



BLUENOTES AMERICAS 2017
LOUISVILLE, KY • AUGUST 1ST - 4TH 2017

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Implementing Blue in a Large, Multi-School System: Lessons Learned

Presented by Education Affiliates:

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Agenda

- Overview
- Unique Challenges of our Organization
- Our Solution
- Lessons Learned
- Closing Remarks / Q & A



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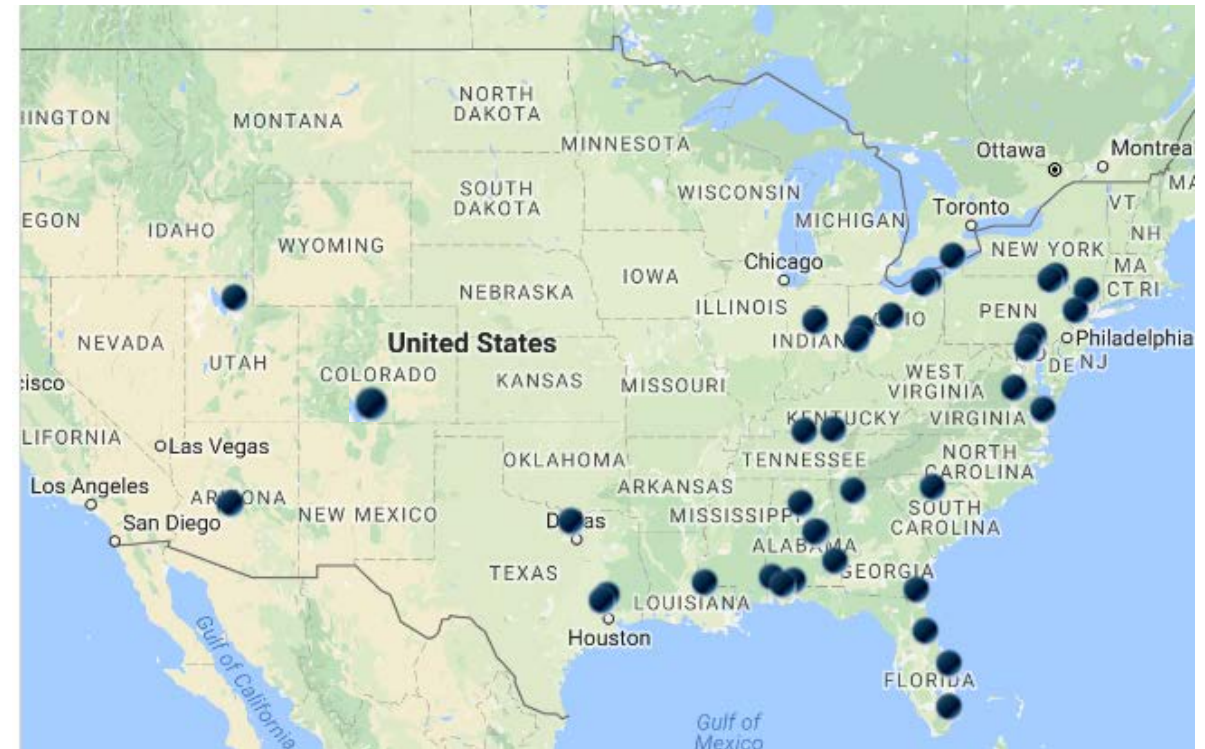
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Overview

Education Affiliates

- 45+ Schools all Separately Accredited
- 17 States
- Over 11,000 Students
- Approximately 40 Programs
 - Nursing
 - Allied Health
 - Medical Technology
 - Trades
 - Business
 - Technology



Why We Moved to Blue

- Transitioned from Long-Standing Vendors
- Multiple Surveys
 - End of Course (we'll focus on this)
 - Nursing-specific
 - Alumni
 - Employer
 - Institutional Satisfaction Survey
 - Ad-hoc
- Goals
 - Improve internal control over surveying process
 - Implement electronic surveys to reduce costs and level of effort
 - Improve reporting
 - Prepare for formalizing institutional effectiveness methodology



Making the Transition

- Start with End of Course Survey
- Refine Survey Questions
- Develop Faculty and Summary Reports
- Provide Access to Faculty and Staff
- Communicate, Train, and Support
- Determine How to Meet the Unique Challenges of Our Organization...





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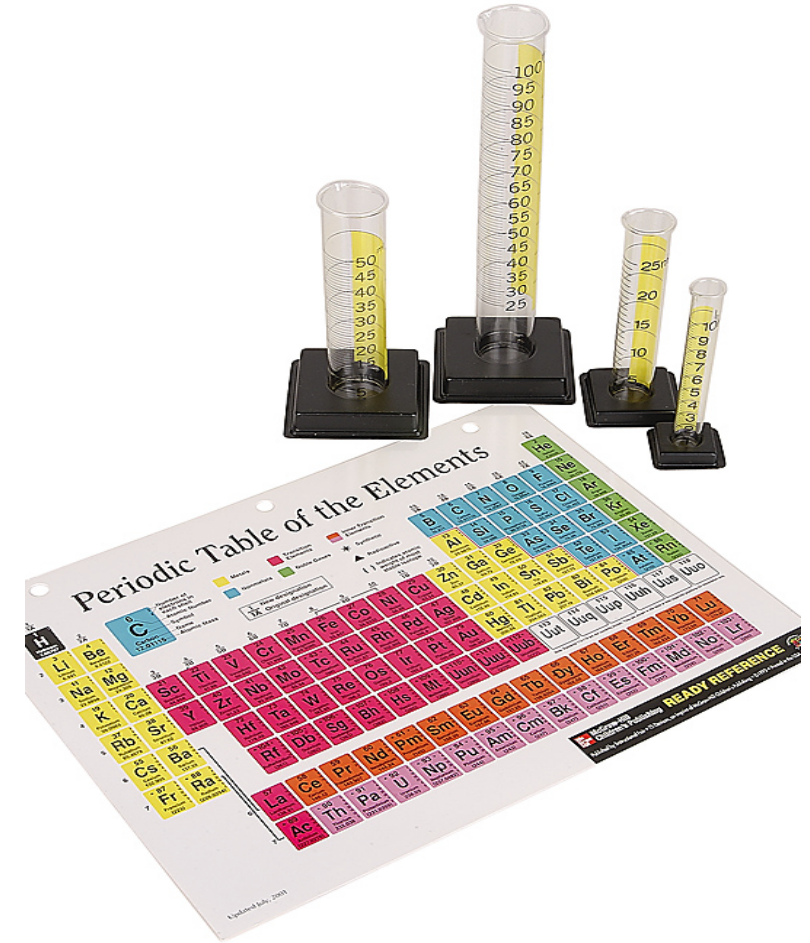
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Unique Challenges of Our Organization

Unique Challenges

- Centralized Approach to Organization-Wide Surveys
- Multiple Schools and Programs
 - Different school brands/logos
 - Academic calendars/survey timelines can vary
 - Course lengths can vary
- Course Exclusions
 - Short-term/Continuing Education
 - Certain types of labs
 - Nursing Clinical and Simulation (use different surveys)
- Tailored Survey Questions
 - Common core questions, plus...
 - Questions for online courses only
 - Questions for schools with Learning Resource Centers



Unique Challenges (cont'd)

- Survey Delivery Method
 - Electronic (email, LMS)
 - Paper
- Reporting Periods
 - Monthly
 - Quarterly
 - Annually (fiscal)
 - Annually (calendar)
 - Ad hoc time frames





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Our Solution (so far...)

Our Solution

Use Data Files to Identify

- Types of Questions
- Different Schools
- Different Branding (Logos)
- Variances in Term Calendars, Course Length
- Types of Courses to Exclude



Triggers

CV School Name	LRC
Fortis College - Salt Lake City	None
St. Paul's SON - Queens	LRC
St. Paul's SON - Queens	LRC
St. Paul's SON - Queens	LRC
Denver School of Nursing	LRC
Denver School of Nursing	LRC



★ With regards to the Learning Resource Center:

	Totally Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Totally Disagree	Not Applicable
I was given an orientation to the Learning Resource Center (LRC), and the Internet policies were explained to me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The LRC stays open enough for me to get my work done regularly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The librarian and LRC staff are knowledgeable.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The librarian and LRC staff are helpful and courteous.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

CourseID	Course_Type
941924	Ground
934590	Online
934591	Online
968176	Ground



★ Questions Regarding your Online Course:

	Totally Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Totally Disagree	Not Applicable
The layout and organization of the online course was easy to follow.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Technical support was readily available when I had difficulties.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall, I felt comfortable completing coursework in the online class setting.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Triggers

CourselD	Current Brand Name	Campus President	School
941924	Denver School of Nursing	Cathy Maxwell	Denver School of Nursing
934590	Fortis College	Brian Owen	Fortis College - Salt Lake City
934591	Fortis College	Brian Owen	Fortis College - Salt Lake City
968176	St. Paul's	Jennifer Ramey	St. Paul's SON - Queens

Thank you for participating in this important activity.

Sincerely,

Brian Owen
Campus President
Fortis College

<input type="checkbox"/>	Index	Type	Title
<input type="checkbox"/>	1	 Denver School of Nursing	Section Title
<input type="checkbox"/>	2		Section Title

Standard School Report for Fortis College - Salt Lake City

End of Course Survey

Total Students Surveyed 789
Responses Received 460
Response Percentage 58.30%

Course Selection

CourseID	Description	Class_Type	School
941841	Foundations of Nursing	Lecture	Denver School of Nursing
941842	Foundations of Nursing	Lecture	Denver School of Nursing
941843	Foundations of Nursing	Lecture	Denver School of Nursing
941855	Foundations of Nursing - LAB	NOT On Transcript	Denver School of Nursing
941856	Foundations of Nursing - LAB	NOT On Transcript	Denver School of Nursing
941916	Mental Health Nursing - CLINICAL	NOT On Transcript	Denver School of Nursing
941917	Mental Health Nursing - CLINICAL	NOT On Transcript	Denver School of Nursing
810221	Fortis Online Career Services Workshop	NOT On Transcript	Fortis College - Online
810223	Fortis Online Career Services Workshop	NOT	
818469	Fortis Online Career Services Workshop	NOT	
823068	Fortis Online Career Services Workshop	NOT	
825538	Fortis Online Career Services Workshop	NOT	
864493	Fundamentals of Human Nutrition	Lect	
864494	Human Growth & Development	Lect	
864495	English Composition	Lect	

Subject Filter (Course)

Select Subject Source

Course

Add Filter

Course

Date

(

)

And

Or

Not

Results: 1 - 10 of 17 Item(s)

	Filter Condition
<input checked="" type="radio"/>	Not
<input type="radio"/>	(
<input type="radio"/>	1Courses.Class_Type Contains NOT
<input type="radio"/>	And
<input type="radio"/>	Not
<input type="radio"/>	(
<input type="radio"/>	1Courses.School Contains denver
<input type="radio"/>	And

Survey Dates and Delivery Method

Eval_Start	Eval_End	Course_End_Date	Survey_Type
2/4/2017 0:00	2/10/2017 0:00	2/10/2017 0:00	email
3/11/2017 0:00	3/17/2017 0:00	3/17/2017 0:00	LMS
3/11/2017 0:00	3/17/2017 0:00	3/17/2017 0:00	LMS
3/11/2017 0:00	3/17/2017 0:00	3/17/2017 0:00	LMS
3/11/2017 0:00	3/17/2017 0:00	3/17/2017 0:00	LMS
3/11/2017 0:00	3/17/2017 0:00	3/17/2017 0:00	LMS
3/11/2017 0:00	3/17/2017 0:00	3/17/2017 0:00	LMS
3/11/2017 0:00	3/17/2017 0:00	3/17/2017 0:00	LMS
3/11/2017 0:00	3/17/2017 0:00	3/17/2017 0:00	email
3/27/2017 0:00	4/2/2017 0:00	4/2/2017 0:00	email
3/27/2017 0:00	4/2/2017 0:00	4/2/2017 0:00	LMS
3/27/2017 0:00	4/2/2017 0:00	4/2/2017 0:00	LMS
4/15/2017 0:00	4/21/2017 0:00	4/21/2017 0:00	email
5/20/2017 0:00	5/26/2017 0:00	5/26/2017 0:00	paper
6/24/2017 0:00	6/30/2017 0:00	6/30/2017 0:00	paper

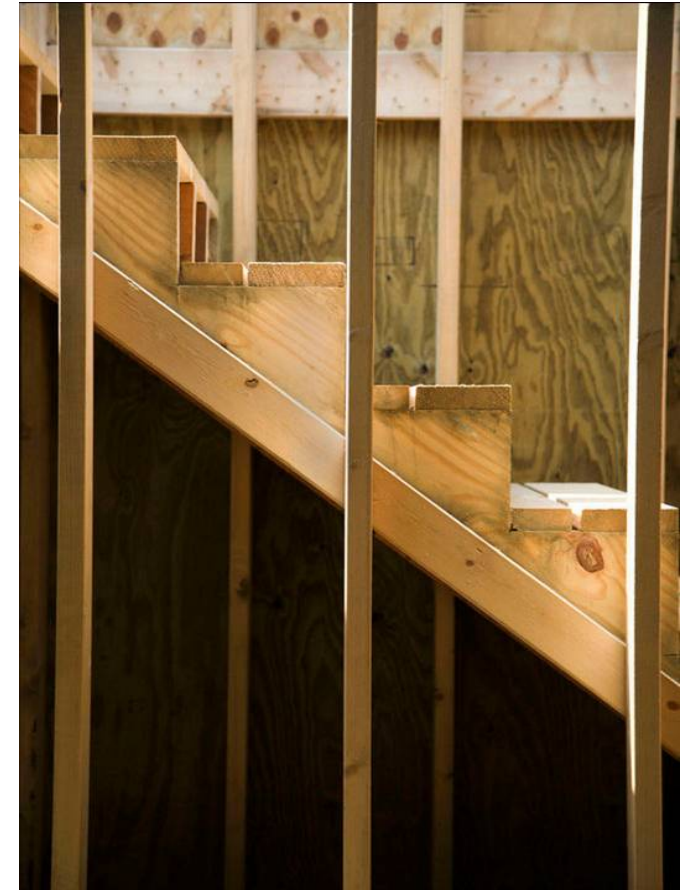
What's Working Well

- Incredible Support from Explorance
 - An integral part of our team
- Immediate Availability of Results
 - Electronic approach makes this possible
 - Reports update as data becomes available
- Automated Electronic Approach Taking Hold
 - Challenging in some ways (see Areas to Be Addressed...)
 - Will be easier to administer in long run
- Data Infrastructure in Place and Synchronized
 - Awesome technical / SIS team at Education Affiliates
 - Unintended benefit: SIS system data must be clean and current



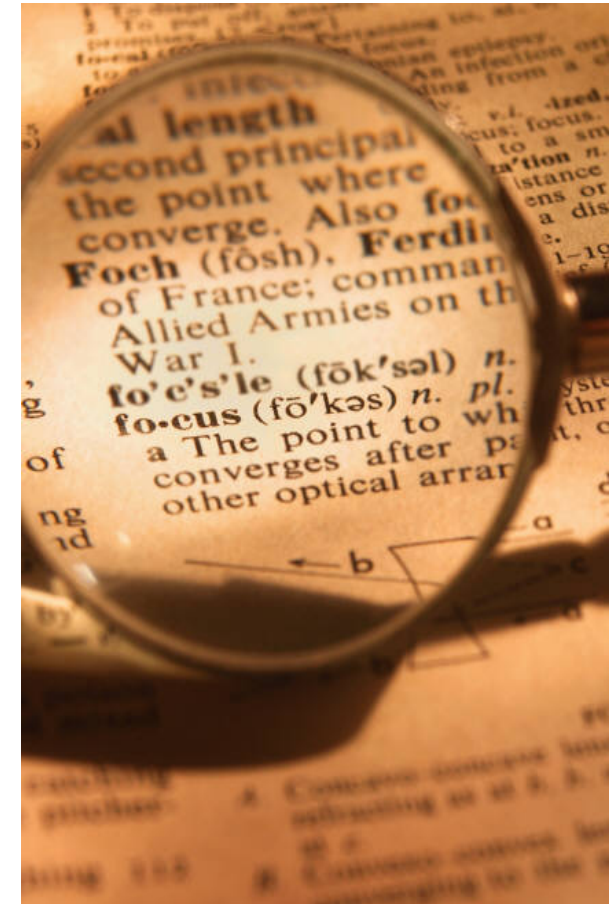
Areas to be Addressed

- Student Access to Surveys via Email
 - Missed emails, incorrect email addresses, and spam
 - Reduced response rates
 - Solution: Moving to survey access to a link in our SIS student portal
- School Administration Access to Blue
 - Emailed credentials not reaching recipient consistently
 - Whitelisting email address didn't solve
 - Modification of spam filters and adding IP address resolved
- Faculty Access to Reports
 - Not receiving credentials – similar issue as above
 - Solution: Moving access to link in our SIS faculty portal



Areas to be Addressed (cont'd)

- Surveys Running Frequently Across System
 - Challenging to track centrally
 - Rely on schools to know their survey periods
- Reports
 - Works very differently from previous system
 - Some is change management, some is refinement of reports
 - Making good progress





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Lessons Learned

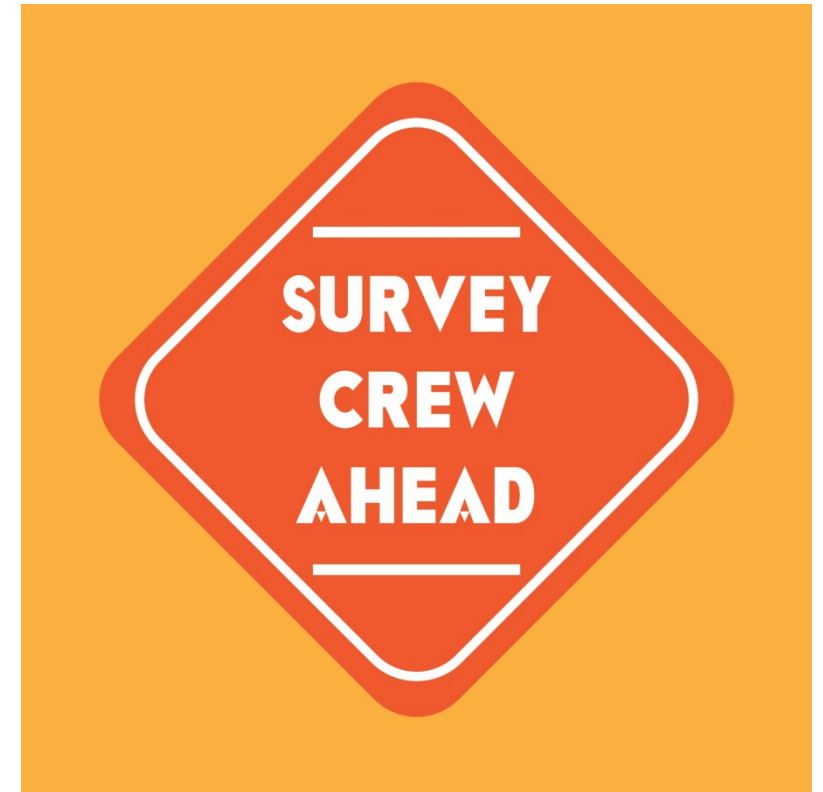
Lessons Learned

- Communication and Collaboration are Critical
 - Cannot be stressed enough
 - Explorance excellent partner
 - Communication often with stakeholders
 - Respond quickly to stakeholders, including students
- Data
 - Do not underestimate the importance of data setup
 - Took several months to get this working well – still refining
 - Involve technical team early and make part of the project team



Lessons Learned (cont'd)

- Identify Internal Administrator Early
 - Include from start of engagement with Explorance
 - Some qualifications to consider:
 - Technical skills and soft skills
 - Working knowledge of databases is very helpful
 - Prior experience with surveys
 - Strong communication skills / ability to train
 - Good organization skills
 - Train on Blue early
- Expect Adjustments
 - Ran multiple pilots, still had adjustments during full rollout
 - Create strategy/ process for managing change requests





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Change Management

- Change Management is Vital to Success
 - Leadership/Project and change management
 - Driving/Restraining forces and motivation
 - Sharing the vision
 - Reinforcing the change
 - Two pilots:
 - to engage people
 - test and celebrate success
 - cultivate early adopters/champions





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Closing Remarks and Q & A



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Thank you!