EXCELSIOR UNIVERSITY

Report of Survey Results:

Exit Survey

Associate Degree in Nursing

Report Generated: 3/1/2024

For All Graduates between May 1, 2022 and April 30, 2023

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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 University's impact on those goals, their level of satisfaction with the University, importance and satisfaction with resources provided at Excelsior University, 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 Reporting and Surveys.

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 487 graduates. A total of 36-63 responded, resulting in a response rate of 7.4%-12.9%. Respondents to the survey graduated between May 1, 2022 and April 30, 2023.

Gender: (N = 63)

- Female   88.9%
- Male   11.0%

Ethnicity: (N = 63)

- Asian   7.9%
- Black or African American   25.4%
- Hispanic   6.4%
- Two or more races   1.6%
- Unknown   0.0%
- White   58.7%

Which of the following best describes your Excelsior University experience? (N = 63)

- A combination of Excelsior courses and Excelsior exams   20.6%
- A combination of transferred credits and Excelsior courses   22.2%
- A combination of transferred credits and Excelsior exams   6.4%
- Excelsior online courses   50.8%

Employment and Professional Affiliations

Are you currently employed? (N = 63)

- Yes, full time   90.5%
- Yes, part time   3.2%
- No, seeking employment   3.2%
- No, enrolled in an educational program   1.6%
- No, retired   0.0%

In what field are you employed? (N = 58)

- Health care (non-nursing)   6.9%
- Nursing   93.1%

Is this field related to the degree you earned at Excelsior University? (N = 63)

- Yes   93.1%
- No   6.9%

In which of the following health care settings do you currently work? (N = 58)

- Long term care (assisted living, nursing home)   19.0%
- Acute care/hospital inpatient services   17.2%
- Home health   12.1%
- Outpatient care/ambulatory services   12.1%
- Emergency services   10.3%
- Physician office   10.3%
- Rehabilitation   5.2%
- Mental health facility   3.4%
- Other (specify)   3.4%
- Corrections   1.7%
- Hospice/palliative care   1.7%
- Public health department   1.7%
- School (preK-12)   1.7%

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

- Urgent care
- Wound care

Are you a member of any professional organizations? (N = 59)

- Yes   30.5%
- No   69.5%

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

- American Assembly for Men in Nursing   1.6%
- American Nurses Association   12.7%
- National Association of Hispanic Nurses   1.6%
- National League for Nursing   1.6%
- Phi Theta Kappa   1.6%
- State Nurses Association   1.6%
- Other   14.3%

Graduates also reported membership in the following organizations:

- Guyanese Nurses Association of America
- Hispanic Nurses Association
- M/A
- Nremt
- NYSNA
- SEIU
- Student Nurses Association
- Suna
- Tennessee Public Health Association

Future Educational Plans

Are you planning or considering enrollment in any educational program now that you have completed your Excelsior University degree? (N = 61)

- Yes, a certificate program   3.3%
- Yes, a bachelor's program   72.1%
- Yes, a master's program   4.9%
- Yes a doctoral program (DNP, EdD, JD, MD, PhD, etc.)   0.0%
- Yes, graduate courses   1.6%
- Yes, other   1.6%
- No   16.4%

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

- RN license now; future master's program

If Excelsior University offers the program you are interested in, would you consider re-enrolling? (N = 33)
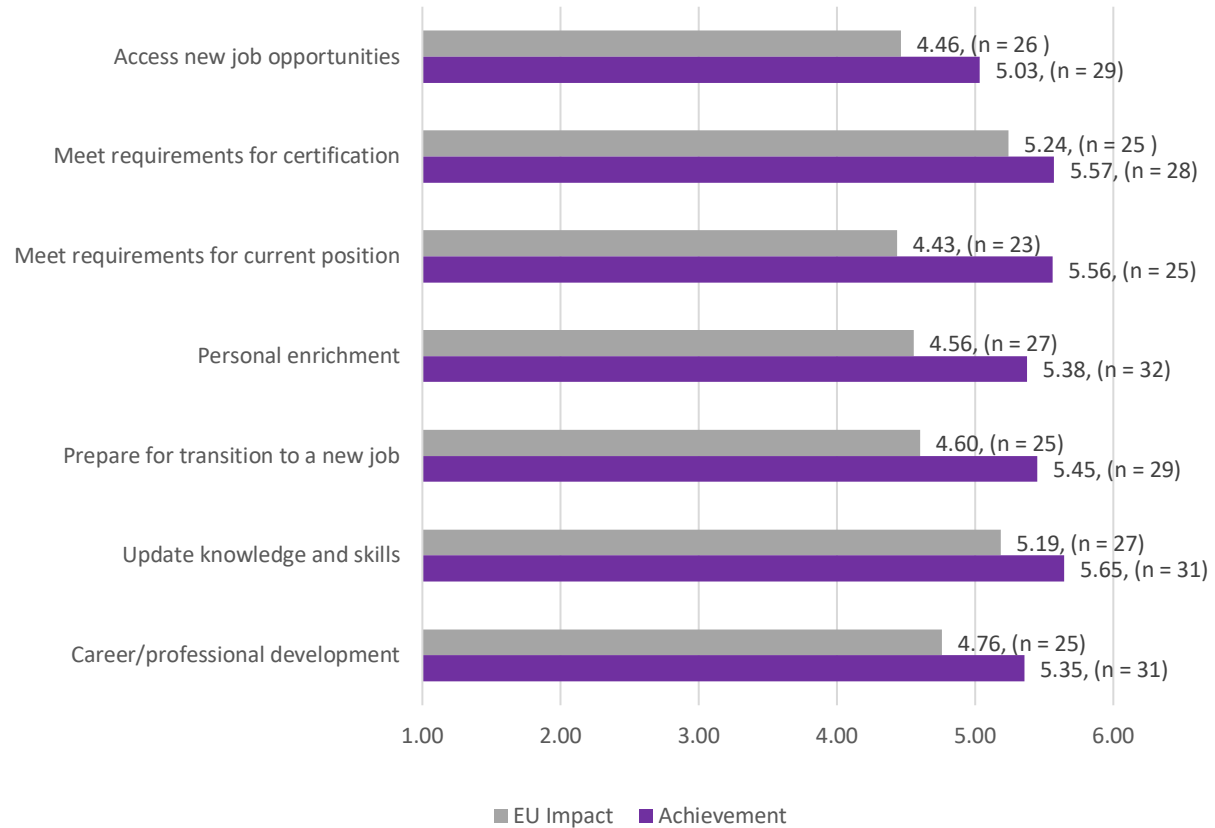
- Yes   54.5%
- Maybe   27.3%
- No   18.2%

Graduates identified the following programs of interest:

- BSN
- Dual BSN/MSN
- MPH
- RN to BSN
- Wound care certification

Career and Educational Goals

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

Access new job opportunities
4.46, (n = 26)
5.03, (n = 29)

Meet requirements for certification
5.24, (n = 25)
5.57, (n = 28)

Meet requirements for current position
4.43, (n = 23)
5.56, (n = 25)

Personal enrichment
4.56, (n = 27)
5.38, (n = 32)

Prepare for transition to a new job
4.60, (n = 25)
5.45, (n = 29)

Update knowledge and skills
5.19, (n = 27)
5.65, (n = 31)

Career/professional development
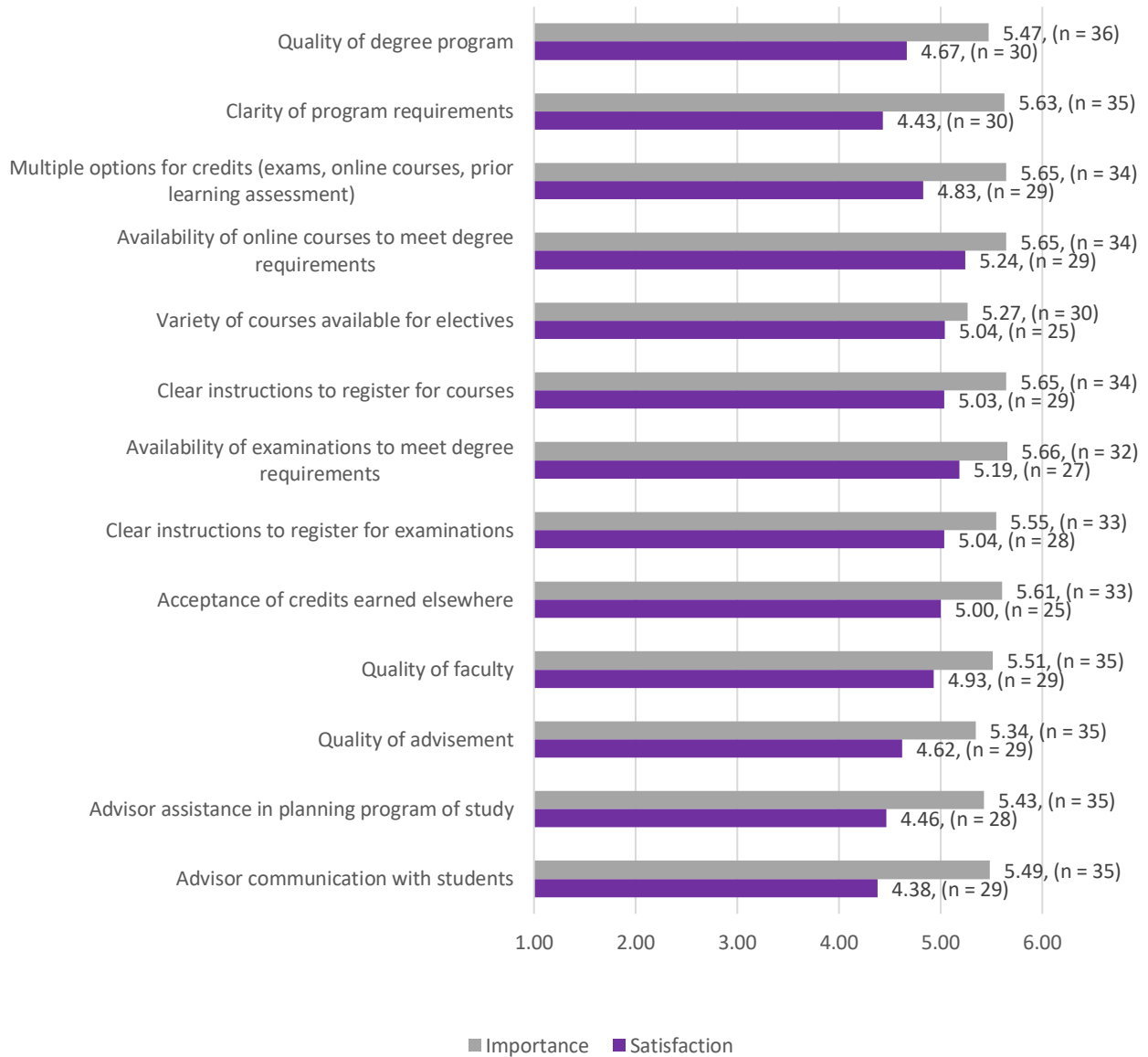4.76, (n = 25)
5.35, (n = 31)

■ EU Impact ■ Achievement

Likert scale: Achievement: 1 = Not at all achieved, 6 = Completely achieved
Likert scale: Excelsior University Impact: 1 = No impact, 6 = Great impact

Aspects of the Excelsior University Experience

Please indicate how <u>important</u> each aspect of the Excelsior University experience was to you and how <u>satisfied</u> you were with it. (Mean ratings)

Academic Aspects:

Aspect	Importance	Satisfaction
Quality of degree program	5.47, (n = 36)	4.67, (n = 30)
Clarity of program requirements	5.63, (n = 35)	4.43, (n = 30)
Multiple options for credits (exams, online courses, prior learning assessment)	5.65, (n = 34)	4.83, (n = 29)
Availability of online courses to meet degree requirements	5.65, (n = 34)	5.24, (n = 29)
Variety of courses available for electives	5.27, (n = 30)	5.04, (n = 25)
Clear instructions to register for courses	5.65, (n = 34)	5.03, (n = 29)
Availability of examinations to meet degree requirements	5.66, (n = 32)	5.19, (n = 27)
Clear instructions to register for examinations	5.55, (n = 33)	5.04, (n = 28)
Acceptance of credits earned elsewhere	5.61, (n = 33)	5.00, (n = 25)
Quality of faculty	5.51, (n = 35)	4.93, (n = 29)
Quality of advisement	5.34, (n = 35)	4.62, (n = 29)
Advisor assistance in planning program of study	5.43, (n = 35)	4.46, (n = 28)
Advisor communication with students	5.49, (n = 35)	4.38, (n = 29)

■ Importance ■ Satisfaction

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

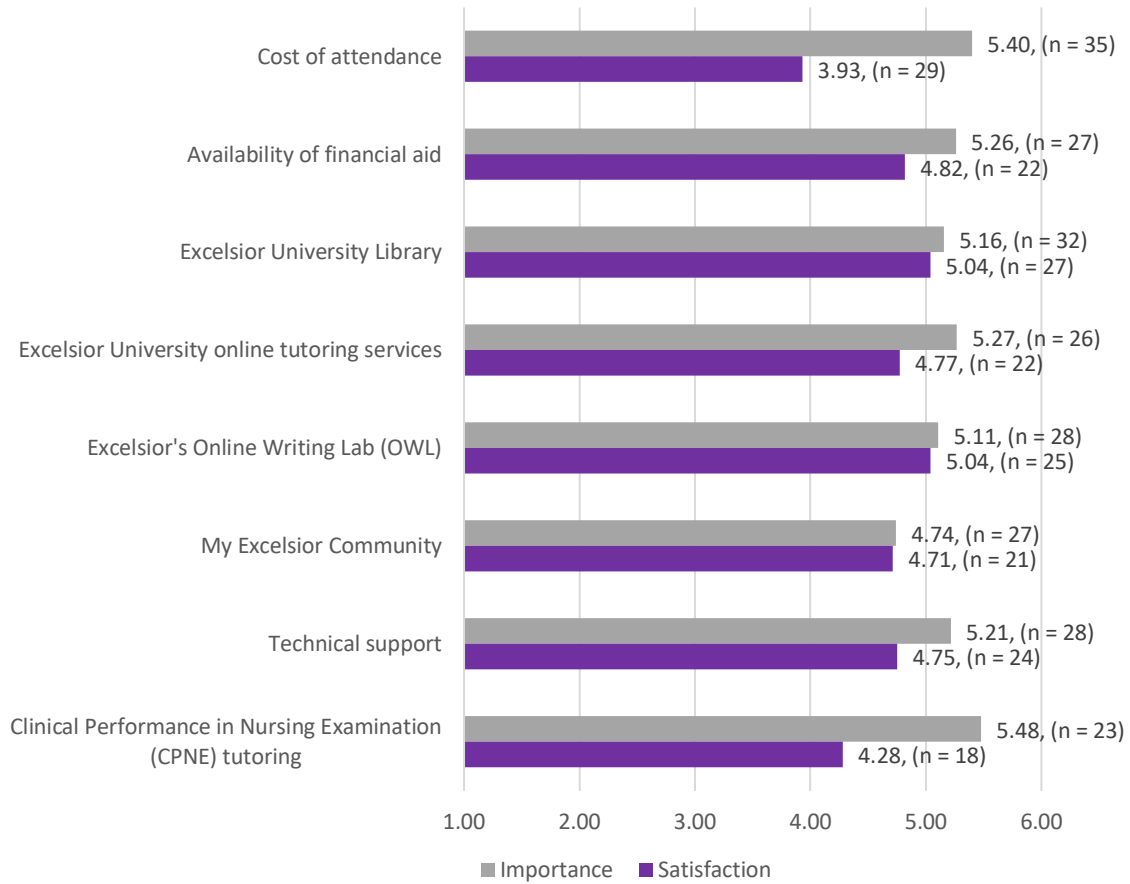**Other Aspects:**

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. (N = 38)

Statement	Agreement	
	Mean	**SD**
Technology requirements for distance learning were clearly and accurately communicated.	5.05	1.37
Changes in policies, procedures, and program information were clearly communicated.	4.46	1.65
Changes in policies, procedures and program information were consistently communicated in a timely manner.	4.53	1.61

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

General Education Outcomes

Please indicate the degree to which you believe you have achieved each of these outcomes.
(N = 38)

Statement	Achievement	
	Mean	**SD**
Present oral communication with appropriate content, organization, and delivery for the audience and purpose.	5.11	1.13
Deliver written communication with appropriate content, organization, syntax, mechanics, and style for the audience and purpose.	5.13	1.17
Apply scientific knowledge and reasoning to make evidence-based decisions.	5.18	1.16
Apply mathematical concepts and reasoning to solve problems that involve quantitative information.	4.89	1.23
Locate and evaluate sources to meet an information need.	5.05	1.27
Cite sources using appropriate academic conventions.	5.00	1.27
Analyze human thought, creative expression, or cultural representations within their contexts.	5.05	1.21
Explain the dynamics of social identity or cultural differences within interpersonal and societal relations.	5.03	1.24
Explain how social, political, economic, or cultural forces shape relations between individuals and groups around the world.	5.00	1.25
Explain different ethical positions in relation to a problem or issue.	5.08	1.22
Develop a career planning strategy that incorporates your strengths, interests, abilities, and values.	4.97	1.26
Explain the norms and conventions of the workplace for a career field.	5.18	1.23

Likert scale: 1 = Not at all achieved, 6 = Completely achieved

Associate Degree in Nursing Program Outcomes

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

Outcome	Prepared	Achieved
Use evidence-based findings and information technology to improve the quality of care for patients.	5.24, (n = 103)	5.41, (n =105)
Apply principles of leadership and interprofessional collaboration to improve patient outcomes.	5.23, (n = 104)	5.49, (n =107)
Demonstrate the standards of professional nursing practice and core values within an ethical and legal framework.	5.28, (n = 103)	5.50, (n =107)
Use principles of management and delegation to implement plans of care with members of the intraprofessional team to achieve safe, quality patient outcomes.	5.29, (n = 104)	5.49, (n =107)
Apply the nursing process to make nursing judgments, substantiated with evidence, to provide safe, quality patient care across the lifespan.	5.29, (n = 104)	5.49, (n =107)
Use a caring, holistic approach to provide and advocate for safe, quality care for patients and families in an environment that values the uniqueness, dignity, and diversity of patients.	5.30, (n = 104)	5.53, (n =107)

■ Prepared   ■ Achieved

Likert scale: Achieved: 1 = Not at all achieved, 6 = Completely achieved
Likert scale: Prepared: 1 = Very poorly prepared, 6 = Very well prepared

Overall Impression of University, Program and Career

How satisfied are you, overall, with your experiences at Excelsior University? (N = 38)

- Very satisfied   39.5%
- Satisfied   36.8%
- Neutral   13.2%
- Dissatisfied   5.3%
- Very dissatisfied   5.3%

How satisfied are you that Excelsior University helped you meet your program outcomes? (N = 39)

- Very satisfied   43.6%
- Satisfied   33.3%
- Neutral   10.3%
- Dissatisfied   5.1%
- Very dissatisfied   7.7%

If you had it to do over again, would you: (Attend Excelsior n = 123; Same degree program n = 120; Same field n = 118)
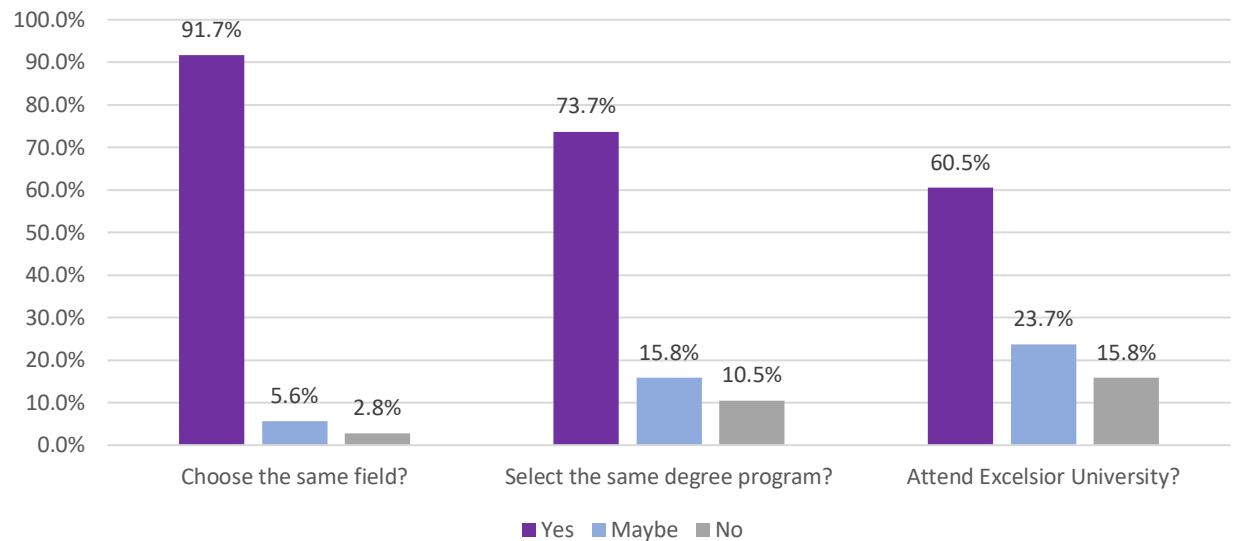
Would you recommend Excelsior University to a friend or colleague interested in continuing their education? (N = 38)

- Yes   81.6%
- No   18.4%

Open-Ended Items

What do you consider to be the <u>strengths</u> of your Excelsior University degree program? (N = 42)

Comments:

- All the additional help when needed.
- Being able to achieve my degree while working full time.
- clinicals were the only strength but there should be more options for clinical sites
- Ease of classes and working at your own pace
- Enhanced my growth in learning and being familiar with technology and EHR, electronic health records.
- Everything I needed to be successful was provided to me.
- Fast paced program
- Flexibility, financial aid department
- Flexible, study at home, take courses at your pace.
- Great teaching staff, amazing clinical opportunity with great instructors
- Hard to say
- I believe that the input from the professors on assignments and tests was most helpful.
- I enjoy the personal interaction with professional nurses inside the learning environment. I wanted more of that but it was balanced and spread out among the last several classes.
- I have many years of experience of LPN and I was able to use that knowledge in my courses.
- I think the strengths of the nursing program at Excelsior are forming a community within the program. meeting classmates from all diverse and ethnic backgrounds that collectively attribute to the learning process.
- I was able to accomplish my degree and work excessive hours at the same time. I could not have done it in a classroom situation.
- My ability to write proper care plans, and apply critical thinking skills.
- Myself, I was self motivated to finish. Most of the Professors wanted us to succeed.

  Preceptors- Stephanie Delahunt is a huge asset to your nursing program as a preceptor at Upstate University. She cares about her students even when the second round of clinicals I could speak to her about my trouble with another preceptor.
- navigating the system is easy, the cost is fair, instructors both didactic and clinic were great
- None. There were no instructions with homework assignments, and there were no lectures. We had to be self taught, because the school gave us nothing.
- Once the curriculum changed, I had wonderful professors that were incredibly supportive. My clinical instructors and clinical experience was especially valuable.
- Online format
- Right now I can't test for my NCLEX in Ma due to an issue that should have been dealt with a month ago.
- Structured program
- Tammy- my RN program advisor was amazing- she really helped me along the way
- Technology based.
- The ATI
- The availability of program being online fir course content.

- The clinical instructors were phenomenal. The instructors for the most part were great, very helpful and knowledgeable, but several of the faculty need to improve on online communication, and how to impart information so that their wishes are established and can be followed. The online system and the rubrics did not always match up, and it made it very confusing for the students, and one of the instructors actually stopped fielding questions all together because she didn't like how many messages she was receiving about things.
- The instructors
- The new clinical experiences and new courses
- The only reason I'm not pursuing my BSN at Excelsior is I was not given credit for some of the general education requirements, such as history classes. I refuse to repeat any of them, so I switched school and got all of my credits.
- The program prepares me thoroughly for a career in nursing.
- The strengths of excelsior are the availability of the faculty for questions and additional help.
- The strongest asset of excelsior is the online course availability.
- The teacher's commitment and communication to the students for them to learn the material and to be successful
- The understanding of the role of a registered nurse in different fields of study and also the nursing process. How to be a leader and build therapeutic relationships with your clients and how to teach and educate them.
- The unique ability of working with classmates and instructors from various areas towards a unified goal.
- They are helpful with tuition assistants
- Timely responses to concerns
- Touched on all aspects that as an RN I am expected to know. Support from faculty, particularly during clinical.
- You can still work a full time job and go to school.

What <u>changes</u> (additions or subtractions) would you recommend that Excelsior University make to the program? (N = 39)

Comments:

- 1.) cost of class materials/books
  2.) please find a different scrub set. Purple bottoms are hard to find, and white tops are transparent, as well as easily soiled.
  3.) the course load for the last class is absolutely bonkers.
  4.) group projects need to be at a minimum and have a longer time frame to complete. It is incredibly hard to zoom with classmates, ho are all LPN's working various shifts, in various time-zones.
  5.) prior to the curriculum change, I had a nasty professor for one of my classes. I shouldn't be bullied by my professor when I'm paying an exorbitant amount of money for the classes
  6.) My advisor should be FIRED. She did nothing to help me. She did not thoroughly or directly answer my questions. She frequently gave me misinformation or did not give me all of the information that I needed. She would leave out crucial details, if she responded at all.
  7.) Why am I taking m boards in SEPTEMBER when I finished classes in JUNE?! Something needs to be done about this conferral process, at least for nursing students. You shouldn't have to wait 3 months to sign up for your boards. Plus, the longer it takes to take them, the less likely you are to pass. The wait and the entire process was ridiculous.

  I will never attend Excelsior again. Nursing instructors (for the mot part), phenomenal. Course content, amazing. The cost, the bureaucracy, my good-for-nothing advisor, the issues I had with financial aid, and the wait to take my boards were all significant issues impacting my poor perception of this school.

- ACCREDITATION
- ACEN accreditation for the AS, AAS program as to avoid hiring issues in certain states.
- Add more clinical experiences.
- After completing my coarses 6/26. I had to wait till 8/19 for graduation. After that I had to wait for my transcripts to get to North Carolina 8/29, before I could get my authorization to test. And by the time there us a test opening 9/22, it is almost 3 months from finishing. During my last few classes with excelsior it was drilled to tale boards in 1-2 months. That is not even possible! The whole graduation/getting transcripts process needs to be re evaluated. There is no reason i should have to wait this long before my transcripts are sent off. Your college is so expensive and to top I off I have to spend more money for a refresher coarse, because I had to wait so long to get the ATT. I am so annoyed with the process you college has! It is ridiculous ! There is a lack of communication since changing the curriculum it is horrible! Even after talking to my nursing advisor, she had NO idea what was going on and how to help. Please, please provide your current student with more information and give graduates a sooner "graduation date" to take the NCLEX sooner!! If you wonder why people don't pass the NCLEX, that is why!!

- Be more generous when awarding credits. Whoever decides what to accept is nitpicky. I would have continued right through my masters, but I'm not repeating dumb classes like history and religion.

- Clearer degree plans and keeping advisors up to date on degree plan changes
- Get ACEN accredited again. I would love to have ACEN accreditation on my degree. I think it is important when transferring to BSN programs and moving forward with my education.
- I did not like the ATI program- I thought that the 2 day review was very helpful, but I did not like the teaching/testing materials. I purchased a program on my own to prepare for nclex.
- I enjoy my experience. I would not take away anything.
- I feel that the most positive change that you have made to the nursing program was to remove the CPNE and allow the students to attend clinical experiences at hospitals.
- I had a problem at the end with certain projects that I believe had nothing to do with nursing, such as making a slide show over Diversity, Inclusiveness and Equity, with is a political concept, not a nursing one. Nursing is a profession where we already care for all people. This is why we are nurses. DEI is a part of the problem we have in our political arena today, and why the country is divided.
- I recommend more zoom meetings and class interaction with other students. I found zoom meets very beneficial.
- I would incorporate online classroom teaching face to face. I went to college online and felt I taught myself with so many of the classes. Students could use guidance with more of classroom type of environment.
- I would say that there could be some didactics that would common language and practice expressing verbally common requests. The medical speak is important with doctors and other professionals. It demonstrates confidence and knowledge with the ability to verbalize.
- I would strongly suggest speeding up the process of verifying transcripts and conferring degrees especially in a program that strongly recommends taking your boards for licensing with in 90 days of completion. My last class was Dec 18th my transcripts / degree was not conferred until Feb 17 and as on March 8th I am still awaiting to be authorized to test, 10 days away from the recommended limit of 90 days. I am aware that states do things differently however if I had not had to wait 60 days for my degree to be conferred and my transcripts to even be sent, I could at least have obtained a temporary practice permit allowing me to utilize my degree to some extent.
- Implement lectures, or power points to reinforce the reading. All we were given was chapters to read, and a quiz once a week and most weeks I didn't know what we were learning because I gotten no instruction.
- Less time spent on making power point presentations (NUR290)
  Less time.spent in all nursing courses spent on cultural sensitivity. School.should.consider making this one complete course. Need more pathology and med Surg learning instead.
- More clinical days to practice hands on skills and to maybe create clinical case studies in real life for hands on practice.
- More clinical experience and locations. Use of employment for clinical experience
- More clinical experience
  Not changing the program and books mid program.
- More clinicals
- More communication from upper level management.
- More flexible dates for Mandatory Zoom as sometimes they interfered with travel to NY for required weekend testing.
- More interaction with students, more FaceTime elements between students and professors.
- More than one class at a time, lower cost. Instructors who speak English for onsite hospital preceptors.

Preceptors who do not treat students as if they are not knowledgeable and purposely try to make them fail!

- None at this time.
- None, I think it is an excellent program.
- Nothing is every clear in this program. EVerything is confusing and when you ask an instructor for help you are told read the rubric. Well, every teacher interperates the rubric different and each teacher grades different. I felt I had no support or preparation from this school. i only learned things from my own teaching, peer help and clinical. AT least 60% of instructors didn't even respond to questions for days. Most students in this school work full time and do not have days to wait for a response. This school needs to be better at clear communication. EAch class should have the same rubric and a list of books that need to be purchased in advance. i had a few classes where my digital books didn't come through till I was in a week of the class. That did not set me up for success.
- Price of tuition is so much along with all the books needed. The distance I had to travel for the clinicals was crazy. Excelsior definitely needs to add more clinical sites across the US.
- Quit harassing students to take a million surveys all the time. If they don't respond in the first 10 requests they are likely not interested in taking pointless surveys. Like all universities, Excelsior is all about money and less about students success.
- The advisement department needs to be overhauled, and the website needs to be revamped to show incoming students when they will be able to take their boards. I had no idea that I would have to wait nearly 3 months to even qualify for my boards, and no other school I've ever heard of makes their students wait that long. My entire group had no idea until about 2 weeks before we should have actually graduated.
- The instructors, there's a few instructors who made the entire program too stressful and more diversity with the professors/
- The tuition can be cost prohibitive.
- There is no reason to conferral
   should take two months.
- There needs to be clearer instructions within each class in terms of assignments, readings etc. Would also benefit from utilizing online lectures for better enforcement on each topics.
- They should have a person in charge of a diversity department or an affirmative action office of some sort. They should take racism more seriously and they should take racist complaints more seriously. There should never be a racist investigator that's in charge of investigating racist crimes by both students and teachers.
- Timely communications and reminders on important dates and deadlines. I missed my 2nd clinicals since I hadn't renewed some documents . I thought they would be automatically be accepted since I had used them in the first clinicals.
- Weekly zoom class in Phase-I and II of nursing classess to clarify if students have any difficulties