

**Report of a Follow-Up Survey Visit
 Kaplan College - San Antonio in San Antonio, Texas
 Vocational Nursing Education Program**

Summary of Request:

Consider the report of the follow-up survey visit to the Kaplan College - San Antonio Vocational Nursing (VN) Education Program in San Antonio, Texas, on September 23, 2014. The survey visit was conducted by Lead Education Consultant Janice I. Hooper, PhD, RN, FRE and Education Consultant Virginia D. Ayars, EdD, MS, RN.

Historical Perspective:

- The Kaplan College - San Antonio VN Education Program was established in 1996.
- Kaplan College - San Antonio is accredited by the Accrediting Council for Independent Colleges and Schools.
- The NCLEX-PN® examination pass rates for the past seven (7) years are provided in the following table:

NCLEX Examination Year	BON Approval Status	NCLEX-PN® Examination Pass Rate	Number of First Time Candidates (Passed/Total)
2013	Full with Warning (April 2014 Board Meeting)	72.73%	32/44
2012	Full	65.38% (Self-Study Report)	85/130
2011	Conditional (April 2011 Board Meeting)	83.51%	162/194
2010	Full with Warning (July 2010 Board Meeting)	76.02%	187/246
2009	Full	69.41%	177/255
2008	Full	68.47%	139/203
2007	Full	85.23%	127/149

- The program submitted a Self-Study Report in 2013 due to the 2012 NCLEX-PN® examination pass rate of 65.38%. Although the program implemented measures to improve the performance of students on the national licensing examination, the NCLEX-PN® examination pass rate has continued to be below 80%. Self-Study Reports are required when a program experiences a one time pass rate below 80%. The annual NCLEX-PN® examination pass rates report for VN education programs are presented to the Board at the annual April meeting. Letters requiring Self-Study Reports are sent to programs following the April meeting with a due date that allows the program about two (2) months for development.
- The Kaplan College - San Antonio VN Self-Study Report was received in the Board office in June 2013 and provided a comprehensive analysis and evaluation.
- The Self-Study Report identified the following four (4) major contributing factors that may have led to the below 80% 2012 NCLEX-PN® examination pass rates: (1) students failed to participate in

remedial education opportunities; (2) 48% of the first-time test-takers who failed the NCLEX-PN® were re-entry students; (3) students were inconsistent in their use of the testing and remediation portion of the Kaplan Test Prep Integrated Testing Package; and (4) faculty concerns about percentages that were given to tests, quizzes, homework, and projects resulting in students who passed a course yet were not prepared to be successful on the NCLEX-PN®.

- Corrective measures were timely implemented, including: (1) improved NCLEX-PN® readiness plan; (2) more rigorous polices for progression, advisement, and remediation; (3) provision of faculty with tools for analysis and student support; (4) early identification of “at-risk” students; and (5) fuller utilization of the Integrated Testing Package.
- During the April 2014 Board meeting, the approval status of Kaplan College - San Antonio was changed from Full to Full with Warning due to the 2013 NCLEX-PN® pass rate.
- The April 23, 2014 Board Order restricted the program from enrolling more than the April 2014 total enrollment of 110 students.
- The enrollment has been maintained at less than 110 students. On September 23, 2014 the actual enrollment was 98 students, as described:

<u>Cohort Graduation Dates</u>	<u>Number Enrolled</u>
Quarter 5 - November 4, 2014	17
Quarter 4 - January 27, 2015	26
Quarter 3 - April 14, 2015	15
Quarter 2 - June 30, 2015	15
Quarter 1 - September 15, 2015	25
Total Enrollment	98

Summary of Survey Findings (See Attachment #1):

Pros and Cons from the Survey Visit:

Pros:

- The VN Program Director is an experienced and dedicated nurse educator, having served as the nursing program leader at Kaplan College - San Antonio since December 2013. The director’s time is devoted to program administration with no assigned teaching responsibilities.
- The Campus President offered strong support for the VN program, stating that the program has a rich history of producing vocational nurses who are employed in the San Antonio community.
- The Program Director stated that she is supported by all levels of administration.
- The program of study utilizes multiple instructional methods, including frequent communication with faculty, face-to-face instruction, student centered learning activities, and utilization of simulation.
- All clinical learning experiences are faculty supervised with hands-on direct patient care.
- VN graduates are able to obtain employment in local long term care agencies, rehabilitation facilities, and clinics.
- The Administration, the Program Director, and faculty have proactively identified and implemented corrective measures.

Cons:

- NCLEX-PN® examination pass rates have been below 80% for first time test-takers for the 2012 and 2013 examination years.

Rationales for staff recommendation:

During the discussion at the April 2014 Board meeting related to the five vocational nursing education programs that were placed on Full Approval with Warning, questions arose about whether increasing enrollments factored into the pass rates. The Board required that the affected programs restrict enrollments until Board Staff could conduct follow-up survey visits to reassess the situation in each program. Board Staff determined that each program should receive individual consideration in respect to future admissions and total enrollments.

Staff Recommendation:

Move to accept the report of the survey visit to the Kaplan College - San Antonio Vocational Nursing Education Program in San Antonio, Texas, and impose the conditions/requirements in the Board Order (See letter and Board Order in Attachment #2).

**Summary of Survey Visit
Kaplan College - San Antonio in San Antonio, Texas
Vocational Nursing Education Program**

Purpose of Survey visit: Follow-up site visit related to April 2014 Board Order

Date of Visit: September 23, 2014

Board Staff Conducting Visit: Janice I. Hooper, PhD, RN, FRE and Virginia D. Ayars, EdD, MS, RN

Board Staff met with:

- Liza Canchola, Campus President
- Angie Garza, MSN, RN, VN Program Director
- Beverly Heinzelman, MSN, RN, VN Faculty
- Eleanor Christopher, BSN, RN, VN Faculty
- Betty Simmons, MSN, RN, VN Faculty
- Robin Ramirez, MSN, RN, VN Faculty
- La Tonya Ranson-Archer, BSN, RN, VN Faculty
- Twenty-six (26) VN Students

Board Staff:

- Reviewed the curriculum and all syllabi;
- Reviewed Faculty Minutes;
- Reviewed the Student Handbook and Faculty Handbook;
- Reviewed exams, assignments, and clinical evaluation tools;
- Reviewed clinical affiliation agreements;
- Held initial conference with Campus President and Program Director;
- Met with Program Director;
- Met with faculty members;
- Interviewed students;
- Toured facilities housing the nursing program; and
- Conducted exit interview with Campus President and Program Director.

Summary of Findings:

Findings Related to Administration:

- Administration stated that they value the VN program's role in providing safe, competent vocational nurses to the San Antonio community and are proud of the college's rich history of producing nurses.
- Angie Garza, MSN, RN is a veteran nurse educator, having served as director of the VN program since December 2013 and a faculty member since November 2010.

Findings Related to Program of Study:

- The VN program is provided in a full-time daytime program designed to be completed in 13 months.
- The program offers 1500 total contact hours, or 95 credit hours. These hours include 630 didactic hours, 180 nursing skills lab hours, and 690 patient care clinical hours.
- The program of study includes all Board required content and is well-organized, moving from simple to complex.
- The program is comprised of five quarters (10 weeks each), designed to ensure that students are competent in skills prior to entering the clinical setting. A nursing capstone experience, offered during Quarter 5, includes 20 lecture hours and 60 clinical hours.
- The *Differentiated Essential Competencies (DECs) (2010)* have been fully incorporated into the current curriculum.
- The teaching model is based upon face-to-face classes. Virtual clinical experiences are also utilized.
- The Kaplan College VN Program utilizes the Scholastic Level Examination and the Kaplan Test Prep Pre-Admission Examination standardized testing as part of the admission process. Integrated testing is incorporated throughout the program and is used for assessment and focused remediation purposes.

Findings Related to Faculty:

- Thirteen faculty members, ten full-time and one part-time, carry out the VN instruction.
- Current faculty have been employed from a period of six months to five years.
- The faculty group are highly accomplished professional nurses with diverse educational and experiential backgrounds.
- Kaplan College faculty members are offered participation in the Gift of Knowledge program as part of the benefits package. Faculty may pursue advanced degrees at Kaplan University at no personal costs.
- Faculty Orientation and Faculty Development Plans are appropriate.
- Faculty members stated that they are interested in participating in the Texas Association of Vocational Nurse Educators activities, as well as the American Nurses Association offerings.
- The program coordinator/director does not carry a teaching load.
- Faculty are actively engaged in curriculum planning, implementation, and evaluation.
- The faculty members stated that they receive strong support from one another as well as the director. They articulated satisfaction with their positions as nurse educators and plan to obtain further education in the discipline.
- The faculty members expressed high satisfaction with their positions and are committed to program and student success.
- Faculty members provide remedial education and tutoring to students on a volunteer basis.
- The faculty members expressed excitement about methods of instruction using group and interactive activities. Board required faculty policies were evidenced.
- Faculty communicate frequently and meet regularly. Detailed faculty minutes were reviewed.

Findings Related to Students:

- The VN program has the capacity to admit 35 students in four to five cohorts each year, depending upon the actual dates of admission during the year.
- The director states that attrition rates are 4.1% year-to-date.
- Twenty-six (26) students were available to interview.
- Students reported they enrolled in the VN program because of the strong reputation of Kaplan College. Several students were transfers from another VN program in San Antonio and stated that Kaplan College offered a more rigorous program of study. One VN student was a graduate of the Medical Assistant (MA) Program at Kaplan College and wanted to attend the VN program based upon her experiences in the MA program.
- Students expressed that employment opportunities are available to new graduates locally in long term care, clinics, rehabilitation facilities, and other healthcare settings.
- Students cited clinical experiences and the dedicated faculty as being the highlights of the program.
- Students identified Warm Springs Rehabilitation Center as the clinical affiliate offering the richest learning experiences.
- Students stated that they appreciate learning through study guides and use of advanced visual aids.
- Policies regarding student governance were unclear to the students.

Findings Related to Clinical Learning Experiences:

- The VN program has active clinical contracts with 13 affiliating agencies that provide rich clinical opportunities for the curriculum. Clinical learning experiences are offered to Kaplan College students in the following settings: long term care, long term acute care, rehabilitation settings, and clinics. In particular, the program has a long-established affiliation agreement with the Post-Acute/Warm Springs Rehabilitation Hospital.
- Clinical learning experiences occur in faculty-supervised, direct patient care, hands-on clinical settings.
- The clinical experiences are correlated with didactic content presented in the classroom.
- The clinical evaluation instruments document progression across the program and are used for formative and summative evaluations.
- Board mandated faculty-to-student ratios are maintained.

Findings Related to Facilities, Resources, and Services:

- The campus is modern and spacious, occupying 34,000 square feet in a single-purpose building with ample flat surface parking areas.
- A complete array of student services are located on the campus. Academic and personal counseling resources are available.
- The director has a private office, in close proximity to the Campus President.
- The VN program has one full-time administrative assistant.
- Faculty members have well-equipped work areas.
- Adequate ADA accessible restrooms are located in the nursing building.
- The seven VN classrooms are spacious, comfortable and adequately equipped with SMART boards and tables and chairs that encourage group activities.

Findings Related to Records and Reports:

- The program has a comprehensive Total Program Evaluation Plan (TPE) in place.
- The TPE appears to be utilized for decision-making and future planning.

DRAFT LETTER

October 23, 2014

Angie Garza, MSN, RN, Director
Vocational Nursing Education Program
Kaplan College - San Antonio
6441 NW Loop 410
San Antonio, TX 78238

Dear Ms. Garza:

At the October 23-24, 2014 meeting, members of the Texas Board of Nursing (Board) considered the report of the September 23, 2014 survey visit to the Kaplan College - San Antonio Vocational Nursing Education Program in San Antonio, Texas. It was the decision of the Board to accept the report of the survey visit and impose the conditions/requirements in the attached Board Order.

Requirements are based upon program assessment directly related to the rules that must be addressed in the manner prescribed.

If you have any questions or if we may offer assistance, please contact Board Staff at virginia.ayars@bon.texas.gov or 512-305-7660.

Sincerely,

Katherine Thomas, MN, RN, FAAN
Executive Director

copy: Liza Canchola, Campus President
Texas Workforce Commission
Accrediting Council for Independent Colleges and Schools.

BEFORE THE TEXAS BOARD OF NURSING

In the Matter of:

Kaplan College - San Antonio
Vocational Nursing Education Program
in San Antonio, Texas

ORDER OF THE BOARD

A public meeting of the Texas Board of Nursing, hereinafter referred to as the Board, was held on October 23, 2014, 333 Guadalupe, Tower II, Room 225, Austin, Texas, to consider the report of the follow-up survey visit to Kaplan College - San Antonio Vocational Nursing Education Program in San Antonio, Texas, pursuant to Section 301.157, Texas Occupations Code and 22 Tex. Admin. Code Chapter 214.

After review and due consideration of the filed materials, as well as the presentation by representatives from Kaplan College - San Antonio in San Antonio, Texas, and other interested parties, if any, the Board hereby ACCEPTS the survey visit report and imposes the following conditions/requirements:

Requirements:

1. The program shall submit for Board Staff approval an enrollment plan considering the number of qualified nursing faculty and available qualified student candidates, and clinical resources. The enrollment plan will be effective upon Board Staff approval until April 2015. The Board will reconsider any future changes to the enrollment plan following the determination of the 2014 NCLEX-PN® examination pass rate. The enrollment plan shall be submitted to Board Staff no later than November 15, 2014.
2. The program shall provide evaluation data that indicate the effectiveness of the proposed corrective measures outlined in the Self-Study Report to Board Staff no later than January 1, 2015.
3. The program shall provide evidence that policies regarding student participation in governance have been established and incorporated to Board Staff no later than November 15, 2014.

Entered this 23rd day of October, 2014

Katherine Thomas, MN, RN, FAAN
Executive Director on behalf of the
Texas Board of Nursing