

**Report of Survey Visit to
CyberTex Institute of Technology in Austin, Texas
Vocational Nursing Education Program**

Summary of Request:

Consider the report of the May 14, 2018 survey visit to CyberTex Institute of Technology Vocational Nursing (VN) Education Program in Austin, Texas. This survey visit was conducted by Education Consultants Susan Lee, PhD, RN, CNE and Virginia D. Ayars, EdD, MS, RN, CNE, as stipulated in the April 2018 Board Order.

Historical Perspective:

- CyberTex Institute of Technology (CIT) in Austin, Texas VN Education Program was approved at the October 2014 Board Meeting to begin operation.
- The Board Order of initial approval stated the program shall not admit more than one cohort of 30 students in the first year and two cohorts of 30 students in subsequent years, totaling not more than 60 students annually until the program achieves full approval status.
- Founded in 1999 by Iqbal Sheikh, CIT initially focused on corporate training. In early 2001, CIT opened its doors to the general public and graduated its first class in August 2001.
- CIT began operations at 5555 North Lamar Boulevard in Austin, Texas, and moved to its present location at 6300 La Calma Drive, Suite 350, Austin, Texas in 2005. In April 2008, CIT expanded its operations and opened a branch campus in Killeen, Texas.
- CIT is licensed as a career school and approved to offer programs by the Texas Workforce Commission (TWC), holding accreditation from the Council on Occupational Education (COE). The most recent COE survey visit was March 2018.
- Robbin L. Wilson, MSN, RN, current Program Director, was approved to serve in this role in October 2014. She meets all requirements of Board Rule 214.6.(f).
- The NCLEX-PN® examination pass rates for the past two years are provided in the following table:

Examination Year	BON Approval Status	NCLEX-PN® Examination Pass Rate	Number of First Time Candidates (Passed/Total)
2017	Initial	45.95%	17/37
2016	Initial	40.00%	4/10
2015	New Program	NA	NA

- Due to the NCLEX-PN® pass rates for 2016 and 2017 and the delays in submitting the Self-Study Report, the Board voted in April 2018 to change the approval status for CIT VN Education Program in Austin, Texas from Initial Approval to Conditional.
- Board Staff and representatives from the Texas Workforce Commission conducted a joint survey visit to CIT on May 14, 2018.

Summary of Survey Findings (See Attachment #1):

Concerns of Survey Visit:

- According to the 2017 Compliance Audit for Nursing Education Programs (CANEP) report submitted by the Program Director, the program has active clinical contracts with nine affiliating agencies (all long-term care) that provide clinical learning experiences. No other clinical affiliations are provided to meet the objectives and outcomes of the curriculum, such as Nursing Care of Children and Maternity Nursing. Therefore, students are not exposed to a sufficient variety of clinical learning experiences to meet the program objectives.

- Students voiced frustration regarding:
 - the potential inability to obtain employment in acute care hospitals, pediatric clinics, and maternal health facilities;
 - the lack of rigor in the program;
 - not being provided testing information, such as exam blueprints;
 - frequent, unannounced changes to the syllabi;
 - inconsistent and unannounced changes to assignment due dates;
 - lack of a variety of clinical learning experiences, as all clinical learning experiences are conducted in long-term care;
 - clinical learning experiences with no planned hands-on patient care learning activities; (Students reported that, rather than participating in direct patient care, their time was spent in individual studies while at the clinical facility.)
 - no learning opportunities in the skills/simulation lab; and
 - although the NCLEX-PN® prep course was indicated as instructor-led on the syllabus, students reported it was monitored by faculty with no faculty-student interaction or teaching.

Board Staff identified the following areas of concern for immediate attention by the program:

- Lack of hands-on clinical learning experiences for Nursing Care of Children and Maternity Nursing and ineffective utilization of the skills/simulation lab.
- Lack of student involvement in student governance to provide an avenue to resolve current student issues that were identified during the survey visit.

The Program Director was provided an opportunity to review this report and submitted a response for Board consideration (See Attachment #2).

Board Staff have provided the following rationales for the identified requirements:

Staff Rationale for Requirement #1:

Rule 214.9(e) states:

The program of study shall include, but not be limited to, the five areas described as follows: Nursing Care of Children, Maternity Nursing, Nursing Care of the Aged, Nursing Care of Adults, and Nursing Care of Individuals with Mental Health Problems. Faculty-supervised, hands-on patient care clinical learning experiences in acute and non-acute settings may include long-term care, rehabilitation settings, clinics, respite or day care settings, or other settings where the clinical objectives can be met.

In addition, Rule 214.9.(f)(3) states:

Clinical learning experiences shall be sufficient in quantity and quality to provide opportunities for students to achieve the stated outcomes.

During the survey visit interviews with the Program Director, faculty, and students, the Education Consultants identified that all clinical learning experiences throughout the program of study are offered in long-term care facilities. Students stated that broader clinical learning experiences in the program would better prepare them for opportunities for future employment.

Requirement #1:

The program shall establish clinical agreements that will ensure that students are provided clinical learning experiences in a variety of clinical settings including those that provide opportunities for nursing care of children and maternity clients. In addition, students shall have planned opportunities to practice nursing skills in the skills lab and simulation setting. The program shall provide copies of new clinical contracts with appropriate affiliating agencies, and schedules for hands-on clinical practice as well as skills lab and simulation activities to Board Staff no later than October 31, 2018.

Staff Rationale for Requirement #2:

Rule 214.8.(i) states:

Students shall have mechanisms for input into the development of academic policies and procedures, curriculum planning, and evaluation of teaching effectiveness.

During the survey visit, Board Staff were informed by students that no student governance opportunities are available to provide an avenue to resolve student issues (such as the lack of rigor in the program), not being provided testing information (such as exam blueprints), frequent unannounced changes to the syllabi, inconsistent and unannounced changes to assignment due dates, or instructor interaction during the NCLEX-PN® prep course. Students also indicated they were hesitant to report their complaints because of fear of retaliation.

Requirement #2:

The program shall ensure that student input into the program governance is encouraged and permitted without fear of retaliation. Student policies shall be developed to permit and encourage students to have a class organization that will allow for student feedback related to program issues. The program shall provide student governance policies; and evidence of student involvement in faculty/student governance (e.g., meeting minutes) to Board Staff no later than October 31, 2018.

Staff Recommendation:

Move to accept the report of the May 14, 2018 survey visit to CyberTex Institute of Technology Vocational Nursing Education Program in Austin, Texas and issue the requirements indicated in the attached letter and Board Order (See Attachment #3).

**Summary of Survey Visit to
CyberTex Institute of Technology in Austin, Texas
Vocational Nursing Education Program**

Purpose of Survey Visit: The survey visit was conducted as a Board-ordered survey visit and was a joint visit with Texas Workforce Commission (TWC) representatives.

Date of Visit: May 14, 2018

Board Staff Conducting Survey Visit: Education Consultants Susan Lee, PhD, RN, CNE, and Virginia D. Ayars, EdD, MS, RN, CNE

TWC Staff Participating in Joint Visit:

Shamona Richard, Career Schools and Colleges Program Specialist
Bill D. Ard, Region III Assistant Integrated Service Area Manager

Education Consultants met with:

- Ali Azam, Chief Administrative Officer
- Mudassir Shaikh, Corporate Finance Officer
- Robbin Wilson, MSN, RN, Vocational Nursing (VN) Program Director
- Irma Trevino, BSN, RN, VN Program Faculty
- Laurie Hall, BSN, RN, VN Program Faculty
- Kamar Thompson, MSN, RN, VN Program Faculty
- Karen Knott-Anderson, DNP, RN, VN Program Faculty
- Robert Mosser, MSN, RN, VN Program Faculty
- 25 VN Students from all three program levels

Education Consultants:

- held initial conference with administration;
- reviewed the curriculum and syllabi;
- reviewed the Student Handbook, Faculty Handbook, and Academic Catalog;
- reviewed the clinical evaluation tools and available clinical affiliation agreements;
- reviewed organizational chart and minutes of faculty meetings;
- reviewed the 2017 Nursing Education Program Information Survey (NEPIS) and Faculty Profile;
- reviewed faculty and student files;
- reviewed Total Program Evaluation (TPE) Plan and data; and
- toured program facilities.

Summary of Findings:

Administration and Organization:

- Administration verbalized administrative support for the nursing program.
- Robbin L. Wilson, MSN, RN is the Program Director who was approved to serve as Program Director in October 2014. She does not carry a teaching load.

Program of Study:

- The full-time, 16-month program of study is designed to be completed in three semesters. One cohort is admitted each fall and spring.
- The program of study includes all Board required didactic content, but not clinical content.
- *The Differentiated Essential Competencies (DECS)* (2010) are incorporated into the curriculum.
- Teaching occurs in weekday face-to-face delivery, which includes lectures with PowerPoints, audiovisuals, group reports/projects, written assignments, independent study, and lectures.

Faculty:

- Seven full-time and no adjunct faculty teach in the VN program.
- At the time of the survey visit, there were no faculty vacancies.
- Faculty are comprised of experienced nurses in the area of teaching. Faculty are diverse in content expertise and clinical backgrounds.
- VN faculty workload includes actual face-to-face time with students in theory, lab, and clinical; course or exam preparation; office hours for student conferences; and committee work.
- Faculty members are actively engaged in curriculum planning, implementation, and evaluation for their courses.
- Five faculty members were available for interview.
- Faculty policies are in place per Board requirement.
- Faculty meetings are held regularly. Minutes document faculty decision-making.
- Evaluation methods include student evaluations of instruction after each course, self and peer evaluations, and annual director-conducted evaluations of faculty.

Students:

- Each fall and spring, 30 students are admitted to the VN program. The number admitted varies based on the number of qualified applicants. For the Fall 2017 cohort, 30 students were admitted from an applicant pool of 30 qualified candidates, which currently has 20 students enrolled. The 33% attrition rate for this cohort is attributed to student failures (3), excessive absences (4), and personal reasons (3). In February 2018, 25 of 30 students in the cohort graduated from the program.
- Student policies are well-defined, written, and available to students, and include grievance, attendance, dress code, and social media. Additionally, information regarding admission/readmission, progression, graduation, student evaluations of courses and faculty, NCLEX-PN® licensure eligibility, withdrawal/dismissal, and criminal background checks are also available to students.
- Twenty-five students from all three semesters (freshman, junior, and senior) were available for interview. The majority of the students interviewed indicated they plan to stay in the community after graduation.
- Students interviewed said they chose this program as the program has a good reputation, and they could be admitted quickly.
- Students expressed that they are not satisfied with:
 - the potential inability to obtain employment in acute care hospitals, pediatric clinics, and maternal health facilities;
 - the lack of rigor in the program;
 - not being provided testing information, such as exam blueprints;

- frequent, unannounced changes to the syllabi;
- inconsistent and unannounced changes to assignment due dates;
- the lack of a variety of clinical learning experiences, as all clinical learning experiences are conducted in long-term care;
- clinical learning experiences with no planned hands-on patient care learning activities; (Students reported that, rather than participating in direct patient care, their time was spent in individual studies while at the clinical facility.)
- the NCLEX-PN® prep course was identified as instructor-led on the syllabus, however, students reported the course was monitored by faculty with no faculty-student interaction or teaching; and
- the quality of instruction.
- Students shared that the faculty and administration are retaliatory and unsupportive. Students voiced concerns about retaliation when faculty evaluations were poor.
- Students stated they had been cautioned by the Program Director about reporting complaints to the Board.

Clinical Learning Experiences:

- The program has active clinical contracts with nine affiliating agencies (all long-term care) that provide clinical learning experiences. There are no other clinical affiliations to meet the objectives and outcomes of the curriculum for other age groups or to provide a variety of experiences, such as Nursing Care of Children or Maternity Nursing.
- Nursing Care of Children clinical learning experiences are limited to an on-campus program-led, community health fair lasting three hours. Students are awarded extra credit for bringing their children to be assessed by other students. For Maternity Nursing, students in the program who are pregnant are assessed by their classmates.
- The VN students stated they had not utilized the skills/simulation lab although the program has a skills lab, which is equipped with seven medium-fidelity mannequins, task-trainers, seven hospital beds, medication dispensers, and a crash cart. A maintenance man was repairing the hot water heater at the time of the visit.
- Faculty stated they provide supervision during clinical learning experiences and maintain Board required ratios, although students reported faculty are not consistently available during clinical learning experiences.
- Criteria for selecting clinical agencies are well-defined.
- The clinical evaluation tools include formative and summative evaluations throughout the program, are progressive, based upon course content, and incorporate the DEC's.

Facilities, Resources, and Services:

- Facilities include restrooms, faculty and student lounges, and study areas. A testing center, computer testing room, counseling, and financial aid are available on campus. Students have 24-hour access to online resources.
- There is ample, open parking available adjacent to the program building.
- The Program Director and full-time faculty have furnished offices. The Program Director has a private office while some of the faculty share offices.
- The two VN program classrooms and the seven-bed nursing skills laboratories are spacious and equipped with several mannequins and task-trainer models for instructional purposes. However, students stated the skills labs are not utilized for learning activities.
- A program assistant provides adequate secretarial support to the VN program.
- The Program Director indicated that resources are adequate to meet teaching needs.

Records and Reports:

- Faculty files provide verification of faculty licensing, curricula vitae, employment applications, official transcripts, and certifications.
- Student files include applications; signed Student Handbook, confidentiality and honor code receipts; clearance of criminal background checks; applications; transcripts; certifications; immunizations; and counseling.
- The budget includes faculty salaries; travel; faculty and staff development; library books, subscriptions and periodicals; and office supplies.
- The program has a Total Program Evaluation (TPE) Plan, which includes organization and administration of program; philosophy/mission and objectives/outcomes; program of study, curriculum, and instructional technology; educational facilities, resources, and services; affiliating agencies and clinical learning activities; student achievement; graduate outcomes; graduate nursing competence; faculty performance; extension sites; and total evaluation plans, methods, and instruction.
- Student files contain all documents and are locked and stored in a secure area as required in Rule 214.12.
- Clinical affiliation agreements are current.

DRAFT LETTER

July 19, 2018

Robbin L. Wilson, MSN, RN, Director
Vocational Nursing Education Program
CyberTex Institute of Technology
6300 La Calma Drive, Suite 350
Austin, TX 78752

Dear Ms. Wilson:

At the July 19, 2018 meeting, members of the Texas Board of Nursing (Board) considered the report of the May 14, 2018 survey visit to CyberTex Institute of Technology Vocational Nursing Education Program in Austin, Texas. It was the decision of the Board to accept the report of the May 14, 2018 survey visit to CyberTex Institute of Technology Vocational Nursing Education Program in Austin, Texas and impose the requirements in the attached Board Order.

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

If you have any questions, please contact Board Staff at Virginia.ayars@bon.texas.gov or 512-305-7660

Sincerely,

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

copy: Iqbal Sheikh, President and CEO
Council on Occupational Education
Texas Workforce Commission

BEFORE THE TEXAS BOARD OF NURSING

ORDER OF THE BOARD

In the Matter of:
CyberTex Institute of Technology
Vocational Nursing Education Program
In Austin, Texas

A public meeting of the Texas Board of Nursing, hereinafter referred to as the Board, was held on July 19, 2018, 333 Guadalupe, Tower II, Room 225, Austin, Texas, to consider the report of the May 14, 2018 survey visit to CyberTex Institute of Technology Vocational Nursing Education Program in Austin, Texas, pursuant to Section 301.157, Texas Occupations Code and 22 Tex. Admin. Code Chapter 214, based upon compliance with Rule 214.

After review and due consideration of the filed materials, the Board hereby ACCEPTS the report of the Board-ordered survey visit to CyberTex Institute of Technology Vocational Nursing Education Program in Austin, Texas and hereby imposes the following requirements:

Requirements:

1. The program shall establish clinical agreements that will ensure that students are provided clinical learning experiences in a variety of clinical settings including those that provide opportunities for nursing care of children and maternity clients. In addition, students shall have planned opportunities to practice nursing skills in the skills lab and simulation setting. The program shall provide copies of new clinical contracts with appropriate affiliating agencies, and schedules for hands-on clinical practice as well as skills lab and simulation activities to Board Staff no later than October 31, 2018.
2. The program shall ensure that student input into the program governance is encouraged and permitted without fear of retaliation. Student policies shall be developed to permit and encourage students to have a class organization that will allow for student feedback related to program issues. The program shall provide student governance policies; and evidence of student involvement in faculty/student governance (e.g., meeting minutes) to Board Staff no later than October 31, 2018.

Entered this 19th day of July, 2018

Katherine A. Thomas, MN, RN, FAAN
Executive Director
On Behalf of the Texas Board of Nursing