

Received
9/29/09 from
Redacted by HELP

From: The LVN Class of 2010
Designated start date 8/10/2009
Designated Lead Instructors Redacted by HELP

~ 5:30

To: The Dean, Assistant Dean, Head of Nursing and All Applicable Governing Bodies of
Concorde,

We do hereby respectfully submit the following complaints in truth, without malice and in one accord in that we believe a trust was violated, a duty gone unfulfilled and a negligence wrought which has dramatically and permanently impacted our preparation as nurses and our overall educational experience at Concorde.

We submit the following in the hopes that a solution will be found to remedy what is lacking and restore us to the place we would have been had the promised educational standards been adhered to.

Complaints submitted per item.

Item I: Instructors late to start class, late back from lunch and late back from breaks, resulting in a loss of **20-40 minutes** per day of class time being common.

Item II: Lectures lacking structure and being vague, in that the class was unsure what the instructor was saying or it's pertinent bearing on the chapter being covered. Often lectures consisted of instructors reading verbatim from the power point with no additional input.

Item III: Unwise use of time in that **20-30 minutes per day** minimum was spent on unguided discussion by the class that did not pertain to the nursing text as a direct result of unfocused students *and* instructors that lacked discipline in the class

Item IV: **10 to 20 minutes per day** wasted on instructors searching for lost papers or tests or equipment or hand-outs and overall seemed unfamiliar with the text or what was needed for the lesson/lab being presented that day and as a result were ill prepared for class.

Item V: Classes excused every day at 9pm instead of 10pm, resulting in a **loss of one hour per day** of instruction/lab time

Item VI: In A&P we were not taught anatomical location of organs, pathology or terminology as such and the Cardiovascular system was summarily skipped. Therefore we, the students and the staff, believe it to be a daunting and undeserved task to re-cover all previous chapters to an acceptable standard while moving ahead with the current chapter requirements.

Item VII: It took over two weeks to respond to the change in instructors needed. As a result, the class has fallen behind to the extent we believe to be unrecoverable without damage. We are in our 3rd week of Pharmacology. Per the syllabus, we *should be* testing on Chapter 18 and 20. We have, in fact, only received one test on Chapters 1 & 2; Placing us 9 chapters behind in lectures and tests. As you know, at best, this class moves at a difficult rate and yet its' importance in laying a foundation is without question. Therefore we, the students *and* the staff, believe it to be a greivous and undeserved task to recover from the harm done in lacking a permanent instructor in this course.

Item VIII: Classes left to sit unlectured, unguided, untested and uninformed due to the lack of any sort of contingency plan in place in the event of an instructors' absence.

Item IX: In that we have had instructors step in when ours were absent and in that we now have a point of reference we believe our education, up until this point, to have been sub-standard in content and structure.

We, the undersigned, are high school graduates, mothers, veterans, grandparents, husbands, sons and daughters. All have come to gain the best possible education at Concorde. We have fallen behind for reasons that were not in our control and some that were. We are concerned that our education will be compromised in an attempt to merely "catch us up" and "get us through."

We came here to be the best nurses we can be and ask that you help us to do that.

In that we put forth the following suggestions and would welcome any you may have to remedy the situation.

We would be willing to : Reduce our lunch time from 1 hour, to 30 minutes
 Stay until 10pm
 Begin the A&P and Pharmacology classes again and finish later than the listed graduation date

With Due Respect and Sincere Intent,

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9/20/09

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Concorde Career College
Grievance Meeting – Full Time Afternoon VN Class
September 30, 2009
5:30pm

**Concorde Staff
In Attendance:**

Redacted by Regional Academic Affairs Specialist – Western Region
Redacted by Regional Nursing Education Specialist
HELP Redacted by Academic Dean
Redacted by HELP Director of Student Services
Redacted by HELP Associate Dean
Redacted by HELP Director of Nursing

**Students In
Attendance:**

REDACTED	REDACTED
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**Students in
Attendance
Arriving Late:**

REDACTED

REDACTED

Minutes Taken By:

Redacted by HELP Administrative Assistant

Redacted by HELP introduced himself and then had everyone else introduce themselves.

Redacted by HELP then advised all present that the purpose of this meeting is to do additional fact finding regarding the letter of concern submitted by the students. It is not to resolve and present solutions. At the end of the grievance meeting, the committee members will meet and take the information into consideration.

Redacted by HELP then opened the meeting to the students.

- REDACTED - His main concern is with the A&P and Pharmacology classes. The material covered has been vague until Redacted by HELP came in. We have completely missed the first half of each book – we have no foundation. This will cause us to struggle the rest of the year.
- REDACTED - We have barely started Pharmacology chapters one and two. We should be on chapter eighteen. So now we have to learn sixteen chapters in two weeks.
- REDACTED – She disagrees that there is a problem with A&P. She is doing well in this class. Redacted by HELP has been a bit misguided and unorganized. The Pharmacology course has been abandoned but she does not want to start over.

- [REDACTED] – We have been consistently clocking out at 9pm, not 10pm. She wouldn't want her license pulled due to lack of hours.
- [REDACTED] – While some students have attendance issues, most have been here consistently. It is unfair that their grades get bumped up. This happened in Foundations also. Our instructor has been late and absent a lot. Don't take ^{Redact} from us. _{ed by}
- [REDACTED] – appreciates being given this information at this meeting. She knows it is not a community college; she likes the open door policy but feels it isn't that easy to see people in charge as we advertise. ^{Redacted by} asked her if she _{was told not to see anyone.} [REDACTED] responded that she feels she was given the runaround and that it has not been an open door when seeking help.
- [REDACTED] – agrees that ^{Redact} is a wonderful teacher. An Instructor's role should _{be to reinforce the information that they learn and this has been lacking.}
- [REDACTED] – Her main concern is that they have missed so much and are trying to play catch up on top of learning extremely difficult subject matters. They have been expected to learn five chapters of Pharmacology and two chapters of A&P in two days. We have no foundation of learned information to build upon.
- [REDACTED] agreed that there is a gap in Pharmacology that just was not covered at all.
- [REDACTED] – concerned that they won't be able to pass the NCLEX. He stated that "they won't throw out questions because most students got them wrong like we have had done here".
- [REDACTED] – they are taking the majority of the scores and setting a curve and many of us still failed. "We need reinforcement by the instructor to help us understand the material covered. We can't just read the books. For someone like me with no background it is like reading Spanish when all I know is English. I cannot comprehend and can't retain it."
- [REDACTED] - She wanted to thank everyone for this meeting. This is her second program and the second time she has had an issue. She would like to see action taken on the attendance issue.
- [REDACTED] – said that he agrees with [REDACTED] and we will do due diligence. He also thanked the students for coming.
- [REDACTED] – said that she is not sure she can do the catch up. She is worried about being a good nurse. She is already struggling.
- [REDACTED] – she just doesn't want us to spit out a grade for her. She wants to be a good, qualified nurse.
- [REDACTED] – she said she just has the same concerns as everyone else.

At this point, the students and several staff members were excused.

Discussion of issues involved
Redacted by HELP

- Redacted shared that REDACTED is a re-entry and was in this situation before and could be the driving force behind this group.
- Redacted said that REDACTED had previously presented some of the same concerns and has been ready to organize a group at that point.
- Redacted stated that there should be a second instructor in the classroom for support and a second person available for tutoring. He also said we need to do a double check on students and be sure the attendance policy has been enforced.
- As for the curriculum part, we need to assess where the students are in their classes and whether we should go forward. We need to determine how we can get them the foundation they need and not overload them.
- Redacted said that we heard their concerns and now we need to focus on accomplishing objectives and outcomes. We must focus on foundation.
- Redacted said that in Pharmacology; other than what REDACTED gave them, they have not had any. We can do an assessment on A&P but not on Pharmacology.
- Redacted said that we need to do some level of assessment – we need concrete data. We need to demonstrate a reason for the level they are at. The second part of this is we need to develop a plan focusing on objectives and outcomes, of a timeframe to accomplish, resources and staff before we can present to the students.
- Redacted said we need to look through their eyes and also let them know what will happen today. We will have REDACTED continue teaching them while we assessing their knowledge. They will cover today's chapter today while we are working out the plan.
- We need to make sure the students understand that our ultimate goal is for them to pass the NCLEX and become confident in their profession. Only then is Concorde successful.
- Redacted recapped the information; we need to let them know how we will communicate this to them – it needs to come from REDACTED and REDACTED present.
- Redacted said that REDACTED needs to reinforce in their eyes that she is their point of contact going forward. If the students have problems, they should first see their instructor, then the P.D. and then the Academic Dean or the Associate Dean.
- On the attendance issue – we will be reviewing the whole classes' attendance for the term and enforce the policy as written. Thank them for bringing this to our attention.
- We will be monitoring the grading process. Before any questions are thrown out, this must be brought to the D.O.N. It will be a strict policy that the D.O.N. will monitor all tests and test analysis.

The students were then brought back in.

Redacted by ^{HELP} informed the students that it is Concorde's philosophy and strategy that your ability to pass the nursing board exam on your first attempt is our goal. It is not just your grade. It is also our goal that you become gainfully employed. One drives the other – it is our key foundation.

- Going forward, the nursing staff will take the time today to assess where you are at and then we will develop a plan for objectives and skills in both of these courses.
- We will also have a monitoring system in place for grading and exams.
- Attendance for the students will be evaluated and measured for this term and the attendance policy will be enforced.
- The Open Door policy is as such; first you will go to your instructor. Then the Director of Nursing. Then the Academic Dean or Associate Dean. If you are unable to reach any of these people and need immediate assistance, please go to any staff member and address your issue so they can communicate it to the proper party.
- You will have a support mechanism in class – a second person supporting lecture and tutoring.
- We will be delivering a plan after assessment. Redacted by HELP and Redacted by ^{HELP} will get together with the class.
- For today, proceed as planned to class. This will be less disruptive to your learning process.
- [REDACTED] said so until assessment is complete, we will go forward? Redacted by ^{HELP} affirmed this.
- [REDACTED] wanted clarification on the attendance issues. Redacted by ^{HELP} said that we will be strictly enforcing the attendance policy.
- [REDACTED] said that there are really only two people with individual attendance violations and nothing has been done to the biggest culprit. Of course they are not here today. Redacted by ^{HELP} assured them it will be looked into. We will look into scheduled class hours and enforce the schedule.
- The question was asked how all of this will affect us? We assure you that you will meet the goals and objectives of the course.
- How long will the assessment take? Long enough for a good assessment and long enough for a good plan