



## CUSTOMER SUCCESS STORIES: HESI TESTING & REMEDIATION

**SCHOOL NAME:** Marshall University College of Health Professions, School of Nursing

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### *Requiring HESI remediation increases NCLEX pass rate*

**Background:** Marshall University College of Health Professions, School of Nursing, in Huntington, W.Va., offers associate, baccalaureate, and master's degrees in nursing. The school has been using HESI for 10 years.

**Issue:** Students at Marshall University were not completing remediation based on HESI Exit Exam results.

**Approach:** Students are now required to complete remediation if they score below 900 on the HESI Exit Exam. Previously the threshold was 850, but 97 percent of those who did not pass NCLEX scored less than 850 on the HESI Exit Exam, so faculty decided to raise the score.

Students receive a letter that reviews the results of their test, sets expectations for using resources such as Evolve, and establishes a deadline, usually 2 to 3 weeks, for completing remediation. Students must submit a time log that shows what they reviewed and the time spent. Those who do not complete remediation receive a zero for the exam and cannot participate in the next HESI exam. Marshall University also integrates HESI throughout the curriculum.

**Results:** NCLEX pass rates are consistently in the 90s. Faculty members state that requiring remediation and integrating HESI into the curriculum are keys for success.

**Benefits:** Requiring remediation ensures students complete the process, increasing the likelihood that they will pass NCLEX. The variety of HESI tools allows the school to tailor tests and other resources to students' needs at each stage of the program. The customer service team for HESI provides support for both students and faculty.