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| Institutional Effectiveness Plan | | | | | | | | | | | | | | | | | | | | | | | | |
| Program Completion (ACEN) | | | | | | | | | | | | | | | | | | | | | | | | |
| ACADEMIC  YEAR | **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) | | | | | | | | | | | | | | | | | | | | | | | | |
| ACADEMIC  YEAR | **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) | | | | | | | | | | | | | | | | | | | | | | | | |
| ACADEMIC  YEAR | **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 | | | | | | | | | | | | | | | | | | | | | | | | |
| ACADEMIC  YEAR | **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 | | | | | | | | | | | | | | | | | | | | | | | | |
| ACADEMIC  YEAR | **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 | | | | | | | | | | | | | | | | | | | | | | | | |
| ACADEMIC  YEAR | **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 | | | | | | | | | | | | | | | | | | | | | | | | |
| ACADEMIC  YEAR | | **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 | | | | | | | | | | | | | | | | | | | | | | | | |

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| Institutional Effectiveness Plan | | | | | | | | | | | | | | | | | | | | | | | |
| Learner Experience Satisfaction | | | | | | | | | | | | | | | | | | | | | | | |
| ACADEMIC  YEAR | **Net Promotor Index OVERALL** | | | | | | | | | | | | | | | | | | | | | | |
| 2015-2016 | **.33** | | | | | | | | | | | | | | | | | | | | | | |
| 2016-2017 | **.24** | | | | | | | | | | | | | | | | | | | | | | |
| 2017-2018 | **-.07** | | | | | | | | | | | | | | | | | | | | | | |
| 2018-2019 | **-.06** | | | | | | | | | | | | | | | | | | | | | | |
| Program Satisfaction | | | | | | | | | | | | | | | | | | | | | | | |
| ACADEMIC  YEAR | **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   + 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 | | | | | | | | | | | | | | | | | | | | | | | |

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| 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 | | | | | | |

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| Institutional Effectiveness Plan | | | | | | | | | | | | | |
| Education Deserts Addressed | | | | | | | | | | | | | |
| ACADEMIC  YEAR | **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 | | | | | | | | | | | | | |