

**Report of Joint Survey Visit to Galen College of Nursing  
in San Antonio, Texas  
Vocational Nursing Education Program**

**Summary:**

A joint survey visit to Galen College of Nursing Vocational Nursing Education Program in San Antonio, Texas, was conducted by representatives of Texas Workforce Commission (TWC), Texas Veterans Commission (TVC), and Board of Nursing (BON), due to student complaints about grading practices and about completion of clinical learning experiences. The investigation did not reveal significant irregularities nor compliance issues. The follow-up letter to Colette Moreno, MSN, RN, Director of the Vocational Nursing Program at Galen College is attached (Attachment #1).

**Outcomes of Visit:**

Board Staff determined that:

- There had been inconsistencies in recording grades due to system errors.
- Grading policies were not in place.

**Response from Program:**

Galen College of Nursing provided the requested information to Board Staff on September 1, 2011, with an explanation of their formalized grading plan. This response satisfied the recommendation in the letter to Galen from Board Staff dated August 9, 2011.

**Recommendation from Staff:**

Move to accept the report of a joint survey visit to Galen College of Nursing Vocational Nursing Education Program.



## Texas Board of Nursing

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**Katherine A. Thomas, MN, RN**  
*Executive Director*

09 August 2011

Colette Moreno, MSN, RN  
Director, VN Program  
Galen College of Nursing  
7411 John Smith Dr., Suite 300  
San Antonio, TX 78229

Dear Ms. Moreno:

At the invitation of Texas Workforce Commission (TWC) staff, I participated in a joint site visit to the Vocational Nursing Program at Galen College of Nursing, along with staff from the Texas Veterans Commission (TVC). The visit on Friday, July 29, 2011 was prompted by complaints received by staff at TWC and TVC. Complaints indicated that irregularities may have occurred in revision of final course grades for a student cohort and in completing required hours in clinical learning experiences.

In review of a sample of current faculty personnel files, no irregularities were identified by Board of Nursing (Board) staff. The files appeared to be in order and included professional licensure documentation.

Review of a sample of student files revealed individual transcripts of student attendance at clinical experiences. No irregularities were identified therein.

Review of a records from a Spring 2011 class of course NURS 121—Mental Health Concepts indicated a large number of final grades had been revised after initial submission to the Registrar. Of 57 students enrolled, 28 had documented grade changes at the end of the course. Of those 28 grade changes, 5 students went from a letter grade of "C" to a "B"; the remaining 23 students went from a "C" or "B" to an "A" as final course grade. Reasons for the grade changes on internal documents included "calculator key jammed" (18 cases) and indication that the wrong grade was initially entered into the grade system (5 cases). Note: This brief accounting is not inclusive of all 28 grade changes that occurred.

In follow up to the site visit, you and I spoke on the phone on Wednesday, August 3. At that time, you shared no specific knowledge related to existence of a written grading policy or procedure. You further indicated that Galen College of Nursing is "transitioning to a new system" for recording student grades and transcripts.

As part of that transition process, please assure that Galen College of Nursing develops and implements detailed policy(ies) and procedure(s) regarding the calculation, recording, and possible subsequent changing of student grades. Board Rule 214.8(c) provides that the program shall have "well-defined written nursing student policies . . . including nursing student . . . progression . . . ." Please advise of your response to this recommendation by September 1, 2011. Please also advise if you have any questions or ongoing concerns.

Best regards,

Paul R. Waller, PhD, RN  
Nursing Consultant for Education

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