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| Institutional Effectiveness Plan |
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| SUMMARY/ANALYSIS |
| * Program Completion   + Active Learners excluded   + In Progress years, particularly the most recent years, will continue to rise     - This is especially true for BSN. The Grad Rate is skewed heavily downward because only Graduates and Withdrawals are counted. Until more time passes and more learners have a chance to graduate, this will continue to remain the case. * 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 continues to grow rapidly, especially BSN. * Retention   + Learners who continue towards graduation   + So far for 2019-2020 we are looking great * HESI Exit   + Average HESI Exit score by program   + We are up across the board so far in 2019-2020   + LPNs show a significant difference * NCLEX   + Our first-time pass rate is slowly improving   + Overall pass rate is deceiving and will improve over time as more learners re-attempt.   + LPNs show a significant difference * Placement   + Similar to NCLEX Overall rate, Placements will continue to improve over time as well. |
| ACTION PLAN |
| * 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. * Late-work remediation policy change * NCSBN practice tests implemented * Effective January 2020, expanded learning resources * Redesigning course audit process |
| 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 – 900 * 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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| 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 big increase overall so far for 2019-2020.   + ADNs much less likely to recommend, which is not surprising given our program changes. * 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 holding steady, very near to an average score of 4, ‘satisfied’. * Starts from Referrals   + Starts from Referrals used instead of Total Referrals, because we have tracked Starts much more consistently.   + Chart shows the totals only. Still working on a way to better visualize with all DDCs.   + Our first figures for 2019-2020 will be available soon and will be added |
| 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 |
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| SUMMARY/ANALYSIS |
| * No change yet since Fall IEP. * Calculated for each year, as of Dec 31 (As of October 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 |
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| SUMMARY/ANALYSIS |
| * 2019-2020 DDCs added so far:   + Colorado Springs, CO   + Dodge City, KS   + Manhattan, KS   + Lancaster, PA   + DuBois, PA * Upcoming for Summer 2020   + Anchorage, AK   + Boulder, CO   + Ames, IA |
| 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 |