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Florida Board of Nursing Formal Complaint — Online Graduate Nursing Program — Herzing University, Madison, Wisconsin Chavon Wright OCR 05262347

1 message

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Florida Board of Nursing
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Complaint filed online at: https://floridasnursing.gov

Date: May 6, 2026

To the Florida Board of Nursing:

I am submitting a formal complaint regarding an online Master of Science in Nursing program in which I am currently enrolled. I am a Florida resident pursuing graduate nursing education through this program and am filing this complaint based on documented institutional failures that bear directly on the integrity of nursing education and student protection.

Basis for Complaint

Throughout the 2025 academic year, I was repeatedly denied legally required disability accommodations under the Americans with Disabilities Act and Section 504 of the Rehabilitation Act during high-stakes nursing assessments. These denials were not isolated. They occurred across two consecutive terms, were documented and reported each time, and resulted in my academic dismissal despite a demonstrated record of nursing competency across every other course in the program.

Specific documented failures include:

— A seven-month delay in establishing a lawful accommodation plan following a formal request submitted in March 2025.

— The absence of a federally required ADA grievance procedure, leaving the student with no internal remediation channel.

— Repeated denial of documented accommodations during proctored nursing examinations, including one examination administered in a public, multi-student environment in direct violation of the student's documented testing requirements.

— A six-hour technical delay during a proctored exam followed by denial of a retake that the proctoring vendor's own published policy required be offered after 15 minutes.

— A grade conversion executed outside the institution's own published policy window without documented review.

— Enrollment of the student in a course after the drop deadline had passed with no available exit mechanism.

These failures produced an academic record that does not reflect the student's nursing knowledge or competency. The student earned a 4.00 GPA in her first term and A and B grades in every course in the program except the single course in which accommodations were denied during assessments.

Why This Is Relevant to the Florida Board of Nursing

The integrity of nursing education directly affects patient safety and public protection — the core mandate of the Florida Board of Nursing. When an institution dismisses a qualified nursing student on the basis of assessments administered without legally required accommodations, it does not protect the public. It removes a competent future nurse from the pipeline while leaving the institutional conditions that produced that outcome unaddressed.

Florida residents pursuing nursing licensure through online programs have a right to expect that those programs are operating in compliance with federal law and in a manner consistent with the standards the Board exists to uphold.

Current Status

A formal institutional SAP appeal was submitted April 30, 2026. Upon receipt of the institution's decision, I will be filing with the U.S. Department of Education Office for Civil Rights and pursuing federal and civil legal remedies concurrently. This complaint is submitted to the Florida Board of Nursing to ensure the Board has a record of conditions in an online nursing program enrolling Florida residents.

I am requesting that the Board review whether this program meets the standards required for Florida residents to pursue nursing education through it, and whether any action is warranted to protect current and future students.

Supporting documentation is available upon request.

Respectfully submitted,
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