

**Report of Survey Visit
 Chamberlain College of Nursing in Houston, Texas
 Baccalaureate Degree Nursing Education Program**

Summary of Request:

Consider the report of the May 24, 2016 survey visit to the Chamberlain College of Nursing Baccalaureate Degree Nursing (BSN) Education Program in Houston, Texas pursuant to the January 25, 2016 Board Order. The survey visit was conducted by Beverly Skloss, MSN, RN, Contract Program Evaluator.

Historical Perspective:

- Chamberlain College of Nursing is a part of DeVry Education Group Inc., a global provider of educational services.
- The Chamberlain College of Nursing BSN Program was approved at the January 2011 Board meeting and enrolled the first cohort of students in February 2011.
- Leslie Pafford, PhD, RN, APRN, FNP-BC was approved to serve as Program Director on December 2, 2015.
- The college is regionally accredited by the Higher Learning Commission. The BSN program is accredited by the Commission on Collegiate Nursing Education through December 31, 2024.
- The NCLEX-RN® examination pass rates for the past three (3) years are included in the table below:

Examination Year	BON Approval Status	NCLEX-RN® Examination Pass Rate	Number of First Time Candidates (Passed/Total)	Board Requirements
2016	Full with Warning	Pending		Status changed at January 2016 Board Meeting
2015	Full	66.99%	69/103	Self-study submitted due to 2014 pass rate
2014	Full	78.26%	54/69	Self-Study requested
2013	Full	87.50%	14/16	
2012	Initial	New Program		

- The Program Director and faculty members identified four (4) issues in the Self-Study Report that may have contributed to the NCLEX-RN® pass rate falling below 80%:
 - Dependence on a vendor exit exam to identify student readiness for success on the NCLEX-RN®;
 - Insufficient full-time faculty to meet the needs of the Chamberlain College of Nursing in Houston students;
 - Insufficient space for the Center for Academic Success; and
 - Insufficient student support staff for the Center for Academic Success.
- Due to the 2015 NCLEX-RN® examination pass rate of 66.99%, the approval status of the program was changed from Full Approval to Full Approval with Warning at the January 2016 Board meeting.

Summary of Survey Findings (See Attachment #1):

Pros and Cons of Survey Visit:

Pros:

- Students in Chamberlain College of Nursing have personalized attention and close monitoring with the ChamberlainCare Student Success Model.
- Students are provided additional tutoring and remediation as part of the enlarged (space and support staff) Center for Academic Success (CAS).
- A wide variety of clinical sites are available for student learning experiences.
- Students talked in detail about the faculty being readily available to help.
- Many opportunities for faculty development related to all aspects of nursing education are provided.
- The program identified the need to increase the rigor of the admission criteria and has implemented a process to do so involving faculty.

Cons:

- The NCLEX-RN® examination pass rate has been above 80% only one (1) year since the program began operation.
- There are fourteen (14) full-time faculty positions with four (4) vacant positions at the time of the survey visit.
- Students stated that sometimes there are delays in clinical start times due to faculty not being familiar with the site.

Staff Rationale for Recommendation:

Rule 215.7(b) states:

“A professional nursing education program shall employ sufficient faculty members with graduate preparation and expertise necessary to enable the students to meet the program goals.”

During the survey visit, the number of full-time faculty members was discussed and of fourteen (14) full-time faculty positions, four (4) positions were unfilled.

Staff Recommendation:

Move to accept the report of the authorized survey visit to the Chamberlain College of Nursing Baccalaureate Degree Nursing Education Program in Houston, Texas and issue the one (1) recommendation in the attached letter (see Attachment #2).

**Summary of Survey Visit
Chamberlain College of Nursing in Houston, Texas
Baccalaureate Degree Nursing Education Program**

Purpose of Survey Visit: Follow-up survey visit pursuant to the January 2016 Board Order

Date of Visit: May 24, 2016

Board Representative Conducting Survey Visit: Beverly Skloss, MSN, RN, Contract Program Evaluator.

Board Representatives met with Administration:

- Mary Yoho, PhD, RN, CNE, Senior Director Pre-licensure BSN Program
- Ann Dunlevy, MBA, BSN, RN, Senior Director Campus Operations
- Ruth Waibel, PhD, MA, RN, Senior Director, Accreditation and Professional Regulation
- Tamara Williams, RN, MSN, Dean Academic Affairs
- Dinez Swanson, DNP, RN, MS, FNP-C, Associate Dean of Faculty
- Desirae Freeze, MSN, RN, Associate Dean, Academic Operations
- Sherri Springer, BA, Director of Admissions

Board Representatives:

- Met with Leslie Pafford, PhD, RN, APRN, Campus President
- Met with the following nursing faculty:
 - Vivian Bradley, PhD(c), MS, RN
 - Edyline Comia, MAN, RN
 - Linda Green, MSN, RN
 - Carol Lavender, DNP, MSN, RN
 - Brandy Messer, MSN, RN
 - Olivia Robinson, MSN-Ed, RN
 - Mary Anne Vincent, PhD, RN, CNE, ACNS-BC
 - Kay Watkins, MSN-Ed, RN
 - Rebecca Young, MSN, RN
- Interviewed ten (10) baccalaureate degree nursing (BSN) program students;
- Reviewed the following:
 - Curriculum with all syllabi;
 - Student Handbook and Faculty Handbook;
 - Academic catalog;
 - Assignments and clinical evaluation tools;
 - Clinical affiliation agreements;
 - Minutes of committee meetings;
 - Organizational chart;
 - Budget;
 - 2015 Nursing Education Program Information Survey (NEPIS) and faculty profile;
 - Faculty and student files; and
 - Total Program Evaluation (TPE) Plan and data.
- Toured program facilities;
- Observed a class in session; and
- Conducted exit interview with Administrators and the Program Director.

Summary of Findings:

Administration and Organization:

- The Chamberlain College administrators, Senior Director of Pre-licensure BSN Programs, Senior Director of Campus Operations and Vice President of Academic Affairs, are supportive and readily available to the Program Director.
- The Board-approved Program Director is Leslie Pafford, PhD, RN, APRN, Campus President. She is well experienced in nursing education, program administration, and healthcare administration.
- Dr. Pafford has directed funded research projects in nursing education and is published in education and healthcare journals.
- During the survey visit, Administrators noted the compensation team is reviewing faculty compensation since this is a possible issue in the recruitment of qualified faculty.

Program of Study:

- The curriculum is designed to be delivered during in an eight (8) week format, with two (2) eight (8) week terms in each of three (3) equal semesters per academic year. The three (3) semester academic year allows full time pre-licensure BSN students to graduate in three (3) years, with three (3) semesters per year of continuous enrollment.
- The program is comprehensive and based upon sound educational principles, focusing on the provision of safe nursing care.
- The curriculum clearly identifies the *Differentiated Essential Competencies for Graduates of Texas Nursing Programs (DECs)* in the documents.
- Standardized testing is used throughout the program for progression, remediation, and to determine readiness for the NCLEX examination. New remediation strategies have been implemented across the curriculum.
- Health Assessment and Science courses are available in the physical classroom setting and no longer offered online.
- New safeguards have been implemented to enhance academic integrity.
- There is an online delivery option with a small number of students participating at the time of the survey visit.
- Administration and program staff have identified the need to increase the rigor of admission criteria.

Faculty:

- There are eleven (11) full-time faculty, twenty-five (25) to thirty (30) part-time faculty, and four (4) vacant full-time faculty positions. Many faculty members are highly experienced in nursing education.
- National recruitment efforts for qualified faculty to fill vacancies are ongoing.
- A new Faculty orientation/onboarding program was recently implemented to include the Center for Faculty Excellence through e-college. This is a lengthy process of Academic and Clinical orientation and orientation to each department.
- New faculty expressed their appreciation for the faculty orientation and stated they feel supported throughout the process.
- The Faculty Handbook with policies is detailed and well-written.
- Faculty stated they feel strongly supported by administration and have the time and resources to accomplish their work. They especially like the faculty development opportunities, and teamwork and caring attitude practiced by the program director, administration, and their colleagues.
- The Center for Faculty Excellence also includes abundant opportunities for faculty development as well as faculty development held on-site by experts in baccalaureate nursing education.
- Faculty are encouraged and financially supported to pursue their doctorate degree and state this is a strong incentive to continue their education.
- Faculty are engaged in regular committee meetings at a local and national level. Decision-making is well reflected in meeting minutes.

Students:

- Students are admitted three (3) times during the year in September, January, and May.
- At the time of the survey visit, four hundred forty-eight (448) students, with four hundred thirty-one (431) face-to-face students and seventeen (17) online students, were enrolled in the program as follows:
 - Year One - one hundred fourteen (114) students;
 - Year Two - two hundred eight (208) students; and
 - Year Three - one hundred twenty-six (126) students.
- Student policies are well-written and detailed.
- All students have continuous access to the Center for Academic Success. They receive remediation and tutoring when required and additional assistance as desired.
- Each student's progress is closely monitored to promote success. Communication with students is continuous to assess and guide them throughout the program as well as after completion, until success is obtained on the NCLEX-RN® exam.
- The ChamberlainCare Student Success model has all components to promote successful learning.
- Students expressed feeling fully supported by faculty and staff throughout the program.
- They stated they feel that Chamberlain College provides all the tools and resources, including readily available faculty, for a student to be successful.
- Students stated they feel some students were admitted that probably could not be successful in the nursing education program even with all of the resources in place.
- Students stated that sometimes there are delays in clinical start times due to faculty not being familiar with the site.
- During classroom teaching observation, students appeared to be fully engaged and attentive.

Clinical Learning Experiences:

- Prior to engaging in clinical learning experiences, students practice in the skills lab and participate in low, mid, and high-fidelity simulation labs.
- All clinical learning experiences correlate with didactic content.
- Clinical learning experiences and sites are abundant in all aspects of nursing care.
- Twenty-five (25) percent of clinical time is spent in high fidelity simulation.
- Students are evaluated by faculty and receive formative evaluations on a weekly basis as well as a summative evaluation at the end of each course.
- Faculty supervise students, 1:8 ratio, in all clinical settings and preceptors have not been utilized since March 2016. However, all preceptor documents are in place if needed.
- Faculty stated that clinical site staff indicate they appreciate the level of participation from Chamberlain students and that facilities like to hire their graduates because they are prepared to practice.
- During the last two (2) semesters of the program, students participate in sixteen (16) weeks of clinical time of a total of eighty (80) weeks.

Facilities, Resources, and Services:

- A full array of student services is provided online and face-to-face, including a virtual library with over three hundred (300) different resources.
- Students have twenty-four (24) hour access to a large volume of online resources and computer assistance.
- The nursing program is housed in modern buildings with nearby parking, student friendly open areas with modern technology where students can gather and study as well as private areas, and a spacious reception area.
- Classrooms are well-lit, spacious, and conducive to learning. Media equipment is available for every classroom.
- The skills labs are large and equipped with modern technology with low to mid-fidelity mannequins for teaching use by nursing faculty.

- Offices for the Program Director and faculty are appropriate for a comfortable work environment with privacy for counseling students.
- The simulation lab is state-of-the-art with dedicated nursing faculty to prepare case scenarios and monitor student learning activities.

Records and Reports:

- Faculty files provide evidence of faculty qualifications, responsibilities, and faculty evaluations.
- The Total Program Evaluation (TPE) plan is being used for decision-making as reflected in meeting minutes.
- Clinical affiliation agreements are current.
- Faculty and student records are in order and compliant with Board Rule 215.12.

DRAFT LETTER

July 25, 2016

Leslie Pafford, PhD, RN, APRN, FNP-BC
Campus President
Chamberlain College of Nursing
11025 Equity Drive
Houston, TX 77041

Dear Dr. Pafford:

At the July 21-22, 2016 meeting, members of the Texas Board of Nursing considered the findings of the May 24, 2016 survey visit to the Chamberlain College of Nursing Baccalaureate Degree Nursing Education Program in Houston, Texas. It was the decision of the Board to accept the report of the survey visit and issue the following recommendation:

Recommendation #1:

It is recommended that Chamberlain College of Nursing continue to implement identified corrective measures, including the hiring of additional full-time faculty members.

A recommendation is a specific suggestion based upon program assessment indirectly related to the rules to which the program must respond but in a method of their choosing.

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

Sincerely,

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

Copy: Dr. Susan Groenwald, President
Commission on Collegiate Nursing Education