Report of Survey Results:
Exit Survey

Associate Degree in Nursing

Report Generated: December 18, 2019
For All Graduates between July 1, 2018, and June 30, 2019
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General Information

Presented in this report are results from the exit survey.

**Exit Survey:** The exit survey collects information regarding the graduates’ current employment status, future educational plans, their achievement of specific goals and Excelsior College’s impact on those goals, their level of satisfaction with the College, importance and satisfaction with resources provided at Excelsior College, their achievement of general education outcomes, and achievement of the program’s student learning outcomes. The survey also solicits graduates’ perceptions of program strengths and suggestions for change.

Questions related to the exit survey or to the design and production of this report may be addressed to the Director of Institutional Effectiveness.

**Interpreting Results:** Care should be taken in interpreting survey results. Survey results can be affected by self-selection bias, in which persons with certain characteristics or opinions are more likely to respond. Particular caution should be taken when the numbers of responses are small because results may be skewed.

Please consider the following guidelines when interpreting survey data:

- **Means:** When results are expressed in a chart or table of means, please note the range of values and their meanings, which are listed in a footnote below the chart or table. In general, mean values of 4 or higher on a 6-point Likert scale are considered positive. Similarly, a mean value of 5 or higher is considered positive on a 7-point scale. Throughout the report, means are calculated only for Likert-type items that received five or more responses.

- **Standard deviations:** Wherever mean values are presented, please also consider the standard deviations (SD) that accompany them. Standard deviation is a measure of variability in the response to a survey item, such that a small SD indicates less variation (more agreement) among respondents.

- **Frequency tables:** As noted above, means are calculated only for Likert-type items that received five or more responses. If fewer than five were received, responses will be displayed in frequency tables, with a numerical count provided for each response. Where charts display survey items in pairs (such as ratings of program outcomes), both items will be displayed in a frequency table if either received fewer than five responses.

**Notes:**

The graduation dates appearing on the cover of this report represent the requested report period. The dates appearing in the Sample section on page 2 indicate the range of graduation dates among actual survey respondents.

The following symbol may appear in this report:

^ Denotes that one or more survey items displayed in a chart or table expired during the report period and so were not asked of all respondents. An explanatory footnote to this effect has been included beneath charts and tables where this symbol may appear.
Exit Survey Results

Sample

The exit survey was sent to 854 Associate Degree in Nursing graduates. A total of 191 responded, resulting in a response rate of 22.4%. Respondents to the survey graduated between July 2018 and June 2019.

Gender: (N = 190)

- Female 79.5%
- Male 20.5%

Ethnicity: (N = 190)

- White 58.4%
- Black or African American 28.4%
- Asian 5.8%
- Hispanic 3.2%
- Two or More Races 2.6%
- American Indian or Alaska Native 1.1%
- Native Hawaiian or Other Pacific Islander 0.5%

Which of the following best describes your Excelsior College experience? (N = 189)

- A combination of transferred credits and EC exams 22.2%
- EC exams (UExcel Excelsior College Examinations) 22.2%
- EC online courses 20.6%
- A combination of transferred credits and EC courses 16.9%
- A combination of EC courses and EC exams 15.9%
- Credits transferred from other institutions 2.1%

Employment and Professional Affiliations

Are you currently employed? (N = 190)

- Yes, full time 88.9%
- Yes, part time 7.4%
- No, seeking employment 3.7%
In what field are you employed? (N = 183)

- Nursing 83.6%
- Health Care (non-nursing) 10.9%
- Public Safety 1.6%
- Emergency Management 1.1%
- Other 1.1%
- Government (employee or contractor) 0.5%
- Insurance 0.5%
- Public Health 0.5%

Those who identified their field of employment as “Other” listed the following fields:

- Flight Paramedic
- Respiratory Therapy and just took a full-time RN position

Is this field related to the degree you earned at Excelsior College? (N = 183)

- Yes 86.9%
- No 13.1%

In which of the following health care settings do you currently work? (N = N/A) This survey question was discontinued in July 2015.

No data are available for this survey question during the specified report period.

Those who classified their work settings in the “Other” category listed the following health care settings:

- N/A

What is the title of your current position? (N = N/A) This survey question was discontinued in July 2015.

No data are available for this survey question during the specified report period.

Those who indicated their title was in the category “Other” provided the following titles:

- N/A
Where do you currently work? (N = 0) This survey question was discontinued in July 2015.

- None Reported

Are you a member of any professional organizations? (N = 191)

- Yes 24.1%
- No 75.9%

In which of the following professional organizations are you a member?

Note: Graduates may select more than one organization, so the total of all percentages above may exceed 100%.
Graduates also reported membership in the following organizations:

- American Academy of Physician Assistants, American College of Physicians, PAs For Tomorrow, American Geriatrics Society, Washington Academy of Physician Assistants
- American Academy of Professional Coders (AAPC)
- ASCP
- Casualty Actuarial Society
- Facility Nurse Practice Council
- IAFF
- International Flight Paramedic Association

**Future Educational Plans**

Are you planning or considering enrollment in any educational program now that you have completed your Excelsior College degree? (N = 184)

- No 14.1%
- Yes, a bachelor’s program 72.3%
- Yes, graduate courses 1.1%
- Yes, a master's program 9.8%
- Other 2.7%

Those who planned or considered enrolling in programs in the “Other” category listed the following programs:

- N/A

If Excelsior College offers the program you are interested in, would you consider re-enrolling? (N = 182)

- Yes 37.9%
- Maybe 30.8%
- No 31.3%

Graduates identified the following programs of interest:

- BA in nursing
• bachelor or science in Nursing
• Bachelor’s degree program
• ban
• BSC
• BSN (n=31)
• BSN and MSN
• BSN, MSN
• DNP - nurse practitioner doctorate
• Msn (n=3)
• Nurse practitioner
• Nurse Practitioner program
• Nursing (n=3)
• Psych NP
• RN to BSN (n=5)
• Yes
Career and Educational Goals

Please indicate the extent to which you have achieved each goal and the extent to which Excelsior College had an impact on your achievement. (Mean ratings)

- Meet requirements for current position: 4.49 (n=107, SD=1.84) Achievement, 5.44 (n=109, SD=1.12) Impact
- Meet requirements for certification: 4.77 (n=121, SD=1.61) Achievement, 5.34 (n=120, SD=1.09) Impact
- Update knowledge and skills: 4.82 (n=137, SD=1.53) Achievement, 5.31 (n=137, SD=1.01) Impact
- Personal enrichment: 4.60 (n=136, SD=1.71) Achievement, 5.26 (n=143, SD=1.07) Impact
- Prepare for transition to a new job: 4.52 (n=132, SD=1.72) Achievement, 5.12 (n=135, SD=1.20) Impact
- Access new job opportunities: 4.74 (n=136, SD=1.67) Achievement, 4.96 (n=133, SD=1.38) Impact

Likert scale: Achievement: 1 = Not at all achieved, 6 = Completely achieved
Likert scale: Excelsior College Impact: 1 = No impact, 6 = Great impact
Aspects of the Excelsior College Experience

Please indicate how important each aspect of the Excelsior College experience was to you and how satisfied you were with it. (Mean ratings)

Academic Aspects:

<table>
<thead>
<tr>
<th>Aspect</th>
<th>Satisfaction</th>
<th>Importance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Multiple options for credits (exams, online courses, prior learning assessment)</td>
<td>5.11 (n=135, SD=1.31)</td>
<td>5.40 (n=134, SD=1.12)</td>
</tr>
<tr>
<td>Acceptance of credits earned elsewhere</td>
<td>5.11 (n=130, SD=1.34)</td>
<td>5.68 (n=128, SD=0.71)</td>
</tr>
<tr>
<td>Availability of online courses to meet degree requirements</td>
<td>5.07 (n=127, SD=1.33)</td>
<td>5.65 (n=126, SD=0.70)</td>
</tr>
<tr>
<td>Clear instructions to register for courses</td>
<td>4.99 (n=134, SD=1.37)</td>
<td>5.39 (n=132, SD=1.12)</td>
</tr>
<tr>
<td>Quality of faculty</td>
<td>4.95 (n=128, SD=1.39)</td>
<td>5.49 (n=129, SD=1.07)</td>
</tr>
<tr>
<td>Clear instructions to register for examinations</td>
<td>4.95 (n=127, SD=1.39)</td>
<td>5.39 (n=127, SD=1.08)</td>
</tr>
<tr>
<td>Variety of courses available for electives</td>
<td>4.91 (n=109, SD=1.60)</td>
<td>5.04 (n=108, SD=1.55)</td>
</tr>
<tr>
<td>Quality of advisement</td>
<td>4.87 (n=127, SD=1.43)</td>
<td>5.53 (n=126, SD=0.94)</td>
</tr>
<tr>
<td>Availability of examinations to meet degree requirements</td>
<td>4.75 (n=131, SD=1.71)</td>
<td>5.51 (n=130, SD=1.07)</td>
</tr>
<tr>
<td>Advisor communication with students</td>
<td>4.72 (n=127, SD=1.50)</td>
<td>5.38 (n=128, SD=1.06)</td>
</tr>
<tr>
<td>Advisor assistance in planning program of study</td>
<td>4.70 (n=124, SD=1.53)</td>
<td>5.34 (n=125, SD=1.08)</td>
</tr>
<tr>
<td>Quality of degree program</td>
<td>4.62 (n=136, SD=1.46)</td>
<td>5.57 (n=134, SD=0.89)</td>
</tr>
<tr>
<td>Clarity of program requirements</td>
<td>4.38 (n=137, SD=1.68)</td>
<td>5.53 (n=133, SD=0.97)</td>
</tr>
</tbody>
</table>

Likert scale: Satisfaction: 1 = Not at all satisfied, 6 = Very satisfied
Likert scale: Importance: 1 = Not at all important, 6 = Very important
### Other Aspects:

<table>
<thead>
<tr>
<th>Service</th>
<th>Satisfaction</th>
<th>Importance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Technical support</td>
<td>4.75 (n=95, SD=1.57)</td>
<td>4.81 (n=96, SD=1.52)</td>
</tr>
<tr>
<td>Excelsior College Library</td>
<td>4.64 (n=104, SD=1.53)</td>
<td>4.39 (n=108, SD=1.59)</td>
</tr>
<tr>
<td>My Excelsior Community</td>
<td>4.61 (n=97, SD=1.62)</td>
<td>4.55 (n=100, SD=1.69)</td>
</tr>
<tr>
<td>Excelsior’s Online Writing Lab (OWL)</td>
<td>4.61 (n=84, SD=1.71)</td>
<td>4.54 (n=85, SD=1.77)</td>
</tr>
<tr>
<td>Excelsior College online tutoring services</td>
<td>4.38 (n=84, SD=1.69)</td>
<td>4.49 (n=87, SD=1.71)</td>
</tr>
<tr>
<td>Availability of financial aid</td>
<td>4.12 (n=88, SD=2.02)</td>
<td>5.02 (n=93, SD=1.57)</td>
</tr>
<tr>
<td>Cost of attendance</td>
<td>4.11 (n=131, SD=1.67)</td>
<td>5.55 (n=132, SD=0.91)</td>
</tr>
<tr>
<td>Clinical Performance in Nursing Examination (CPNE tutoring)</td>
<td>4.08 (n=125, SD=1.83)</td>
<td>5.43 (n=122, SD=1.16)</td>
</tr>
</tbody>
</table>

Likert scale: Satisfaction: 1 = Not at all satisfied, 6 = Very satisfied
Likert scale: Importance: 1 = Not at all important, 6 = Very important
## Nursing Policies and Requirements

Please indicate your level of agreement with the following statements. \( \text{(N = 153)} \)

<table>
<thead>
<tr>
<th>Statement</th>
<th>Agreement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Technology requirements for distance learning were clearly and accurately communicated</td>
<td>( 4.97 \quad 1.37 )</td>
</tr>
<tr>
<td>Changes in policies, procedures, and program information were clearly communicated</td>
<td>( 4.74 \quad 1.55 )</td>
</tr>
<tr>
<td>Changes in policies, procedures, and program information were consistently communicated in a timely manner</td>
<td>( 4.65 \quad 1.56 )</td>
</tr>
</tbody>
</table>

Likert scale: 1 = Strongly disagree, 6 = Strongly agree

\(^\wedge \text{If this symbol appears next to a question above, the question expired during the report period} \)

**Information related to technology requirements was: (check all that apply)** (This question was added to the survey in January 2014 and discontinued in July 2015. Percentages are based on all survey respondents.)

- N/A

**Information related to policies specific to distance education was: (check all that apply)** (This question was added to the survey in January 2014 and discontinued in July 2015. Percentages are based on all survey respondents.)

- N/A
General Education Outcomes

Please indicate the degree to which you believe you have achieved each of these outcomes. (N = 124 - 127)

<table>
<thead>
<tr>
<th>Statement</th>
<th>Mean</th>
<th>SD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Utilize information effectively in an ethical and legal manner</td>
<td>5.23</td>
<td>1.00</td>
</tr>
<tr>
<td>Understand and appreciate the complexities of diversity</td>
<td>5.20</td>
<td>1.05</td>
</tr>
<tr>
<td>Evaluate the credibility of information from various sources</td>
<td>5.19</td>
<td>1.02</td>
</tr>
<tr>
<td>Interact effectively with people from backgrounds and cultures different from you</td>
<td>5.14</td>
<td>1.02</td>
</tr>
<tr>
<td>Utilize scientific reasoning and basic mathematical calculations in problem solving</td>
<td>5.13</td>
<td>1.15</td>
</tr>
<tr>
<td>Effectively express oneself orally, with clarity, persuasiveness, and coherence using standard conventions of English</td>
<td>5.10</td>
<td>1.11</td>
</tr>
<tr>
<td>Effectively express oneself in writing, with clarity, persuasiveness, and coherence using standard conventions of English</td>
<td>5.09</td>
<td>1.16</td>
</tr>
<tr>
<td>Identify effective solutions for ethical and social issues faced by individuals or communities</td>
<td>5.07</td>
<td>1.07</td>
</tr>
<tr>
<td>Analyze global issues from different perspectives that consider diverse views (politics, culture, economics, and religion)</td>
<td>5.06</td>
<td>1.14</td>
</tr>
<tr>
<td>Articulate the importance of social responsibility and civic engagement</td>
<td>4.98</td>
<td>1.20</td>
</tr>
</tbody>
</table>

Likert scale: 1 = Not at all achieved, 6 = Completely achieved
^ If this symbol appears next to a question above, the question expired during the report period.

In which of the following health care settings did you work at the time of enrollment in the School of Nursing? (N = N/A) This survey question was discontinued in July 2015.

*No data are available for this survey question during the specified report period.*

Those who classified their work settings in the “Other” category described the following settings:

- N/A

Which of the following best describes your health care preparation at the time of enrollment in the School of Nursing? (N = N/A) This survey question was discontinued in July 2015.

*No data are available for this survey question during the specified report period.*
Those who classified their preparation in the “Other” category described the following preparation:

- N/A

Please evaluate the degree to which your health care preparation prepared you for completion of the Associate Degree in Nursing program. (N = N/A) This survey question was discontinued in July 2015.

- N/A
## Associate Degree in Nursing Program Outcomes

Please rate the degree to which you have **achieved** each outcome and how well your educational experience **prepared** you to demonstrate each outcome. (Mean ratings)

<table>
<thead>
<tr>
<th>Outcome</th>
<th>Achievement</th>
<th>Preparation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Use a caring, holistic approach to provide and advocate for safe,</td>
<td>5.53 (n=128, SD=0.66)</td>
<td>5.18 (n=126, SD=1.24)</td>
</tr>
<tr>
<td>quality care for patients and families in an environment that</td>
<td></td>
<td></td>
</tr>
<tr>
<td>values the uniqueness, dignity, and diversity of patients</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Demonstrate the standards of professional nursing practice and</td>
<td>5.51 (n=128, SD=0.77)</td>
<td>5.15 (n=126, SD=1.26)</td>
</tr>
<tr>
<td>core values within an ethical and legal framework</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Apply principles of leadership and interprofessional</td>
<td>5.50 (n=127, SD=0.75)</td>
<td>5.10 (n=126, SD=1.32)</td>
</tr>
<tr>
<td>collaboration to improve patient outcomes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Apply the nursing process to make nursing judgments,</td>
<td>5.48 (n=129, SD=0.71)</td>
<td>5.13 (n=126, SD=1.28)</td>
</tr>
<tr>
<td>substantiated with evidence, to provide safe, quality patient</td>
<td></td>
<td></td>
</tr>
<tr>
<td>care across the lifespan</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Use interpreted published research and information technology</td>
<td>5.46 (n=125, SD=0.77)</td>
<td>5.14 (n=124, SD=1.26)</td>
</tr>
<tr>
<td>to improve the quality of care for patients</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Use principles of management and delegation to implement plans of</td>
<td>5.43 (n=128, SD=0.81)</td>
<td>5.09 (n=126, SD=1.26)</td>
</tr>
<tr>
<td>care with members of the intraprofessional team to achieve safe,</td>
<td></td>
<td></td>
</tr>
<tr>
<td>quality patient outcomes</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Likert scale:** Achieved: 1 = Not at all achieved, 6 = Completely achieved  
**Likert scale:** Prepared: 1 = Very poorly prepared, 6 = Very well prepared  
^ If this symbol appears next to a question above, the question expired during the report period.
Overall Impression of College, Program and Career

How satisfied are you, overall, with your experiences at Excelsior College? (N = 142)

- Very satisfied 31.0%
- Satisfied 40.8%
- Neutral 12.7%
- Dissatisfied 7.0%
- Very dissatisfied 8.5%

How satisfied are you that Excelsior College helped you meet your program outcomes? (N = 142)

- Very satisfied 38.0%
- Satisfied 42.3%
- Neutral 12.0%
- Dissatisfied 2.8%
- Very dissatisfied 4.9%

If you had it to do over again, would you: (Attend Excelsior n = 142; Same degree program n = 139; Same field n = 138)

- Attend Excelsior College?
  - Yes: 51.4%
  - Maybe: 26.1%
  - No: 22.5%

- Select the same degree program?
  - Yes: 82.0%
  - Maybe: 7.2%
  - No: 10.8%

- Choose the same field?
  - Yes: 90.6%
  - Maybe: 5.8%
  - No: 3.6%
Would you recommend Excelsior College to a friend or colleague interested in continuing their education? (N = 141)

- Yes 67.4%
- No 32.6%

Open-Ended Items

What do you consider to be the strengths of your Excelsior College degree program? (N =100)

Comments:

- [blank response]
- 100% online. Credit by exam worked for my needs.
- Ability to be a working mom of 4, a wife and operate a farm and still complete my degree at home.
- Ability to complete degree from home. Accredited program. Ease of testing out by exam
- Ability to hold a full time job while attending school full time
- Ability to self manage time and learning
- Ability to take courses from home.
- Ability to test out of courses. Work at your own pace / schedule.
- Acceptance of prior work and experience towards degree; flexibility of distance learning; cost. The program allowed me to qualify to take the NCLEX-RN and obtain a nursing license while working 50 hrs/week in a different state, and provided some advanced standing for my existing professional experience, while being affordable.
- Accessible 24/7
- Accessing the online classes and exams is easy to accomplish.
- Allowed me time to get my degree while helping my husband with his cancer and stem cell transplant.
- Allowed me to hold a full time job without completely neglecting my family. I was able to prioritize,and stay organized to complete my degree in nursing
- Attaining my ASN degree has allowed me to achieve my dream of becoming a RN. I am very satisfied that I chose Excelsior College because it provided flexibility in obtaining my degree.
- Being able to complete the program online, while having full time job and being a mother. Having the option to test out of each course via UExcel. While you will see I have some suggestions for improvement, it would have been very difficult to find time to attend an on-campus program and I am very thankful to Excelsior for allowing me to achieve my associates degree in nursing and soon, my RN. / / The advisors who I emailed in the first few years of my time at Excelsior seemed a little unfriendly, but the last few years they have been wonderful!
- Being able to earn a degree online
- Being able to work full time and study on my schedule.
• Being flexible and self paced.
• Classes were great, faculty was always helpful and knowledgeable. The flexibility of the degree program was excellent and allowed me to return to school while continuing to work full time and raise a family.
• Excelsior allows the student to reach their educational goals at their own pace.
• Flexibility (n=3)
• Flexibility / Staff/Faculty availability / I "really" liked being assigned one academic advisor to see me through degree completion.
• Flexibility of online access to courses
• Flexibility of the program was greatly beneficial.
• Flexibility with my schedule and life changes
• Flexibility with on line classes
• Flexibility. Really enjoyed the conference calls while preparing for the CPNE
• Flexible schedule to work around my work and family obligations.
• Great for working individuals
• High standards
• I actually thought the cpne was great but the problem was the long wait time
• I am more well rounded as a nurse.
• I appreciate the ease of the online programs and the variety of ways that are available to complete the requirements. / I also think the advisement team is wonderful! They are always very fast to respond and always extremely helpful!
• I consider the fact that students can still attend college on their own time while still being able to work and take care of their family. I was able to study and schedule the test when I felt prepared to test making my own schedule and time frame.
• I could study on my own
• I did not find Excelsior to be strong in any aspects of their attempt to bring educational knowledge .
• I had a great experience at the CPNE workshop in Albany, and great input from phone advisements prior to taking my CPNE. The videos were very helpful in preparation, and I liked being able to test out of the curriculum.
• I hate going to a brick and mortar school. I learn best by sitting with my laptop with a book or with and a notepad / flashcards to teach myself a new subject. I don't learn well having something standing in front of a classroom talking about stuff. I will tend to zone out. I am very self driven and can teach myself new subject matters through distance learning. I enjoy doing online papers, powerpoint slides, and discussion posts.
• I have gained a broad base of knowledge that has granted me the ability to communicate effectively with a diverse group of communities and interdisciplinary team members. My degree will afford me a wide variety of career opportunities that we're not available to me prior to reaching my academic goals.
• I learned to be independant and teach myself.
• I was able to do this on my own schedule, not take time off of work, and from home.
• I was able to learn at my own pace, which made it easier to retain the information I learned, pay out of pocket for most of my education and continue to grow in my career without having to struggle financially and take extended amounts of time off work to go to classes and clinical.
• In depth teaching of all subjects.
• It is very detailed
• It allowed me to complete an Lpn to Rn program online at my own pace because I couldn't work it out to go to a traditional school based on work schedule and finances
• it easy to access and at my own leisure.
• It's offers self pace
• Knowledge of the information that I received during my current and recent time of study for the Associates in Nursing program.
• Learned to study and teach myself totally independently
• N/A
• None
• On line, and the accepted my LPN
• Online (n=4)
• online and being able maintain full time job
• online based
• Online convenience, the faculty were excellent and helpful.
• Online portion and independence
• Online program is very convenient
• Planning
• Preparing for the CPNE.
• Providing an opportunity to obtain an ASN mostly online. Many LPNs don't have an opportunity to further their education by traditional methods.
• Right Knowledge, and excellence.
• Self paced
• Self study testing
• Strict on patient safety
• Study and test at your own pace at home. Can continue to work while attending school
• That a student can work full time and still obtain a degree.
• That exam's are an option.
• That you can learn at you own pace and convenience.
• The ability to access my advisors quickly. I love that they encouraged and gave great advise.
• The ability to complete this program while employed full time is nearly the only strength.
• the ability to go at your own pace and the faculty was very helpful
• The availability of most of the program being able to be completed online
• The biggest strength of the program was its flexibility. Credit by exam allowed me to continue working while making progress in the program.
• The cost was OK. The online aspect was fine for me.
• The CPNE. Prepared me to be an RN.
• The credit by exam and the online study resources for the CPNE.
• The ease of applying to the college and the many options to complete your degree while working fulltime.
• The faculty responded thoroughly and promptly to a lot of questions that I had over the years. The CPNE staff was extremely supportive and calm, I felt like the staff genuinely cared about the students taking the CPNE and wanted us to do well.
• The flexibility of testing out of classes, online classes. The staff provides great support.
• The flexibility to work and pursue my degree.
• The need to study and to researches. The need to be prepare for each exam.
• The online option.
• The online program was good and using the blackboard was easy. The instructors was good. I enjoyed the cpne workshop in Albany it was very helpful. I like they started the pilot program.
• The program has helped me to strengthen my ability to set daily goals, prioritize, implement, carry out objectives.
• The quick return of phone calls or emails with questions. / And the quick response on writing assignments from professors. / Please note: I would attend Excelsior for my BSN but my employer is paying and they have a contract with another University. /
• The sole positive aspect of this program is that it is 100% online. However, that is not enough of a redeeming quality and I would explore other online educational options before choosing Excelsior.
• The strength is I was able to go at my own pace and able / To still work full time without having to sit in a classroom
• The willingness to accept transfer credits, and ability to study at your own pace.
• This program is for someone that is unable to attend traditional nursing classes to obtain their Nursing degree. It takes tenacity, dedication, patience, experience, and someone that is willing to put everything aside to reach their goal.
• Very flexible
• Very informative and up to date with nursing educational needs
• Was able to complete most of it from home
• When they start the video and study guide resources late 2018, that's a big help, with my passing the test., and having the excellent tester TMH site. /
• You can have a full time job and still attend college.

What changes (additions or subtractions) would you recommend that Excelsior College make to the program? (N =102)

Comments:

• You need to stop leading people to believe that your program is easy. Need to make people aware that after finishing classes that you have to wait a year before you can go for the CPNE
• 100 question exam not 130. / More of a straight forward bullets on course exam highlights. / Cpne wait time and outlined explaignment where to start studying in steps not just provide
material for us to be confused would help. / Having a couch help with courses and over all explanations of what's required. / / • 12+ month wait list to test for final evaluation is an unacceptable reality for any realistic reason. Administrative personnel and student advisors assistance when needed are minimal at best. • accept nursing credits from other colleges. get rid of CPNE wait time • Accurate information about the wait time for the CPNE should be shared well in advance. • Add additional sites for the cpne to decrease wait times. Not only was it disappointing that I had to wait 18 months to actually test from the time I applied but now that I am done I feel very unprepared for the NCLEX because there was such a gap between the nursing classes and cpne/graduating. I spent all that time focusing on the cpne that I didn't realize how it would affect my preparedness for the nclex. • Add clinical each semester during the program of study. • Alternative options for CPNE. Financial aid that you do not have to repay. The ability to take more classes at a time. More class availability. Better prep for CPNE. More degree options for Nursing. • ATI is the biggest waste of time. It's doing students no good. They are finishing the required 50% and then using a different program to prepare for the NCLEX such as Kaplan or u-world. ATI DID NOT PREPARE ME FOR THE NCLEX AND YOU ARE DOING YOUR STUDENTS A DISSERVICE BY CONTINUING TO USE ATI. • Be honest to people applying. • Change / remove the CPNE; the 1 year wait for the examination and limited sites was a very big disadvantage of this course. Several friends switched to other schools due to this; other friends will not enroll at Excelsior because of CPNE. • Change the long waiting time for cpne • Clarity regarding the actual "flow" of CPNE: I was a bit confused as to when to submit what documents during my first PCS, but after the first one, it flowed smoothly. The CA and CEs were very helpful, patient, and encouraging throughout the examination. • Clearly communicate all classes needed for the asp program, the fcca was a total surprise. Shorten the average 14 month wait to take the CPNE. My CPNE experience was very positive on the part of the evaluators and administrator, but far too stressful otherwise. If you do all of your classes in succession you can complete the program in around 3 years. Then wait over a year to test in a clinical setting?? The CPNE portal had a vast amount of information that was most helpful, but extremely difficult to navigate. A better way to find all the videos and pdf documents would be helpful to those attempting to study. I don't feel that the workshops are completely necessary if you diligently review all the information provided as it is honestly all in the portal. It is just so hard to find it all that it adds to the frustration already being experienced from waiting so long to get a test date. • Clearly define the extended time frame in which you will have to take to complete the degree. Be open to students that Excelsior has very little control over tests site willing to let students participate and if those sites close the students loss of time is their own problem and it will cost them more money to wait on Excelsior college to sort out a solution. / The production quality of
program materials is not something Excelsior finds value in and even after years of attempts they are still unable to reach a high standard when compared against any metric.

- Continue to provide NUR 702 Resourses which were very helpful.
- CPNE grade instead of pass/fail. It is a very subjective exam. My experience at Albany Medical Center was much different than at St. Lukes - Utica. I believe if i would have tested first at AMC instead of Utica i would have passed that weekend.
- CPNE has unreasonable expectations for 100% perfection, and a good *affordable, online* preparatory program should be offered. I thought the time limit for each PCS was a little short and would have preferred an extra half hour per PCS. I passed my CPNE on the first try but about half of the students in my group did not. The CPNE examiners themselves, however, were very good. / I thought the $500 maintenance fee every year was steep, especially during the years when I hardly sent one email to a counselor and didn't take any classes. / It would have been better if Excelsior could produce its own study texts, rather than having students purchase 2-5 expensive textbooks for each class. I made the mistake of using The College Network to get my study guides, which ended up being a scam in which I lost about $5k which I'm still trying to reclaim. / I took a few online courses (rather than UExcel exams) and found that the in-person class experience I had had before entering Excelsior provided a more thorough education than Excelsior’s online courses. I would suggest video lectures by the teachers, more focus on teaching the students and less multiple-page writing assignments. The writing assignments took time away from learning new information (such as, reading my text books more thoroughly).
- Cpne should have more opportunities and a better teaching I felt unprepared had to attend twice with an outside source. I studied tools that were all over the place and not organized well
- CPNE structure and timing
- CPNE wait
- CPNE wait time
- Cut down the wait time for the cpne it can be very discouraging
- Even though it took a year-and-a-half for me to reach my CPNE Date, I truly believe that date and the place was perfect. The CA and CE's Sandy, F, Lillian, and Colette, were human, (I could go on and on about how wonderful they were) they understood my nerves, but also saw the greatness within me. They believed in me and knew the nurse that they knew that I would become one day. / Being a Paramedic I had my challenges cut out for me, I had habits to break and had to learn the nursing process, nursing skills, and long term care. /
- Everything! The course structure is terrible. The classes need to be longer than 8 weeks to really learn and retain the information. I felt like all I did was memorize to pass the test. Then had to go back and learn the information to take NCLEX. I dont even have the words to describe how I feel about the CPNE. Its absolutely RIDICULOUS that I had to wait a year for someone else's cancellation to obtain a spot. Making students sit and wait that long on the last degree requirement shows very very poor education guidance/leadership/management on the facilities part. Then the ATI requirement...that's absolutely ridiculous!!! The YEAR I waited on the CPNE
date would have been the ideal time to work on ATI. The "hurry up and wait" process is very frustrating and ineffective.

- Fight for all state acceptance and equal treatment of nursing students in those states
- Finding a different way to conduct your CPNE it was way more stressful and the unknown of it was ridiculous it was extremely opinionated almost like your word against what the preceptors thought they saw way to much need to convey with the CE i think is the correct term because the nurses was unsure /
- First, I was of the understanding from the beginning that CPNE was more of a clinical experience than a skills test, which it is NOT. I think that needs to be made clear from the beginning. You need more clinic sites across the country instead of mainly on the east coast. I understand that's where EC is located, and maybe you are working on this. More preparedness workshops across the country would be good so that students don't have to travel hundreds of miles to get there. A wait time of a year and a half between application and test date is WAY too long. Finally, I think you are on the right track with NUR702. I have seen the addition of several helpful things since the start of my study. I wish it had been there for me from the very beginning, but I feel like EC will continue adding and improving, which it's great. When students first download the CPNE packet, a feeling of panic sets in. For me, I didn't even know where to start, and I wondered if I hadn't just wasted the last few years only to fail in the end. It's a crushing feeling. I have always been available straight A student with little effort, but not with EC. The structure of the program itself along with the rigorous nature of the content make it a real challenge. Students need a little structure asked guidance to know where to start to even find point A and then make it to point B. Please keep adding to and improving those resources. I am relieved to have made it. Thanks for your program.
- Forgo the ATI, the information given did not match what was learned in textbooks. The coach's are terrible. The ATI hindered my progress toward taking my boards. The ATI site itself is not user friendly.
- From the very beginning, this program was deceptive! The wait time and money spent on classes and the CPNE were beyond outrageous. I had to wait over a year to take a test that I PAID for and that was time spent waiting and was lost income for that entire year! The CPNE was a joke! It is not a preparation for the real world but knowing exactly what to "write and say" so that your clinical nurse can "check the box". This program in NO way prepared or prepped me for the real world of RN nursing. i did pass the CPNE on the first attempt, but it was not due to any preparation from Excelsior. This was based on the fact that I have a strong LPN nursing base
that helped me get through. This program is a joke and a rip off. I would not and will NOT recommend this program to any other nurses that are seeking to further their education.

- GET MORE CPNE LOCATIONS SO STUDENTS AREN'T WAITING FOR 15 MONTHS.
- Give students more guidance on the flow of the CPNE.
- Have a testing site in each state so the wait time is not soooooo long.
- Have at least one time, two to 4 weeks onsite clinicals for Students.
- Have designated hospitals were nursing students can go for clinical at least twice a month while doing the theory.
- I didn't like that I had to wait a year for my CPNE and then take a review course to get my authorization to test. I feel there were many obstacles to get to take my boards. Worked very hard to get through the academic classes just to meet obstacles at the end. My degree took 15 months longer due to CPNE wait and review course completion resulting in passing up several job opportunities that were offered to me. I dont feel that the wait for the CPNE was communicated at the start of my degree research. Overall, I am very satisfied with my education obtained at Excelsior and am considering getting my BA through excelsior.
- I loved the online classes. They kept me on tract and my eye on the prize. I would change up the CPNE a little bit though. Yes, the CPNE is very doable, but that was one of the most stressful events in my life. I had to take it twice. I think maybe add an extra day to the CPNE, perhaps one where the first day the CE can have teaching moments to help break the ice of the program and then the next two days goes back to them not helping and are just a silent observer.
- I think giving students a date for the CPNE that is a year out would be a better option as soon as the exam is paid in full. I am sure you have heard that numerous times. Knowing the date after payment in full was complete, would promote a higher 1st time pass rate, I believe. I think that NO 1st time testers for the CPNE should be given cancelation dates, those dates should be offered to 2nd time testers only. Emotionally and mentally it would be more beneficial for 1st time testers so they don't waste time worrying about a date or calling/emailing for cancelation dates, which again I believe, would increase the 1st time pass rate for the CPNE. I was a 2nd timer because I couldn't wait for the date and thought emailing and calling daily was the "thing" to do....... it distracted me so that should not even be an option, period. The 2nd time I passed but I was patient and waited for a date. Hard EXPENSIVE lesson to learn............. That is my only complaint about EC....... Doing the above would also increase enrollment because that's the biggest issue with EC with most everyone that I know..... needs to be fixed.
- I think that the CPNE requirements should be made known to students sooner, so they can start to prepare earlier.
- I took the CPNE 3 times I failed twice on minor issues.. the 3rd time I took it I felt like since I showed them I could do this all along they pushed me towards passing.. I felt that they were there to help me on my third try but the others it so sorry about you luck you fail you're done..
that’s terrible way to treat a grown man, husband, father that has a career and a side job.. but is trying to obtain a second career in nursing..

• I wish excelsior College continues to take student from Washington state.
• I wish there were online lectures for the nursing courses. I found some of the interactions difficult, and wish there was another way besides the message app to interact with faculty
• I wish you didn't have to wait 6 months after a fail. Also shorter wait time for CPNE.
• I would excelsior to change the clinical portion , even though you may have completed your course work the time that it takes to take the clinical portion causes you to lose money and time to working in the field.
• I would recommend that they try to not have students wait more than 6 months before testing out of the CPNE. Having to wait an entire year or more than 6 months cause students to slack off, lose interest and get discouraged. I, myself, almost totally dropped the course after waiting 10 months which is telling since I was at the end. Usually I am very patient but having to wait 1 year for clinicals cause a student to push back all other major plans due to wanting to be free when they get a date.
• I'll just say it. The CPNE. I do think this nursing program is good for those who need to obtain their degree in their time frame. What I did not like is that no information would be discussed or questions answered about the CPNE process and the weight that it bears in the beginning of your education process. The first attempt pass rate for the CPNE is not good. The bad thing about that is that it totally destroys students who can't pass. They spend multiple years trying to earn their degree and go through all of the classes and tests. Then they find out the specifics about the CPNE. My locations which were suppose to be very close to my home (5 hours away) stopped testing, I then had to travel 10 hours away to test. I did pass on my first attempt. I just feel that Excelsior should provide as part of the degree program a class about the CPNE. An interactive mock process online could accomplish alot. I just feel its unfair to ruin someones grade point average and future educational opportunities because of a test that the student is not properly informed about in the beginning. Workshops are good. But they are limited. None were anywhere close to where I live. There should be some online class to help prepare students for this.
• Improve communication. The ability of the institution to communicate with it's students is severely lacking. There is no clear description of any aspect of the program or it's expectations/requirements. The website is confusing, cluttered and not user-friendly. Advisors should be consistent. Assigned advisors would be a significant improvement over speaking to a different person each interaction. Cost also needs to be clearly communicated UP FRONT. Once again, students are left guessing and it is impossible for students to anticipate which questions to ask. Excelsior needs to provide all the information for a program in an easily accessible format as soon as a student enrolls. I have attended a much larger university with a larger student
population who handles this with little confusion. Perhaps Excelsior could learn from a more experienced and established institution and follow suit.

- Incorporate some type of traditional clinical program and do away with the CPNE
- It obviously is a very successful College, so therefore it takes a while to get into clinical. If the school could get more participating hospitals over numerous areas to be a site for Clinical of Excelsior College graduates; that would help tremendously.
- It takes way too long for wait for cpne. I waisted a year of my life(money,job) for cpne. What should have only taken a couple months to prepare and take took a whole year. There needs to be a change in how many places are offered. This would reduce the wait time. I get that there is issues in getting additional clinical sites, but that is no excuse. There are state boards that are doing away with excelsior students all together. Ex. State I am living in, Louisiana. That means that something needs to change with the clinical experience.
- It was really discouraging with the length of time from the completion of the FCCA and the CPNE. I felt disconnected during the gap between those courses. Although I did pass the CPNE the first time, I do think it's unfair that if I failed the CPNE the first time, I would have to go back into the queue for possibly another year to retake the CPNE. I'm not sure how Excelsior can rectify this, but this would really discourage me from doing this program over again.
- It's ridiculous to wait that long for the cpne and then do a review. I've spent almost as much time waiting to be able to test as I did in the classes
- Length of cpne placement / Post completion ati
- Less wait time for the CPNE
- LPN's with at least 5 years experience.
- M/A
- Make clear reality of CPNE and the unrealistic and absurs wait times, ztop accepting more students to the program if there are not sufficient sites to test and / or retest in a timely manner, properly prepare students so that they pass first time.
- Many of the changes have been made throughout my time in the promgram already. Though more online presence for the CPNE or better education and training for that would be nice. A third party shouldn't be necessary
- Minimize CPNE wait time. I waited a total of 2 years.
- More interactive support with CPNE preparation
- My main dissatisfaction with the program was the poor quality of the clinical medical information. There were many medical errors in the material provided. I was told several times that even if the clinical or procedural material was incorrect, it would still be used in study and testing because it was in the textbook that was being used for my cohort. / / I also felt as though I were being treated consistently like a poorly prepared working-class adolescent, in terms of the program's expectations and manner of communication, rather than as a professional adult with an existing career and previous graduate degree in a related field. I found this pervasive expectation of incompetence, inexperience and lack of professionalism surprisingly discouraging - I felt angry, but also surprisingly devalued, and this made it more difficult for me to engage with the material and the program. If there is interest from the college, I can try to detail more precisely the communications and expectations that I think
generated my reaction, but it's hard to express and I'm reluctant to put the work in unless the college is actively interested in fixing it.

- N/A
- Not sure
- Obviously the wait time for the cpne is too long. Especially if you don't pass knowing you have to pay for it and wait all over again, it caused a lot of excess stress.
- Only allowing so many classes per semester. For instance I was only able to take 3 nursing classes per semester.
- Prepare the student for the CPNE throughout the coursework.
- Quicker CPNE times. /
- Reduce CPNE wait time
- Remove the mandate that the excelsior nursing student finish the non credit bearing nclex prep that is not in the syllabus before releasing their hard earned and very expensive paperwork to the state board.
- Removing ATI as mandatory, I am still stuck doing ATI when I could have tested the NCLEX already. I prefer Mark Klimek than ATI.
- Revamp the CPNE process in an effort to decrease wait times. One suggestion is possibly allowing students to apply earlier in the course so they could get on the wait list, but with the clear stipulation that a date would not be assigned unless the theory courses, and FCCA are completed. Another suggestion would be to allow the clinical portion be completed close to the students' home with a preceptor RN that is approved by Excelsior.
- Shorten waiting time for CPNE
- Slightly more test focused syllabus. The outlines basically read that I should study for everything covered. It was difficult. The CPNE test prep online is very good, though.
- The Clinical Performance in Nursing Examination (CPNE) wait list is far to long and I felt that it had a negative impact on completing the degree program and preparation for the NCLEX. From the time of completing the general and core requirements the weight list was a year at the time of my application. I am aware that the university is working to resolve testing facility and faculty shortage, but at the time of my testing this had not been resolved effectively. I feel that there must be a long-term solution established so that the students are equipped for success and a reasonable trajectory of degree completion is provided.
- The CPNE is horrible, not only is the wait ridiculous and I know some people that will not sign up with Excelsior specifically because of this, however, the actual experience is brutal and probably one of the most stressful things I have ever done in my 46 years on this earth! I understand that as a nurse you will be under pressure and that you want to make sure people have clinical skills to move on in their career. But there has to be a different way of doing this. Maybe a more teaching type environment and more simulation type testing? However, I do have to say that the CE's were wonderful! I am thankful for their kindness and understanding of the stress involved in the situation! / The second things I would say is I felt like there was so much emphasis on writing a paper correctly that it was a bit more of an writing class than a nursing class. Please don't misunderstand, I am aware that it is important to know how to properly write a paper but it felt like I was being graded more for my writing skills that nursing and
though the topics can bring up wonderfully important debates and force thinking from different views, I wonder if there might be more exercises relating to the topics in the books that we are reading.

- the CPNE needs some revamping. It took a year and a half just to get scheduled. 6 of us went and 2 of us passed. I believe that in that time frame of waiting more can be done to prepare student's for the exam. Alot of money and time is spent on this program and that exam alone. I understand the importance of maintaining a standard. I just think there should be more passing then failing. The videos have gotten better. But maybe if neumonics were given and things like that. /

- The CPNE needs to be changed. The wait times to get into this exam are extremely unreasonable. I loved this program, but in hindsight would have done it differently because of the extensively long waiting period where my future was just put on hold while I waited 15 months for a CPNE testing date. Furthermore, the program should prepare students better for the CPNE. This exam has low pass rates for first tame takers. And taking it a second time, means the students degree is procrastinated by 2-3 years with wait times for testing. Over the past year, many new resources and webinars have been added to help set students up for success. These resources were very helpful. However, they were not available the first time I tested for the CPNE. Unfortunately, it was through third party programs that I was able to figure out what I really needed to do to pass this exam and be successful at the CPNE. I did pass my second exam and am proud to have successfully finished my RN. I learned a lot through the program and felt like I did obtain the knowledge needed to be a graduate RN. But my CPNE experience, the long wait times, and the need to reach out to an outside test prepping company in order to be successful at the CPNE left me a little bitter over this program. If the college continues to put more resources for students in NUR 702 and really tries to set students up to be successful at this exam, and figures out a solution to decrease the extensive wait times, then this would be a fantastic program.

- The CPNE needs to be modified. Far too much ambiguity. The information on the portal needs to match what the CA and CE’s want from you during the clinical. I would not have passed had I not used an outside resource, that is a shame as I think your institution does put a tremendous amount of work into the 702 portal but it really needs to be more cohesive. I also feel that more needs to be done to screen CPNE applicants BEFORE they are given a test date perhaps quiz’s or phone interviews that lets the staff know that person is prepared. 4/7 in my CPNE group failed they were woefully unprepared and those spots could have gone to others who were ready. I am thrilled that there is an opportunity for the split CPNE to help move things along as far as the wait times.

- the CPNE needs to be revamped or something. Way to long of a wait period and not really sure if the CPNE is a good judge of being a good nurse

- The CPNE, FCCA, waiting for graduation, is absolutely ridiculous. When I finished my last nursing theory course, I had to wait to start my FCCA classes. The classes were a joke, they were online classes that I was not able to finish quickly. I took both of the FCCA classes, which I was advised not to do, but I still passed both of them. After finishing the FCCA I had to turn in my CPNE packet. After the packet was received I had to wait seven months to take the exam. I took the
exam in Utica and passed my first attempt, with not failing any stations. I should be grateful that
I was able to take the exam after only waiting seven months compared to others in my group
who had waited over a year to get a date. What bothers me is that even though I had to wait
seven months, that was still seven months! After waiting months doing the FCCA exams. I
passed my CPNE April 1st, and did not get my diploma until the end of June. I am still waiting to
take my NCLEX, and it has been over a year since I have taken any nursing theory courses. At a
different point in time I believe that EXcelsior colleges nursing program made sense, but as for
me I lose sleep knowing I have so many great options around me to become a nurse and I have
wasted so much of my time getting my degree through Excelsior. The school warns students of
the wait times, and it is good that the school does this. I just took the advice from my parents
who are also Excelsior graduates. My dad in the early 90’s finished his last theory exam in June,
and passed CPNE and NCLEX and was working as an RN in October. My mom who graduated in
2008 had to wait for a little over a month to get a date by getting a cancelation date. My CPNE
was a cancelation date as well, and I feel like I should be more grateful for this program, but it is
hard right now where I have gone through absolute hell over two years waiting. This program
did not help me in my professional career. I could have done so many other programs where I
would have been working much sooner and progressing in my career. Instead, I have been
waiting. Being an LPN working with RN’s who have less experience than me, yet I am making less
money with the dream that someday I will be better off financially, but instead, I put myself in a
rut through Excelsior. If I had a time machine I would do something else in a heartbeat. Excelsior
needs to make this program run more smoothly. If I had to do my CPNE at a lab in Albany NY,
and was able to take the CPNE after the last theory exam is finished I would have. I believe that
for a bridge program online, Excelsior does need to have the CPNE, and students need to prove
that they are competent in the nursing field and are ready to be RN's. But waiting over a year to
get a CPNE date is absolutely ridiculous. In my home state of Arizona, the LPN to RN bridge
program is two semesters at the community colleges. While I was waiting for my CPNE, a
coworker got accepted, started, and finished her RN. We did not start at the same time, she
started after I was done with my theory exams. I had to waste my time doing the FCCA's, and
CPNE. Let me be clear that the knowledge and content of the FCCA's and CPNE are not bad,
what I consider wasting my time is waiting. While waiting, I was not progressing in my career, as
of today I am still making the same amount of money as I was over two years ago, and I am still
waiting to be a licensed RN. In my home state of Arizona I had to do a preceptorship. I was able
to do the 120 hours quickly, but it did not help me graduate any faster. The clinical preceptor
representing Excelsior is an amazing person. The problem with the preceptorship is the
confusion the hospitals have with Excelsior. The med surge experience was uncomfortable. It
was at an LTAC that only had around 20 patient's. The first day I was there, the Arizona state
board of nursing was in the building. At first I thought it was the standard routine check that
state does, but later found out that over the weekend there were five unexplained deaths in the
building. The facility only had paper charting and felt extremely primitive in their supplies. The
quality of the nursing staff was horrible. I watched the wound nurse throw soiled linens with
soiled rags on the floor without cleaning the floor. Everyone there was very unprofessional. I
asked the preceptor why we were doing the preceptorship there, and she mentioned that
because of the confusion the hospitals have with Excelsior they aren't able to get contracts with
the hospitals in Phoenix. My other experiences were good, but my problem was the fact that I wasn't able to do anything different than what I already do as an LPN. I wasn't allowed to push medications, or hang blood, things I would have liked to have experience on. I felt like I was doing free labor, and in some of the facilities I was in I was working side by side with some LPNs, just proving that I wasn't doing much more than my current scope of practice. If preceptorships are mandatory in certain states, I believe that they should be done while waiting for the CPNE. To have to finish the CPNE, then still wait to start the preceptorship and then do 120 hours is frustrating. As for any other changes I would make, I would make a CPNE lab in New York, and if there were means to do more in other states that would be great as well, but Excelsior could filter through so many students quickly at a sim lab. The college I did my LPN at had a sim lab with two different robot mannequins that were high quality. Excelsior could replace the cost of paying for six or more clinical examiners by only having a couple of examiners be in charge of a lab. Excelsior should still be hard on the exams after all nurses really do need to know their stuff. For this day in age, there should be a way for Excelsior to figure out how to help students not waste so much time. Until Excelsior figures this out, I'll make sure that I recommend students go to other colleges, even if they have to be on a waitlist before they start, because once they do start they will still save time and probably have a better chance at passing the NCLEX, than if they were to waste their time with Excelsior.

• The length of time of the CPNE.
• The long wait time for the CPNE
• The only thing that deferred me to refer people to the excelsior program is the waiting list for the CPNE is the draw back. The online program was perfect but to wait a whole year to do the cpne was upsetting. I had refer my cousin and my co worker to the program and my cousin 1 year is coming up in March. I think the waiting and the anxiety is what cause people to failed. I also hope they do half day cpne workshop for those in the pilot program.
• The program wait time is just too long. There were misrepresentations of the time it would take to finish the program in particular the CPNE which was over 1 year wait from the time I was eligible for the exam. There were many, many mixed message when calling the college for advice, especially the CPNE. It was a very long and frustrating process that I would not recommend to anyone else.
• The wait time for the CPNE and the prep for the CPNE is literally the only negative thing I have to say. My overall experience has been great with the above exception. I had to wait 14 months from the time I finished classes to take the CPNE. If I may suggest that in preparing nursing students to take the CPNE come up with your own type of grid. You realize so many companies are taking money from students to prep them for your own clinical? You can do this. Add more videos, more clinical sites.
• The wait time for the CPNE is way too long
• The wait time for the CPNE was almost 17 months for me, and I only got in because of a cancellation..and I was on a cancellation list for every site available, except for one in Texas (but I had multiple checked for Texas as well). / / I was extremely frustrated that the ATI class was added to me when I was finally almost finished with my classes and was seeing light at the end of the tunnel. This additional requirement bothered me more than anything else that I
experienced at Excelsior. The ATI class was exceptionally maddening because I believe there are much more effective ways to learn things (i.e. Mark Klimek, his NCLEX techniques are incredible) than a computer program spitting out eight facts and figures about every disease, every medication, etc. The ATI was a waste of time...I jumped through all of the hoops, did well on my ATI exams and quizzes, and kept getting remediation assignments from my ATI coach...as soon as I polished off all of her requirements, I didn't spend another second on the ATI material, and focused on Mark Klimek's books and passed state boards with the minimum number of questions. / / You should not change the rules mid-game, and plop another class on students like the ATI, even if it is free. I also came in having taken Anatomy and Physiology and Microbiology, but Excelsior said these classes were either 1. too old (beyond five years for A and P) or not enough credit hours (Micro)...and we needed three credit hour classes...but I believe Excelsior only offered A and P and Micro that were MORE than three credit hours (my memory could be off on this one, but I believe that is the case). Even though I came in with two college degrees, and passed all of my exams at Excelsior on the first attempt, including the CPNE, 14 classes ended up being mandatory, so it still took me nearly four years to graduate. This is much too long to transition from LPN to RN. / / The $495 annual enrollment fee is something I have never seen, so was the $495 graduation fee. And $510 a credit hour is also very pricey, when we are buying textbooks and teaching ourselves (not coming to class to learn from instructors), plus the price being charged by Pearson VUE to register for the exam, and then Excelsior also charges a multiple-hundred dollar exam fee. It's hard to contextualize how expensive this school is, when we're actually teaching ourselves everything. / / I learned a lot, because I dedicated myself to reading virtually every page of every textbook... But Excelsior is so much money, everybody is scared of the CPNE, and the annual enrollment fees and graduation fees are exorbitant. Plus, again, you should NOT add an additional class to students AFTER they have enrolled and feel like they're finally finishing up...Yes, I'm sure there's some fine print that we agreed to additions along the way, but this is not ethically right. The ATI was free, but it was just yet another source of frustration, when you should be relieved because you passed the CPNE....the CPNE that you waited between a year and a half to take. . .

• The wait time for the CPNE was inconvenient. I was able to complete it after a 10 month wait, and I consider myself lucky to be completing the program in 2018. I was able to get a cancellation date after calling to inform the school that my loans were coming due. I am glad I was able to finish in the time I did.

• The wait time for the CPNE! I waited 17 months for a clinical. I was devastated and embarrassed of having completed classes and yet having to wait for 17 months. / / Add more clinical sites. / / Set up a mock clinical experience and request volunteers or offer special incentives to students to participate as patients for a day. / / The wait time for the CPNE! I would reduce the wait time from 14 - 16 months wait to 9 -12 months. I would have been ok with a 9 month wait, this time frame would allow me to prepare and feel confident in passing the CPNE. I was finished with my application for the CPNE on February 2018 and did not get to test for the CPNE until April 2019, and that was a cancellation date that I was given. / The location that I received in Albany, NY was awesome! The CE, CA's, hospital staff and patients were just as awesome!! I will definitely recommend that location for
fellow nursing students. Thank you again for the experience that I received with Excelsior College. Now to pay off the student loans, LOL!

- there should be a humane component of the 100% performance mark required to pass the CPNE
- There should be more information given to the students for the CPNE. The student should not have to go to a third party to ensure that they get a clear picture of what is expected of them during the three day weekend. Excelsior should do that with the amount of money that is charged for the exam and the amount of time that the student has to wait. The study guide is information overload and the videos are ridiculously inaccurate and leave a lot to question. The CPNE should not be a pass or fail. It should be a grading (point) system.
- There were times that it would have been helpful to have more of a focused lecture. There is allot of reading and self taught situations. Or maybe incorporate class posts to relevant test material.
- Truly need to have a shorter wait time for the CPNE. At least open up a review program to complete while waiting for testing. I am feeling inadequate in my NCLEX test preparation and would have benefited from assistance in study guidelines while waiting 1 1/2 years to take a test.
- Try to havemake the CPNE waiting time no more than 6 months.
- Tutorial for the entire program, including the CPNE, upon enrollment. Also, there should be an entry exam to get into the program.
- Wait time for cpne to be shorter
- Wait time for the CPNE
- Wait time to take the CPNE is too long.
- Waiting time to take CPNE
- Website more user friendly.
- While waiting a year for CPNE is a long time, I feel it's enough time to prepare but also it's makes people like me procrastinate on studying. Although I passed my CPNE the first time without repeats, I had to stop working once I received my date to prepare 150% for this exam. / I felt everything on the CPNE was there to help prepare me for the exam, and allowing the students to view the scoring tool was amazing so the student knows exactly what is required.