13, 2014, however, due to the transfer, that class was postponed until June 2, 2014

as the class will now take place in our Long Beach campus under the new Long Beach Nursing Director, Patricia Garrett.

Following is the follow-up comprehensive analysis of our program outlining the changes we have made as well as the effects of these changes for expected future outcomes at our Long Beach campus:

Admission Criteria

The Admission Criteria from our VN Student Handbook is the same as last year's update. Previously, we utilized the Wonderlic Scholastic Level Exam (SLE) but did not require a Nursing-specific entrance exam. We continue to use the SLE and have also adopted the National League for Nursing's Pre-Admission Exam (PAX) as an additional mandatory requirement for accepting and enrolling prospective VN students. The PAX is composed of three sections; Math, Verbal and Science. The candidate must achieve a minimum overall passing score of 99 in order to enroll in the VN program. The prospective student is allowed to take the exam only twice and is offered a study guide as well as tutoring to assist with preparing for the exam. This additional admission testing tool serves two major objectives; (1) by enrolling more qualified students, we expect higher retention rates throughout the duration of the program as well as (2) improved NCLEX pass rates. Copies of the PAX Individual Performance Report and SLE are included for your review.

Screening and Selection Criteria

Our Screening/Selection Criteria remain the same and are included as part of our VN Admission Guidelines which are given to each prospective student for their review and signature. The College enrolls up to 40 students in our SOS (Seminar on Success) pre-requisite class, with the understanding that only 33 will be allowed to enter Term 1, per BVNPT regulations. The SOS class consists of 77 Theory hours and provides a review of basic Math and English Comprehension, Medical Terminology and introductory Anatomy and Physiology. This class is also part of our screening process. If there are 33 students that pass the SOS course, three of these students are considered alternates during the Skills Lab portion at the beginning of Term 1. After the Skills Lab portion of our Fundamentals of Nursing course is completed, the top 30 students will remain in the class. Six criteria are used to determine which students will make up the final 30 students: 1) Grades, 2) Attendance, 3) Professionalism, 4) Financial responsibility and affordability, 5) Submission of required documentation as listed in the VN Admission Guidelines, 6) Adverse results from physical examination, drug screening and/or background check. By making the students aware of this selection process, it encourages them to work harder to ensure their place in the class.

Terminal and Curriculum Objectives

Terminal and Curriculum Objectives remain the same. These objectives provide goals and expectations for the student as they progress through and complete the VN program at North-West College. These are provided to assist the students in awareness of program expectations in an effort to enable them to meet their educational goals of becoming successful graduates and ultimately, competent, entry-level LVNs.

Instructional Plan

Our Instructional Plan (IP) was revised in 2012 by Adnan Al Mouazzen, with the assistance of Diane Oran, NEC. This revision was completed in an effort to further improve the program and to provide a more comprehensive, consistent education for our VN students across all our campuses. This revised IP has been given to each of our instructors for their use. It is much

more comprehensive than our previous IP and includes the Theory and Clinical Objectives and Lesson Plans for material scheduled to be covered on a weekly basis.

Textbooks

A list of our current textbooks is included for your review. Previously, the College had been using primarily one textbook as our main text. However, with feedback from our theory instructors and students, we recognized that having one textbook will no longer be effective in ensuring that students are successful in completing our curriculum objectives and preparing for the updated NCSBN testing plan and concurrent changes in the NCLEX level of difficulty. We have chosen the new textbooks because they offer the students and instructors much more detailed and extensive information than the textbook we had previously been using. Additionally, most of our textbooks are from Elsevier, which offers many online resources through their EVOLVE online support system for students and instructors, including Power Point presentations and video clips as well as intensive technical support. These new textbooks will help us provide a more comprehensive nursing education to our students to better prepare them to become successful nurses.

Attendance and Remediation

Our Attendance and Remediation policies also remain in place as these policies have proven to be effective. These policies are provided to the students in our VN Student Handbook. Our strict Attendance policy continues to be enforced in order to prepare our students to be responsible, reliable employees, once they graduate. The students' progress is reviewed by the instructor on an ongoing basis. If a student's GPA falls below 80% or when the student has failed two consecutive exams, the instructor will advise the student on their recommendations to improve their academic performance. The student is then referred to Nursing Administration and is formally placed on a remediation plan. The student is required to attend remediation sessions in an effort to assist them in understanding the material and improving their academic performance and GPA. If, after two remediation sessions, the student's grades fail to improve, the student is placed on probation for 30 days. During this time, the student continues to attend remediation sessions. If after this 30 day period, the student fails to achieve a passing GPA of 80% or better, they will be terminated from the program. The same type of remediation process is in place for the clinical portion of the program.

Evaluations of Theory and Clinical Instructors

Evaluations of Theory and Clinical Instructors are done periodically by the DON and Clinical Coordinator. Most of our Clinical Instructors have been with the college for several years and are well respected by our partner facility staff as well as the students. They all receive positive student evaluations, which are reviewed by Nursing Administrators. Recommendations for improvement are given and feedback is requested from each of the instructors. We then take this data to use in goal setting with the instructors. As far as our Theory Instructors, we have implemented a strategy of changing instructors with each term, when possible. This gives the students the opportunity to learn from a variety of instructors who have diversified teaching styles and a variety of nursing experiences to share. Class # 5 is being taught Theory by Mr. Allan Chang. Mr. Chang is a Master's prepared nurse and is an experienced and knowledgeable theory instructor who is thorough in his presentation of the VN curriculum.

Online Student surveys are another tool utilized by the College to assess student and programmatic success. These surveys are given in May and November of each year. The surveys enable College administration to gain the students' perspective on the campus and classroom instruction. Additionally, we have instituted online Theory instructor evaluations at

the end of each term to assess that term. Clinical Evaluations are also given after each clinical rotation to assess the effectiveness of the clinical faculty, facilities and how the clinical experiences correlate to theory.

As previously mentioned, student achievement is closely monitored by the Theory and Clinical Instructors and both Didactic and Clinical Evaluations are done monthly to keep the students abreast of their achievement and to identify students that may need additional help. Both the Theory and Clinical Instructors sit with each student individually and review their progress monthly and as needed.

System-Wide Improvements

Over the last four years, our College system has made the following changes in an effort to improve student outcomes:

1. Our minimum GPA was increased from 75% to 80%. Students must pass each term with at least 80% to continue on to the next term.
2. We contracted with the NLN for their online testing services which provide online assessments with practice tests for each term as well as remediation for these exams.
3. We also began utilizing the NLN Comprehensive exam at the end of our program. The students must pass the exam with an 80% probability of passing the NCLEX before they can graduate from the program. For those who do not pass the first time, intensive remediation is done, followed by repeat testing.
4. The breakdown of our GPA was changed as well. Written exams compose 50% of the grade, NLN online exams are 15%, homework, quizzes and projects are 5% and the Comprehensive is 30% of their grade. This change puts more emphasis on the NLN exams as well as on the Comprehensive exam.
5. In the past, tests were allowed to be retaken for failure. This is no longer the case; no re-takes are allowed in the program.
6. The Nursing Administration is responsible for building the Comprehensive exams and administering them at the end of each term.
7. As an additional resource in the NLN program, the students have a 3300 question online review bank available to them to assist them in studying for the NCLEX.
8. The NLN Diagnostic Readiness Test approximately 40 days before the end of the program. This exam provides the NLN with the areas of strength and weakness for this class. The NLN then sends an instructor out to conduct an NCLEX review day based on the needs of the class.
9. In order to offer an incentive to the students to take the NCLEX in a timely manner that will also help ensure their success, the College reimburses the \$200 testing fee for those who pass the NCLEX on their first attempt.
10. With our Class #3, we instituted an additional NCLEX review class which is conducted on an ongoing basis, until the students take their NCLEX. This class will be taught by an instructor different from the one who taught them their didactic portion of the course and continues until the majority of the students have taken the NCLEX.

Other Program Enhancements

Since our last report in May, 2013, the following additional improvements have been made to assist the current and ongoing classes in their success:

1. We have instituted the Kaplan NCLEX review program for all of our students to further ensure their success in passing the NCLEX. This program includes a 6-month

subscription to Kaplan's QBank and an intensive 2-day review course. Course materials include videos, review book and remediation resources.

2. Instituted a student advising program to support students who may be struggling either academically or personally. This support is offered by various departments including Nursing Administration, Career Services, Financial Services and Student Advising.
3. Increased use of additional technical support tools, i.e., Smart Boards, updated computer software.
4. Career Services introduced new workshops to assist and prepare students to enter the workplace.

With all of the improvements that have been implemented, we are confident that our program as well as pass rates will continue to improve and stay in compliance with BVNPT regulations with each subsequent class. Unfortunately, since we only have had one class at a time at our Glendale campus, it took some time to reflect these greatly improved pass rates. At this point, with our last class at the Glendale campus having an overall 89% pass rate, it is evident that the improvements made to the program have been successful. **At this time, we are requesting that the program be returned to full accreditation status to continue to offer a high-quality VN program to students in the Long Beach area.** We have come a very long way over these last few classes and have seen greatly improved pass rates throughout our College system at our other Southern California campuses. These overall, system-wide improvements in pass rates are indicative of the College's desire and commitment to providing quality Vocational Nursing education for our students. As healthcare partners we desire to be able to continue to serve our communities by providing VN training to graduate competent entry-level nurses.

The proposed Clinical Faculty/Student Assignment Table, Enrollment Data Table, OB/Peds Tracking Form and Approved Faculty and Facility forms for the upcoming Long Beach class are enclosed for your review.

We would like to ask for your support in recommending Board approval for our campus to be returned to full accreditation at the September Board meeting. Please let us know if we can provide further information or if you have any questions. Thank you for your continued support and assistance in our efforts to continue improving the quality of our VN programs at North-West College.

Sincerely,



Patricia Anne Garrett, BSN, RN
Director of Nursing
North-West College
Long Beach Campus



Vicki Lapre', RN, BSN, PHN
Director of Nursing
North-West College & Glendale Career College
Glendale & Pasadena Campuses

Encl.

