



Accrediting Commission of Career Schools and Colleges

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October 6, 2023

**ELECTRONIC DELIVERY**

██████████  
Interim Campus Director of Operations and Education  
Porter and Chester Institute  
33 Palomba Drive  
Enfield, Connecticut 06082

*School #B001083*  
*Continued Warning*

Dear ██████████:

At the September 2023 meeting, the Accrediting Commission of Career Schools and Colleges (“ACCSC” or “the Commission”) considered the Application for Renewal of Accreditation and the Warning status for Porter and Chester Institute (“PCI-Enfield”) located in Enfield, Connecticut. Upon review of the June 7, 2023 Warning letter, the August 26, 2023 On-site Evaluation Report (“OER”), and the school’s responses, the Commission voted to **continue the school on Warning** to the November 2023 meeting. The reasons for the Commission’s decision and the Commission’s requirements for the school to demonstrate compliance are set forth below.

#### **History of the Commissions Review**

- At the February 2020 meeting, the Commission placed the school on Student Satisfaction Reporting for not providing new student survey results collected after the on-site evaluation to show whether the school’s efforts helped ameliorate student concerns.
- At the November 2020 meeting, the Commission continued PCI-Enfield on Student Satisfaction Reporting. The Commission noted that only 33.8% of the student body completed the survey. Additionally, the student survey results showed less than 80% student satisfaction in areas including Student Services, Faculty, Library and Learning Resource System, and Training Equipment. Accordingly, the Commission determined that additional monitoring of student satisfaction was warranted and directed PCI-Enfield to resurvey a sample of not less than 50% of the student population.
- At the June 2021 meeting, the Commission continued PCI-Enfield on Student Satisfaction Reporting. Despite the school’s efforts to increase the response rate for their student survey, the Commission noted that there were several areas such as Student Services, Faculty, Library and Learning Resource System, and Training Equipment that continue to show less than 80% student satisfaction.
- At the February 2022 meeting, the Commission continued PCI-Enfield on Student Satisfaction Reporting. The Commission noted that there were several areas that continued to show less than 80% student satisfaction including: Admissions (Overall Rating: 75.1%), Academic Progress (Overall Rating: 76.38%), Faculty (Overall Rating: 62.45%), and Facilities (Overall Rating: 67.47%). The Commission was especially concerned with the areas of Student Services (Overall Rating: 50%), Library and Learning Resources System (Overall Rating: 50.3%), Training Equipment (Overall Rating: 49.4%), and Overall Experience (39.15%) that showed exceptionally high levels of student dissatisfaction.
- At the August 2022 meeting, the Commission noted several areas that continued to show less than 80% student satisfaction including: Admissions (Overall Rating: 62.5%), Financial Aid (Overall Rating: 66.2%), Academic Progress (Overall Rating: 66.6%), Faculty (Overall Rating: 71.9%), and Facilities (Overall Rating: 67.47%). The Commission remained especially concerned with the areas of Student Services (Overall Rating: 42.8%), Library and Learning Resources System (Overall Rating: 43.8%), Training Equipment (Overall Rating: 50.8%), and Overall Experience (30.8%) that continued to show

exceptionally high levels of student dissatisfaction. The Commission voted to continue PCI-Enfield on Student Satisfaction reporting and stated in the December 8, 2023 letter that, “continued high levels of student dissatisfaction in which the Commission has reason to believe that a school is not in compliance with one or more accreditation standards or other requirements **may result in a stronger action such as placing the school on Warning or Probation**” [emphasis added].

- At the May 2023 Meeting the Commission voted to place the school on Warning due to concerns with whether the school is attentive to students’ educational and other needs (*Section VI (A)(1), Substantive Standards, Standards of Accreditation*). In response to the Commission’s December 8, 2022 letter, PCI-Enfield stated that the school surveyed 101 students; however, only 51 (51%) of the student population responded to the February 6, 2023 Student Satisfaction Survey. The school reported the following overall student satisfaction rates:

Area	Student Satisfaction
Admissions	59.5%
Financial Aid	60.3%
Academic Progress	64.2%
Student Services	41.1%
Faculty	62.45%
Library / Learning Resource System	44.1%
Facility	52.3%
Training Equipment	45.1%
Overall Experience	15.9%

The Commission found that the above reported student satisfaction rates have continued to decrease significantly since originally being placed on reporting. In addition, as part of the Student Satisfaction Report, and to determine if there was a correlation between the high levels of student dissatisfaction and the low levels of student graduation, the Commission directed PCI-Enfield to submit Graduation and Employment Charts for the Practical Nursing (Diploma) program using a January 2023 Report Date. PCI-Enfield reported the following student achievement rates:

Program (Credential)	Length in Months	PCI-Enfield Graduation Rate	ACCSC Benchmark Graduation Rate	PCI-Enfield Employment Rate	ACCSC Benchmark Employment Rate
Practical Nursing (Diploma)	15	19%	50%	70%	70%
Practical Nursing (Diploma)	21	0%	55%	No Data	

### **September 2023 Meeting and Action**

At the September 2023 meeting the Commission considered the Application for Renewal of Accreditation and the Warning status for PCI-Enfield. Upon review of the June 7, 2023 Warning letter, the August 26, 2023 On-site Evaluation Report (“OER”), and the school’s responses, the Commission found that the school did not sufficiently address many of the issues in the Warning or the OER.<sup>1</sup>

<sup>1</sup> The Commission found that the school’s response does not sufficiently address the following areas: institutional assessment and improvement activities, Program Advisory Committees, faculty training, and maximum timeframe, however, the Commission is not requiring a response at this time [REDACTED]

1. PCI-Enfield must demonstrate compliance with accrediting standards relative to continuity and retention as follows:
  - a. The school must demonstrate that it ensures the continuity of management and administrative capacity through the reasonable retention of management and administrative staff (*Section I (A)(4), Substantive Standards, Standards of Accreditation*) and
  - b. The school must demonstrate that it ensures the continuity of instruction through the reasonable retention of educational administrative staff and faculty (*Section II (A)(3), Substantive Standards, Standards of Accreditation*).

[REDACTED]

[REDACTED]

Based on the foregoing, the Commission directs the school to submit the following:

- a. An explanation as to how the school will ensure that students have access to qualified, experienced, and dedicated administrators who work to maintain sufficient resources [REDACTED]
- b. A Retention Chart for all management/administrative level staff and faculty at the school for the period of January 1, 2023 to the date of the school's response to this letter using the following format:

Name	Title	Initial Date of Employment	Initial Date of Employment for Current Position	Tenure of Service for Current Position		Reason for Leaving/Termination (if applicable)
				Yrs.	Mos.	

- c. An updated explanation for the school's plan for staffing the remaining clinical sites with an instructor [REDACTED]

- d. Any additional information that the school believes will assist the Commission in determining the school’s compliance with accrediting standards.
2. PCI-Enfield must demonstrate that the school is attentive to its students’ education and other needs as a means to support retention (*Section VI (A)(1), Substantive Standards, Standards of Accreditation*). The evaluation team surveyed 21 of 57, 38%, of the Practical Nursing (Diploma) program students and the results indicated the following:
- 43% expressed dissatisfaction with admissions;
  - 28% expressed dissatisfaction with financial aid;
  - 23% expressed dissatisfaction with academic progress;
  - 37% expressed dissatisfaction with student services;
  - 29% expressed dissatisfaction with the library/learning resource system;
  - 21% expressed dissatisfaction with the facility;
  - 29% expressed dissatisfaction with the training equipment;
  - 70% do not feel good about their decision to attend the school; and
  - 80% would not recommend the school to a friend.

The response to the OER states that:

*The primary need for these students is to attend clinical and graduate on time. All Enfield students are now attending clinicals and are trending towards their scheduled graduation dates. We are also focused on preparing them to take and pass their board exams, At the appropriate time we will send them graduate surveys.* (September 11, 2023 Response to the OER, pg. 8)

Given [REDACTED] the seriousness of the comments in the survey, the Commission found this response to be insufficient.

As such, the Commission directs PCI-Enfield to submit the following:

- a. A current organization chart to include staff available in each of the areas included as part of the survey;
  - b. A description of the school’s services available to students in each of the areas included as part of the survey;
  - c. Documentation to demonstrate ongoing student services activities available; and
  - d. Any additional information that the school believes will assist the Commission in determining the school’s compliance with accrediting standards.
3. [REDACTED]



Based on the foregoing, the Commission directs the school to submit the following:

- a. An explanation for how students with the same estimated graduation date have significant variances in the number of outstanding credits remaining;
- b. An update to the currently enrolled student’s information using the following format:

Count	Student Name	Total Program Clock/Credit Hours	Clock/Credit Hours Earned	Number of Outstanding Courses/Credits	Estimated Graduation Date

- c. Documentation, if available, to demonstrate the school has sufficient clinical sites for students with graduation dates in April 2023 and July 2024; and
- d. Any additional information that the school believes will assist the Commission in determining the school’s compliance with accrediting standards.

**Warning Restrictions:**

Pursuant to *Section VII (K)(8), Rules of Process and Procedure, Standards of Accreditation*, the Commission will not consider substantive changes, a change of location/relocation, or additions (i.e., separate facilities, new programs) to a school or its separate facilities while the school is under a Warning.

**Teach-Out Plan Requirement:**

Given the serious nature of the issues outlined herein, the Commission directs the school to provide an updated [Institutional Teach Out Plan Approval Form](#), which must be submitted as part of the response for the items listed above.

**Notification to Students**

The Commission requires the school to inform current and prospective students in writing that the school has been placed on Warning and to provide a summary of the reasons for the Warning Order (*Section VII (K)(7) Rules of Process and Procedure, Standards of Accreditation*). The school should submit a copy of the notification to current students as part of the response.

**Response Requirements:**

By applying for accreditation, a school accepts the obligation to demonstrate continuous compliance with the *Standards of Accreditation*. While the Commission employs its own methods to determine a school’s compliance with accrediting standards, the burden rests with the school to establish that it is meeting the standards. The Commission’s deliberations and decisions are made on the basis of the written record and thus a school must supply the Commission with complete documentation of the school’s compliance with accrediting standards.

PCI-Enfield must provide a response to the items expressed above that provides the information requested along with any additional information that the school believes supports a demonstration of compliance with

accrediting standards.<sup>2</sup> If the school’s response contains documentation that includes personal or confidential student or staff information that is not required for the Commission’s review (e.g., social security numbers, dates of birth, etc.), please remove or redact that information.

PCI-Enfield must upload the school’s electronic response directly to ACCSC’s College 360 Database. The ACCSC College 360 database can be accessed by [clicking here](#). Please note that the password utilized by the institution to access the Annual Report Portal is the same to access the School Submission section of the College 360 database. The Instructions for College 360 DMS Submissions can be found [here](#). A detailed overview on how to upload a school submission can be found [here](#).

Keep in mind, the school’s response must be prepared in accordance with ACCSC’s Instructions for Electronic Submission (e.g., prepared as one Portable Document Format (“PDF”) file that has been prepared using Adobe Acrobat software (version 8.0 or higher) and which has a .pdf extension as part of the file name). The school will receive an e-mail confirmation that the file has been received within 24 hours of the submission.

The school’s response must also include a signed certification attesting to the accuracy of the information and be received in the Commission’s office **on or before October 26, 2023**. If a response, the required fee,<sup>3</sup> and the certificate of attesting to the accuracy of the information is not received in the Commission’s office **on or before October 26, 2023**, the Commission will consider further appropriate action.

For assistance with the password or for any other questions regarding the electronic submission requirements, please contact [REDACTED]. Please note that any password requests to access College 360 must be made by the school director, or designated member of the school’s management team, via e-mail.

For further assistance or additional information, please contact me at [REDACTED]

Sincerely,

[REDACTED]

Executive Director

c: [REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

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<sup>2</sup> ACCSC has issued two modules of the **Blueprints for Success Series** – [Organizing an Effective Electronic Submission](#) and [Preparing a Comprehensive Response for Commission Consideration](#) – which provide a framework for submitting a well-documented, organized, electronic response for Commission consideration. ACCSC encourages the school to review these modules when formulating its response to this letter. More information is available in the [Resources section](#) at [www.accsc.org](http://www.accsc.org).

<sup>3</sup> ACCSC assesses a \$500 processing fee to a school on Warning.