



Program Solutions

LPN/LVN Faculty

Digital Toolkit



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Introduction and Overview

Welcome

Welcome to Elsevier's Program Solutions! We are thrilled to have you embark on this exciting journey with us. This guide is designed to be your go-to resource for using Program Solutions and simplifies your onboarding experience by compiling the key training, planning, and implementation materials you need in one place to help you successfully implement your collection of products.

Dedicated Customer Success Team

Implementation Specialist

The Implementation Specialist will guide your program through the process of content selection and implementation. This experienced educator will build a tailored path for optimizing your program's selected products to lead to positive program outcomes, and meet with program leadership to help guide program evaluation and accreditation support.

Enterprise Customer Success Manager (eCSM)

The Enterprise Customer Success Manager is the main point of contact for all your program needs. You'll have a dedicated person to train faculty and answer all questions related to your selected Elsevier products. They can also offer programmatic insights, learning analytics, and will be available to help guide faculty through the process of using their Elsevier content.

Nursing Education Specialist (NES)

This Masters- or Doctoral-prepared nurse educator will share their expertise and best practices for optimizing digital learning tools, to help empower you to strengthen student engagement, clinical judgment development, and practice readiness.

Premier Services

In addition to Elsevier's powerful product line-up and your dedicated Customer Success Team, you have exclusive access to our Premier Services to position you, your program, and your students for the successful implementation and optimization of your solutions. A wide library of training resources, developed by our NES Team, provides teaching strategies and implementation tips for your products. Our VIP Support Team will ensure you and your learners receive quick and efficient technical support for all products. Your dedicated eCSM will also be with you every step of the way to help you get the most out of your products and ensure program success.

Getting Started Guide

Getting started is the essential first step of your onboarding journey and navigating Elsevier's Program Solutions. You must complete these 3 key steps you have the foundational tools and knowledge for a successful start.

3 Key Steps



Create an Evolve Account

Visit evolve.elsevier.com to create an Evolve account and ensure you register with your institution email address. If you think you may have an existing account, verify the registration before creating a new one.



Visit the Faculty Onboarding Hub

Go to the [Program Solutions Faculty Onboarding Hub](#) to begin your training. This is the go-to space for your initial onboarding, key implementation resources, and any on-demand product training.



Connect with Your eCSM

Your Enterprise Customer Success Manager will coordinate with you to schedule your Elsevier product training and ensure you have access to your collection of digital resources for your upcoming term.

Key Contact

Enterprise Customer Success Manager

As your main point of contact for teaching with Elsevier, your eCSM is knowledgeable about your program's curriculum and will always be your go-to person for digital product access and training needs.

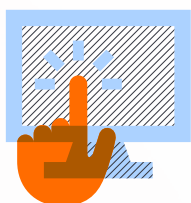
Email nhpsupport@elsevier.com if you need assistance contacting your eCSM.

Elsevier Educator Training Roadmap

This training roadmap outlines the 3 key milestones, from initial onboarding to expert development, to build your expertise. At each stage, you'll explore and implement a variety of tools to enhance your teaching strategies and support your students in achieving their learning objectives.

3 Steps for Product Optimization

Faculty Product Training



Complete your product training by visiting the Program Solutions Faculty Onboarding Hub. This hub is your virtual one-stop shop and includes:

- On-demand faculty training
- Product implementation resources
- Exclusive research and data

[Visit the Program Solutions Faculty Onboarding Hub](#)

Novice Nurse Educator Immersion Program



This self-paced program equips you with vital tools for effective teaching with a recorded webinar series that delivers essential knowledge and practical strategies to help you lead dynamic learning environments. You will earn:

- Two Nursing Continuing Development Professional (NCPD) contact hours
- Exclusive Elsevier Certified Educator certification
- Certification badge and customized personal certificate

[Learn more about the Elsevier Educator Certification](#)

Elsevier Certified Expert Program



Take your professional development a step further by joining this program designed for nursing faculty who are committed to leading the charge. Join us to enhance your product knowledge and implementation skills, cultivate your expertise, become a leader in nursing education. You will earn:

- Exclusive access to national webinars
- Branded merchandise and special gifts
- Certification badge and customized personal certificate

[Learn more about the Elsevier Expert Certification](#)

Elsevier Product Training Guide

This guide includes the training resources you'll need for your library of digital resources. Learn more about how to use and implement your resources by clicking completing the faculty product training and reviewing best practices.



Build Knowledge

Elsevier helps students cultivate content mastery with engaging technology that complements our market-leading textbooks, ensuring students both learn and understand the key nursing concepts that form the foundation for their success.



Apply Clinical Judgment

Elsevier's content-based scenarios and interactive, immersive technology allow students to safely practice applying clinical judgment skills in real-world situations, building their confidence and competence for licensure and practice.



Assess and Review

Elsevier provides you with the tools to monitor performance from day one, empowering you to proactively address student weaknesses, identify curriculum gaps, and assess NCLEX success through personalized, predictive insights.

Faculty Product Training

- [Sherpath \(includes EAQ, lessons, Osmosis videos\)](#)
- [Sherpath AI](#)
- [Elsevier eBooks on VitalSource](#)
- [ClinicalKey](#)
- [Shadow Health](#)
- [Clinical Skills](#)
- [HESI Case Studies](#)
- [SimChart in Sherpath](#)
- [SimChart for Nursing](#)
- [HESI Testing](#)
- [EAB](#)
- [HESI Compass](#)
- [HESI Live Review](#)
- [Program Success Dashboard](#)

Best Practices

- [Sherpath](#)
- [Sherpath AI](#)
- [Sherpath Complete Guide](#)
- [EAQ](#)
- [ClinicalKey](#)
- [Shadow Health](#)
- [Clinical Skills](#)
- [HESI Case Studies](#)
- [SimChart in Sherpath](#)
- [SimChart for Nursing](#)
- [HESI Exit Exams](#)
- [HESI Specialty Exams](#)
- [HESI Saunders Online Review](#)
- [EAB](#)

Product Implementation

- [Elsevier's Prescription for Success](#)
- [NCPE Offerings](#)
- [HESI Implementation Guide](#)
- [HESI Data Guide](#)
- [HESI Compass Faculty Guide - Bridge](#)
- [HESI Live Proctoring Best Practices Guide](#)

Expanding Your Knowledge

This guide includes the key resources you need to expand your knowledge and enhance your teaching effectiveness.

3 Opportunities to Develop Expert Knowledge



Elsevier Novice Nurse Educator Immersion Program

This program has been developed to equip new nurse educators with essential tools for effective teaching and student success with an exclusive self-paced, three-part webinar series.

[Become an Elsevier Certified Educator](#)

Elsevier Certified Expert Program

Designed for nursing faculty committed to enhancing their professional development and improving student outcomes, this program will expand your product knowledge with access to exclusive trainings, live webinars, and research.

[Become an Elsevier Certified Expert](#)

Elsevier Expertise Library

This comprehensive library contains a wide range of materials to support continuous learning for nursing educators, including the Nursing Education Insights podcast, webinars, and articles to help you implement effective teaching solutions.

[Visit the Elsevier Expertise Library](#)

Course Planning Guide

This guide includes our faculty course guides and Sherpath outlines to streamline your course preparation. The course guides provide an overview of the content in your digital products by topic area, and the Sherpath outlines detail the teaching materials in your Sherpath course by chapter. Use these resources together to help streamline your course planning for successful product implementation.

All Inclusive Curriculum

Sherpath Outlines

[Cooper Foundations and Adult Health Nursing 9e](#)
[Giddens Concepts for Nursing Practice 4e](#)

Dosage Calculation

Sherpath Outlines

[Kee Clinical Calculations 10e](#)
[Morris Calculate with Confidence 8e](#)
[Ogden Calculation of Drug Dosages 12e](#)
[Turner Mulholland's Nurse, Math, Meds 5e](#)

Fundamentals

Course Guides

[Fundamentals Course Guide](#)

Sherpath Outlines

[Potter Essentials of Nursing Care 9e](#)
[Williams Fundamental Concepts 6e](#)

Gerontology

Course Guides

[Gerontology Course Guide](#)

Sherpath Outline

[Williams Basic Geriatric Nursing 8e](#)

Leadership & Management

Sherpath Outlines

[Sherpath for Carroll Success in Practical Vocational Nursing 10e](#)

Maternity & Maternal-Pediatrics

Course Guides

[Maternity Pediatrics Course Guide](#)

Sherpath Outline

[Leifer Intro to Maternity/Pediatrics 9e](#)

Medical-Surgical

Course Guides

[Medical-Surgical Course Guide](#)

Sherpath Outlines

[Cooper Adult Health Nursing 9e](#)
[Linton Medical-Surgical Nursing 8e](#)
[Stromberg Medical-Surgical Nursing 5e](#)

Mental Health

Course Guides

[Mental Health Course Guide](#)

Sherpath Outline

[Morrison-Valfre Foundations of Mental Health Care 8e](#)

Nutrition

Sherpath Outlines

[Grodner Nutritional Foundations 8e](#)
[Nix Williams' Basic Nutrition and Diet Therapy 16e](#)

Pharmacology

Course Guides

[Pharmacology Course Guide](#)

Sherpath Outlines

[Visovsky Intro to Clinical Pharmacology 11e](#)
[Workman Understanding Pharmacology 3e](#)

Sample Syllabi and Accreditation Mapping Guide

This guide includes course syllabi aligned to your Elsevier text and Shadow Health accreditation mappings to help facilitate your course development.

Sample Syllabi

Use the sample syllabi to align your learning objectives with your course content. Click the links below to download and access these resources.

Fundamentals

[Cooper Foundations of Nursing 9e](#)

[Williams Fundamental Concepts 7e](#)

Gerontology

[Williams Basic Geriatric Nursing 8e](#)

Maternity & Maternal-Pediatrics

[Leifer Intro to Maternity/Pediatric Nursing 9e](#)

Medical-Surgical

[Cooper Adult Health Nursing 9e](#)

[Stromberg Medical-Surgical Nursing 5e](#)

Mental Health

[Morrison-Valfre Foundations of Mental Health Care 5e](#)

Pharmacology

[Visovsky Intro to Clinical Pharmacology 11e](#)

[Willihnganz Clayton's Basic Pharmacology 20e](#)

[Workman Understanding Pharmacology 3e](#)

Shadow Health Accreditation Mapping

The Shadow Health catalogs linked below will include the LOLA mappings of each undergraduate Digital Clinical Experience (DCE), in addition to a detailed overview of the content in each DCE. Use these resources to understand how each Digital Clinical Experience aligns with accreditation requirements and effectively integrate them into your curriculum.

Undergraduate Catalogs

[Community Health DCE](#)

[Fundamentals of Nursing DCE](#)

[Gerontology DCE](#)

[Health Assessment DCE](#)

[Leadership DCE](#)

[Maternal Health DCE](#)

[Medical-Surgical Nursing DCE](#)

[Mental Health DCE](#)

[Pathophysiology DCE](#)

[Pediatrics DCE](#)

[Pharmacology DCE](#)

Frequently Asked Questions

This FAQ Guide serves as your go-to resource for addressing common faculty and student questions that may arise during your onboarding and course set up.

Faculty Access and Account Setup

How do I create a faculty Evolve account?

You can create a new faculty Evolve account by [clicking here](#). If you need additional assistance with your account creation, contact your eCSM.

I'm having issues with my Evolve account logging in or loading?

First try clearing your cache and/or browser history. Then attempt to log into your account. If you are still unsuccessful, call VIP Support and be sure to provide the following information: name, email address, and any applicable details.

How do I add additional faculty to my courses?

If you've had a permanent change in faculty for a course, please notify your eCSM so we can update our notes. If you have (or are) a new instructor, please reach out to your eCSM to schedule training.

Evolve: Click the "Submit Course Roster" link on the Evolve homepage. Provide your course ID, enter the faculty's name and email in the following format: Last, First, Email, update their role to "Faculty" and click submit. You can review a support guide with step-by-step instructions by [clicking here](#).

LMS: As long as the faculty has access to the LMS course shell and an Evolve account associated with the same email address, they can access all Elsevier course resources within your LMS course.

Evolve Resource Linking

How do I link my course resources in my LMS?

There are two types of LMS linking with Elsevier Course Resources: soft-linking and deep-linking.

Soft-linking: You can add the URL to your course that is hosted in Evolve for easy reference/access. You and your students will be prompted to log into Evolve before being directed to that course.

Deep-linking: Our LMS teams will integrate your Elsevier course resources (typically theory only – Sherpath, EAQ, HESI Prep, etc.) into your LMS course shell, so that you and your students have direct access to the course without needing to log into Evolve. Grade pass back is also enabled for graded assignments. Contact your eCSM for assistance with this setup.

Evolve Course Prep

How do I copy my Sherpath course?

First, make sure you have access to the previous course you'd like to copy and that you have the correct Sherpath title, edition, and ISBN. You can access a support guide with instructions by [clicking here](#). To see a walkthrough of this process, review the on-demand training video linked below for an overview.

[Creating Your Sherpath Course](#)

How do I request instructor or Evolve Resources?

You can request these resources by logging into your Evolve account and searching the catalog on your homepage. If you are a new instructor or you have a new instructor who needs additional assistance, please reach out to your eCSM to schedule training. To see a walkthrough of this process, review the on-demand training linked below for an overview.

[Requesting Instructor Resources and Courses](#)

Evolve Content Access

How do I access my eBooks/VitalSource library?

If you are a first-time user, first click into your VitalSource eBook library via Evolve and follow the prompts to confirm your account. Then, refresh your eBook library. If you are still unable to access, contact your eCSM for additional assistance.

How do I request an eBook or desk copy?

Please contact your eCSM for additional assistance.

How do I access my Test Banks?

Sherpath: If you are a Sherpath user, you will access Test Banks via your Sherpath course in your resources. To access Test Bank questions, click the "Add/Manage Banks and Assessments (EAB)" link under "Quizzes/Assessments" in the left-hand menu. Then, you can create Assessments using textbook-by-chapter Test Banks questions and/or create your own questions. Review the on-demand video linked below for an overview of this process.

[Sherpath Test Banks Powered by EAB](#)

LMS: If you are using standalone eBooks outside of Sherpath, you will download Test Banks as Evolve Resources and access via your LMS or exam software after uploading. First, request Evolve Resources (which typically includes Test Banks, lesson plans, and more) by logging into Evolve and searching for the book author/title in the search bar at the top of the page. Next, filter for Evolve Resources using the menu on the left and select the title. Then, complete the checkout process (you will not be prompted for payment), ensuring you select Evolve as the location for course hosting. After our team approves your request the Evolve Resources will auto-populate in your My Content list. Review the on-demand training below for a step-by-step walkthrough of this process.

[Requesting Instructor Resources and Courses](#)

Review next steps for LMS access and set up on the following page.

Once you have downloaded the Test Banks encrypted file from the Evolve Resources, you can upload them to your LMS or an exam software **only**. You can **not** open the downloaded encrypted file on your computer for test bank question integrity purposes. For step-by-step instructions reviewing how to access and upload Test Banks into your LMS, click the below for your specific learning management system.

- [Blackboard Test Bank Import Guide](#)
- [Canvas Test Bank Import Guide](#)
- [D2L Test Bank Import Guide](#)
- [Moodle Test Bank Import Guide](#)

I'm unable to access the Shadow Health assignments in my Sherpath course.

Confirm Your Account: If you are a first-time user, first ensure you have followed the instructions in the email you received to confirm your account. To see a walkthrough of this process, review the on-demand training video linked below for an overview.

Check for Multiple Accounts: Verify you do not have multiple Evolve accounts. Review the on-demand training below for a step-by-step walkthrough of this process. If you have multiple accounts that need to be merged or your account permissions do not match, contact VIP Support and share these details about your account status.

[Verifying Multiple Evolve Accounts](#)

Evolve Student Access

Why are my students not appearing in the course roster?

Students will not appear in the course roster until after they access the course for the first time. They must click into the course (e.g., Sherpath) and allow it to populate.

Why are my students being prompted for an access code? or Why is my course not appearing in my students' Evolve accounts?

If most or all of your students are encountering these issues, please contact your eCSM immediately. If one or a few students are encountering these issues, please review and complete the steps below.

If one student (or a few students) is unable to access their course materials:

1. Confirm whether they are a new or repeat student. If they are a repeat student, first check if their Cohort Management System cohort needs to be updated. If so, contact your eCSM.
2. Verify they are using their correct account. Make sure the student only has one Evolve account and is logging in with the correct account attached to their school email address.
3. Have your student contact the Student VIP Support Line. They need to provide their name, email address, course information, and all other applicable details.
4. Reach out to your eCSM for assistance.

When reaching out to your eCSM for assistance with student access, it's important to be specific and provide as much information as possible upon initial reach out so they can help as quickly and efficiently as possible. Review key information to include on the following page.

Please note the following details when reaching out to your eCSM:

- Provide the student's name, email address, and cohort. If multiple students are affected, please list out their names and email addresses individually.
- Confirm if the student has received an access code prompt or specific error message.
- Confirm that you or another faculty member have already verified that the student does not have access.
- Include screenshots of the errors/error messages as attachments in the email.
- Identify the affected product and include the title, ISBN, author, and edition as applicable.
- Provide the name of the affected course and the faculty's name.

How does my repeat student gain access?

CMS Access: If your student needs access to the Cohort Management System (CMS), ensure they are logging into Evolve using the same email address or username they used during student orientation to enroll.

Swapping Cohorts: If your student is moving cohorts, please notify your eCSM and provide the following information:

- Student's name and email address
- Student's previous cohort and new cohort (e.g., moving from May 2027 to May 2028 Grad cohort)

Faculty and Student Points of Contact

Who do I contact for assistance with HESI exams on test day?

Who should faculty or proctors reach out to for HESI assistance?

HESI Support via chat or telephone for testing emergencies or assistance.

Chat: Connect with Support via chat directly in HESI for the most immediate assistance. As needed, ensure you have additional exam details, student information, supplementary resources (e.g. screenshots), and any other relevant information ready to share during your session.

- **In-Exam:** Click the "HESI Live Support Chat" button in the lower-right corner of the page in-exam to contact Support in the testing platform. The in-exam chat should automatically pull your exam details.
- **In Your Course:** Click the "HESI Live Support Chat" button in the lower-right corner of your HESI Assessment course. You can also use the course's navigation menu by clicking the "Help & Support" link and selecting "Live Chat."

Phone: You can also connect with Support via telephone. Ensure you have the details about your exam and testing issues ready to provide.

- **Emergency Testing Line:** 1-844-960-4374. This line is a faculty-only contact.

Who should my students reach out to for HESI assistance?

Students can also use the live chat feature in their HESI Assessment course to connect with Support on test day before or after their exam. If they experience issues in the middle of testing, they should always inform their proctor first.

- **Chat:** Available via the "HESI Live Support Chat" button and "Help & Support" link in their HESI Assessment course.
- **VIP Support:** 1-800-764-0131

As an instructor, who do I contact for general questions or help?

1. [Program Solutions Faculty Onboarding Hub](#)
2. Faculty VIP Support
3. Your eCSM

Who should my students contact?

1. Their instructor (for course/resource questions)
2. Student VIP Support: 1-800-764-0131
3. [Program Solutions Student Onboarding Hub](#)

Additional Training and Support Resources

This guide will include training resources and support information that will be helpful to have on hand for easy reference.



Training Resources

- [Best Practices Guides](#)
- [Program Solutions Faculty Introduction Video](#)
- [Program Solutions Faculty Onboarding Hub](#)
- [Program Solutions Student Onboarding Hub](#)



Support Contacts

- HESI Testing Chat: Access directly in-exam or via your course
- HESI Testing Emergency Line (faculty): 1-844-960-4374
- Student VIP Line: 1-800-764-0131



General Support Resources

- [Evolve Support Center](#)
- [How to Add Additional Faculty](#)
- [How to Create an Evolve Account](#)
- [How to Copy a Sherpath Course](#)
- [How to Request Instructor Resources](#)
- [How to Reset Your Evolve Password](#)
- [How to Verify Your Evolve Account](#)