|  |
| --- |
| Institutional Effectiveness Plan |
| Program Completion (ACEN) |
| ACADEMICYEAR | **PROGRAM** |
| Level 1 | Level 2 | Level 3 | **OVERALL** |
| 2015-2016 | **71.0%** | **50.0%** | **92.9%** | **72.6%** |
| 2016-2017 | **66.9%** | **88.9%** | **100.0%** | **71.1%** |
| 2017-2018 | **55.0%** | **44.4%** | **95.2%** | **62.9%** |
| 2018-2019 | **68.2%** | **75.0%** | **96.3%** | **71.9%** |
| Program Completion (Internal) |
| ACADEMICYEAR | **ADN** | **BSN** | **RNBSN** | **OVERALL** |
| **LPN 2** | **LPN 3** | **Other** | **Tot** | **GE-only 1st Sem** | **LPN 2** | **LPN 3** | **Other** | **Tot** |
| 2015-2016 |  | **93%** | **88%** | **90%** |  |  |  |  |  | **0%** | **88%** |
| 2016-2017 | **100%** | **100%** | **76%** | **79%** |  |  |  |  |  | **50%** | **78%** |
| 2017-2018 | **86%** | **100%** | **64%** | **71%** |  |  |  |  |  | **20%** | **70%** |
| 2018-2019 | **57%** | **97%** | **71%** | **73%** |  |  |  |  |  | **42%** | **72%** |
| Learner Population (Average Per Semester) |
| ACADEMICYEAR | **ADN** | **BSN** | **RNBSN** | **OVERALL** |
| 2015-2016 | **191** |  | **4** | **195** |
| 2016-2017 | **239** |  | **5** | **244** |
| 2017-2018 | **317** | **9** | **16** | **342** |
| 2018-2019 | **320** | **247** | **18** | **585** |
| Retention |
| ACADEMICYEAR | **ADN** | **BSN** | **RNBSN** | **OVERALL** |
| 2015-2016 | **85%** |  | **50%** | **84%** |
| 2016-2017 | **87%** |  | **63%** | **87%** |
| 2017-2018 | **91%** | **74%** | **76%** | **89%** |
| 2018-2019 | **90%** | **86%** | **85%** | **88%** |
| HESI Exit |
| ACADEMICYEAR | **ADN** | **BSN** |
| **LPN 2** | **LPN 3** | **Other** | **Total** | **LPN 2** | **LPN 3** | **Other** | **Total** |
| 2017-2018 | **860** | **856** | **767** | **794** |  |  |  |  |
| 2018-2019 | **891** | **895** | **837** | **858** | **801** | **920** |  | **880** |
| NCLEX |
| ACADEMICYEAR | **First-Time Pass** | **Overall Pass** |
| **LPN 2** | **LPN 3** | **Other** | **Total** | **LPN 2** | **LPN 3** | **Other** | **Total** |
| 2015-2016 | **38%** | **78%** | **49%** | **51%** | **100%** | **100%** | **88%** | **90%** |
| 2016-2017 | **33%** | **73%** | **47%** | **52%** | **83%** | **93%** | **82%** | **85%** |
| 2017-2018 | **43%** | **76%** | **41%** | **50%** | **86%** | **87%** | **72%** | **76%** |
| 2018-2019 | **58%** | **85%** | **54%** | **61%** | **65%** | **94%** | **70%** | **74%** |
| All-Time | **49%** | **76%** | **50%** | **56%** | **76%** | **93%** | **79%** | **84%** |
| Placement |
| ACADEMICYEAR | **ADN** | **BSN** | **RNBSN** |
| 2015-2016 | **80%** |  | **100%** |
| 2016-2017 | **80%** |  |  |
| 2017-2018 | **79%** |  | **100%** |
| 2018-2019 | **64%** |  | **100%** |
| SUMMARY/ANALYSIS |
| * Program Completion (ACEN)
	+ Learners who graduate within 150% completion time, according to ACEN.
	+ After a dip in 2017-2018, we are back on the rise across the board
* Program Completion (Internal)
	+ Learners who ever graduate, who’s 150% completion time falls under each Academic Year
* Learner Population
	+ Total term enrollments during Academic Year (non-unique, meaning if 1 learner was enrolled all 3 semesters, they would be counted 3x)
	+ Our population nearly doubled in size year-over-year, with our BSN program really taking off.
* Retention
	+ Learners who continue towards graduation
	+ We had a very slight dip in retention this year, but general upward trend over time.
* HESI Exit
	+ Average HESI Exit score by program
	+ Note that BSN only has 3 total HESI Exit scores
	+ We showed a great improvement year-over-year for ADN
* NCLEX
	+ Our first-time pass rate is slowly improving
	+ Overall pass rate is deceiving and will improve over time as more learners re-attempt.
	+ LPN 2s have not shown much distinction between Others as of yet, however we only have 59 total LPN 2s so far who have attempted NCLEX.
	+ LPN 3s consistently outperform all other groups, with a large sample of 188 learners.
* Placement
	+ Similar to NCLEX Overall rate, Placements will continue to improve over time as well.
 |
| ACTION PLAN |
| * Breakout of the ACEN and LPN to LPN 3 metrics for completion.
* Starting in January until the program switch in ADN we are targeting LPN learners for that program, admitting already held LPN or significant advanced placement.
* Expanding the work on LPN Exit and NCLEX to aid in the restructure of the ADN.
* Detail the work being done to promote persistence to completion from pre-req work to LPN (looking at overall completion of program past anticipated completion goals).
* ADN restructure to include LPN progress through to ADN. Involves new curriculum paths, structure for support, and benchmarks for success.
* Continued work on refining the remediation plans, tutoring, NCLEX Coach structure, and LALR support processes to encourage retention and academic success.
 |
| GOAL |
| * Program Completion – 70%
* Learner Pop – Shift in the breakout to identify the average per-semester population trending in a given year and include year over year variance. 75% increase.
* Retention – 80%, structured to account for new policies, structures, programs, and requirements.
* HESI EXIT – 850
* NCLEX – All-time: 86%. 2019-2020: 75% by Nov 1, 2020, 85% by July 1, 2021
* Placement – 75% by Nov. 1, 2020, 85% by July 1, 2021
 |

|  |
| --- |
| Institutional Effectiveness Plan |
| Learner Experience Satisfaction |
| ACADEMICYEAR | **Net Promotor Index OVERALL** |
| 2015-2016 | **.33** |
| 2016-2017 | **.24** |
| 2017-2018 | **-.07** |
| 2018-2019 | **-.06** |
| Program Satisfaction |
| ACADEMICYEAR | **SUBJECT** |
| **OVERALL** | **LEADERS** | **NES ADMIN** | **FINANCL****AID** | **LEARNER****ACCTS** | **LALR & LCAS** | **AC. TECH** |
| 2018 | **3.5** | **3.4** | **3.6** | **3.7** | **3.7** | **3.8** | **3.8** |
| 2019 | **3.9** | **3.8** | **4.0** | **3.9** | **3.8** | **3.8** | **3.9** |
| Starts from Referrals |
| ACADEMIC YEAR | **STARTS** |
| **Boi** | **Brig** | **Cedar** | **Chey** | **Drap** | **Evan** | **IdFa** | **Lara** | **Vegas** | **Nephi** | **OgdnRoy** | **Onlin** | **Poca** | **St.G** | **TwFa** | **Wyo** | **Total** |
| 2015-2016 |  |  |  |  |  |  |  |  |  |  | **25** |  | **14** | **11** | **5** | **2** | **57** |
| 2016-2017 |  |  |  |  |  |  |  |  |  |  | **40** |  | **41** | **22** | **23** | **8** | **134** |
| 2017-2018 | **6** |  | **4** | **5** |  | **3** | **8** | **5** |  |  | **36** |  | **26** | **61** | **54** |  | **208** |
| 2018-2019 | **56** | **1** |  | **21** | **12** | **11** |  | **5** | **42** |  | **26** |  | **39** | **121** | **24** |  | **358** |
| SUMMARY/ANALYSIS |
| * NPI
	+ Prompt: Based on your experience over the current semester, how likely would you be to recommend Nightingale College to a friend, family member, or colleague?
	+ Answers: Likert Scale, 5 = Definitely would recommend thru 1 = Definitely would not recommend
	+ Promotor = Definitely would recommend, Neutral = Would recommend, Detractor = Maybe, would not, or definitely would not recommend
	+ $\frac{Promotors-Detractors}{Promotors+Detractors+Neutral}$
	+ Definition/calculation changed between 2016 and 2017, to push our goal to ‘definitely would recommend’, rather than just ‘would recommend’
	+ We showed a slight increase year over year
* Program Satisfaction
	+ Prompt: Rate your experience with Nightingale College for each subject
	+ Answers: Likert Scale, 5 = Very satisfied thru 1 = Very dissatisfied
	+ Our average satisfaction scores are up almost across the board, and very near to an average score of 4, ‘satisfied’.
* Starts from Referrals
	+ Starts used instead of Referrals, because we have tracked Starts much more consistently.
	+ Different Wyoming DDCs were not broken out individually until 2017-2018. The stats prior to then are all together under ‘Wy’
	+ 2015-2016 Academic Year data only available for Spring and Summer
	+ Overall, we’ve been close to doubling Starts from Referrals YoY.
	+ Boise, Vegas, Pocatello, and St. George were our highest performing DDCs this year.
 |
| ACTION PLAN |
| * Add referral levels, broken down by DDC.
* For 2019-2020, add Continuance program over program as an additional metric in the coming year, baseline data.
 |
| GOAL |
| * NPI – 0
 |

|  |
| --- |
| Institutional Effectiveness Plan |
| Self-Reported Growth |
| Year | **Collaborators** | **Turnover Rate** | **Average Length of Service – Years** |
| **New** | **Continuing** | **Total** | **YoY** | **90-Day** |
| 2015 | **15** | **27** | **42** |  | **0%** | **2** |
| 2016 | **29** | **41** | **70** | **2.4%** | **1.4%** | **1.9** |
| 2017 | **43** | **54** | **97** | **22.9%** | **0%** | **2** |
| 2018 | **70** | **71** | **141** | **26.8%** | **1.4%** | **1.9** |
| 2019 | **81** | **102** | **183** | **27.7%** | **10.4%** | **1.7** |
| SUMMARY/ANALYSIS |
| * Calculated for each year, as of Dec 31 (YTD for 2019).
* We have been growing fast, and with that have come some growing pains.
* This year especially we have seen a much higher 90-Day Turnover Rate.
 |
| ACTION PLAN |
| * Focus renewed on selection process to improve/reduce 90-day turnover rate
* Moving to engage a recruiting partner to support our interview and hiring process
* Continued focus on “right-sizing” individual functions and alignment process
* Focus on solidifying new frameworks from the current year into the collaborator experience
 |
| GOAL |
| * YoY Turnover Rate – 20%
* 90-Day Turnover Rate – Not enough information yet
 |

|  |
| --- |
| Institutional Effectiveness Plan |
| Education Deserts Addressed |
| ACADEMICYEAR | **STATE** | **TIER 1** | **TIER 2** | **TIER 3** | **TOTAL** |
| **N** | **Ngale** | **%** | **N** | **Ngale** | **%** | **N** | **Ngale** | **%** | **N** | **Ngale** | **%** |
| 2017-2018 | **Utah** | **16** | **4** | **25%** | **6** | **0** | **0%** | **21** | **1** | **5%** | **43** | **5** | **12%** |
| **Idaho** | **5** | **3** | **60%** | **3** | **1** | **33%** | **6** | **0** | **0%** | **14** | **4** | **29%** |
| **Wyom** | **2** | **1** | **50%** |  |  |  | **3** | **1** | **33%** | **5** | **2** | **40%** |
| 2018-2019 | **Utah** | **16** | **5** | **31%** | **6** | **0** | **0%** | **21** | **1** | **5%** | **43** | **6** | **14%** |
| **Idaho** | **5** | **3** | **60%** | **3** | **1** | **33%** | **6** | **0** | **0%** | **14** | **4** | **29%** |
| **Wyom** | **2** | **2** | **100%** |  |  |  | **3** | **1** | **33%** | **5** | **3** | **60%** |
| **Nevada** | **1** | **0** | **0%** | **4** | **1** | **25%** | **3** | **0** | **0%** | **8** | **1** | **13%** |
| SUMMARY/ANALYSIS |
| * Based on Reed’s Education Deserts data and his assigned Tiers.
	+ Tier 1 = Medium cities (population between 30-90k)
	+ Tier 2 = Large cities (population >90k)
	+ Tier 3 = Small cities (population <30k)
* 2018-2019 added:
	+ Las Vegas, NV – Tier 2
	+ Casper, WY – Tier 1
	+ Logan, UT – Tier 1
* 2019-2020 so far:
	+ Colorado Springs, CO – Tier 2
	+ Boulder, CO – Tier 2
	+ Dodge City, KS – Tier 3
	+ Manhatten, KS – Tier 1
	+ Lancaster, PA – Tier 1
	+ DuBois, PA – N/A
 |
| ACTION PLAN |
| * Breakout by states we operate in.
* Looking to include a DDC scorecard in the coming year to also indicate the health and service provided in that DDC location.
 |
| GOAL |
| * Not enough information to set meaningful goals by tier
 |