

BACHELOR OF ARTS HEALTH CARE ADMINISTRATION ANNUAL ASSESSMENT PLAN & FINDINGS 2010-2011 ACADEMIC YEAR

	PLO 1 Analyze the legal and ethical issues of healthcare systems.	PLO 2 Explore cultural and socialdemographic variables influencing the delivery of healthcare services.	PLO 3 Examine the provision of healthcare services within a regulatory environment.	PLO 4 Analyze the major financing systems of the U.S. healthcare services.	PLO 5 Analyze the major forces driving change in the healthcare system.	PLO 6 Assess the major issues confronting community and public health services.	PLO 7 Apply the theoretical dimensions of leadership within the health care environment.
HCA305: The U.S. Health Care System	ı	I	ı	ı			
SOC313: Social Implications of Medical Issues		R				I	
HCA340: Managing in Health and Human Services		R					ı
HCA322: Health Care Ethics and Medical Law	R	R	R				
ACC281: Accounting Concepts for Health Care Professionals				R			
HCA311: Health Care Financing and Information Systems				М			
BUS303: Human Resources Management							R
HCA375: Continuous Quality Monitoring and Accreditation	R		R		I		
HCA421: Health Care Planning and Evaluation		М			R		R
HCA430: Special Populations	R	М	R				
HCA415: Community and Public Health	M		М	M	М		
HCA459: Senior Project	M	М	М	M	М	М	М

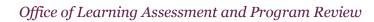


I (Introduced), R (Reinforced), or M (Mastered).

ANNUAL ASSESSMENT PLAN FINDINGS PLO 1 - Analyze the legal and ethical issues of healthcare systems. **MEASURE TOTAL NUMBER TOTAL ASSESSMENT ASSESSMENT ACCEPTABLE TARGET OF STUDENT NUMBER OF RESULTS: RESULTS: RECORDS STUDENT PERCENTAGE OF** 1. EXCEEDS THE **MEETING RECORDS STUDENT ACCEPTABLE ACCEPTABLE OBSERVED RECORDS TARGET TARGET MEETING** 2. MEETS THE **ACCEPTABLE ACCEPTABLE TARGET TARGET** 3. DOES NOT MEET THE ACCEPTABLE **TARGET** 4. INSUFFICIENT **DATA** 100% of students (of the sample selected) Direct Measure 1: must score 70% or higher on the final paper DOES NOT MEET THE and demonstrate understanding of the legal **HCA305 Final Research** 1029 76% 1351 ACCEPTABLE TARGET Paper and regulatory factors in the U.S. Health Care System.



Direct Measure 2: HCA459 Senior Project	100% of students (of the sample selected) must score 70% or higher on the senior project and demonstrate understanding of functions of health care management.	771	819	94%	DOES NOT MEET THE ACCEPTABLE TARGET
PLO 2 - Explore cultura	al and social-demographic variables influenc	ing the delivery o	f healthcare serv	ices.	
MEASURE	ACCEPTABLE TARGET	TOTAL NUMBER OF STUDENT RECORDS MEETING ACCEPTABLE TARGET	TOTAL NUMBER OF STUDENT RECORDS OBSERVED	ASSESSMENT RESULTS: PERCENTAGE OF STUDENT RECORDS MEETING ACCEPTABLE TARGET	ASSESSMENT RESULTS: 1. EXCEEDS THE ACCEPTABLE TARGET 2. MEETS THE ACCEPTABLE TARGET 3. DOES NOT MEET THE ACCEPTABLE TARGET 4. INSUFFICIENT DATA
Direct Measure 1: HCA421 Research Paper	100% of students (of the sample selected) must score 70% or higher on the research paper and demonstrate understanding of cultural and socio-demographic variables	838	971	86%	DOES NOT MEET THE ACCEPTABLE TARGET





Direct Measure 2: HCA459 Senior Project	involved in meeting the needs of a diverse population. 100% of students (of the sample selected) must score 70% or higher on the final paper and demonstrate understanding of functions of health care management.	771	819	94%	DOES NOT MEET THE ACCEPTABLE TARGET
PLO 3 - Examine the p MEASURE	ACCEPTABLE TARGET	TOTAL NUMBER OF STUDENT RECORDS MEETING ACCEPTABLE TARGET	TOTAL NUMBER OF STUDENT RECORDS OBSERVED	ASSESSMENT RESULTS: PERCENTAGE OF STUDENT RECORDS MEETING ACCEPTABLE TARGET	ASSESSMENT RESULTS: 1. EXCEEDS THE ACCEPTABLE TARGET 2. MEETS THE ACCEPTABLE TARGET 3. DOES NOT MEET THE ACCEPTABLE TARGET 4. INSUFFICIENT DATA
	100% of students (of the sample selected) must score 70% or higher on the final paper	1029	1351	76%	





Direct Measure 1: HCA305 Final Paper	and demonstrate understanding of the legal and regulatory factors in the U.S. Health Care System.				DOES NOT MEET THE ACCEPTABLE TARGET
Direct Measure 2: HCA430 Research Paper	100% of students (of the sample selected) must score 70% or higher on the research paper and demonstrate understanding of legal issues involved in health service models for special populations.	778	931	84%	DOES NOT MEET THE ACCEPTABLE TARGET
PLO 4 - Analyze the m	ajor financing systems of the U.S. healthcare	e services.			
MEASURE	ACCEPTABLE TARGET	TOTAL NUMBER OF STUDENT RECORDS MEETING ACCEPTABLE TARGET	TOTAL NUMBER OF STUDENT RECORDS OBSERVED	ASSESSMENT RESULTS: PERCENTAGE OF STUDENT RECORDS MEETING ACCEPTABLE TARGET	1. EXCEEDS THE ACCEPTABLE TARGET 2. MEETS THE ACCEPTABLE TARGET 3. DOES NOT MEET THE ACCEPTABLE TARGET 4. INSUFFICIENT DATA
Direct Measure 1: HCA311 Business Plan	100% of students (of the sample selected) must score 70% or higher on the business plan and demonstrate understanding of the major financing systems of the U.S. health	1010	1171	86%	DOES NOT MEET THE ACCEPTABLE TARGET



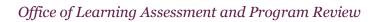


Direct Measure 2: HCA459 Senior Project	care system by using strategic planning of finances and resources. 100% of students (of the sample selected) must score 70% or higher on the senior project and demonstrate understanding of functions of health care management.	771	819	94%	DOES NOT MEET THE ACCEPTABLE TARGET
PLO 5 - Analyze the m	ajor forces driving change in the healthcare	system.			
MEASURE	ACCEPTABLE TARGET	TOTAL NUMBER OF STUDENT RECORDS MEETING ACCEPTABLE TARGET	TOTAL NUMBER OF STUDENT RECORDS OBSERVED	ASSESSMENT RESULTS: PERCENTAGE OF STUDENT RECORDS MEETING ACCEPTABLE TARGET	ASSESSMENT RESULTS: 1. EXCEEDS THE ACCEPTABLE TARGET 2. MEETS THE ACCEPTABLE TARGET 3. DOES NOT MEET THE ACCEPTABLE TARGET 4. INSUFFICIENT DATA
	100% of students (of the sample selected) must score 70% or higher on the final project and demonstrate understanding of the major	873	1013	67%	DOES NOT MEET THE ACCEPTABLE TARGET





Direct Measure 1: HCA375 Final Project	forces driving change by analyzing the legal monitoring and implications involved in health care.				
Direct Measure 2: HCA459 Senior Project	100% of students (of the sample selected) must score 70% or higher on the senior project and demonstrate understanding of the major forces driving change by analyzing functions of management.	771	819	94%	DOES NOT MEET THE ACCEPTABLE TARGET
PLO 6 - Assess the maj	or issues confronting community and public	health services.			
MEASURE	ACCEPTABLE TARGET	TOTAL NUMBER OF STUDENT RECORDS MEETING ACCEPTABLE TARGET	TOTAL NUMBER OF STUDENT RECORDS OBSERVED	ASSESSMENT RESULTS: PERCENTAGE OF STUDENT RECORDS MEETING ACCEPTABLE TARGET	1. EXCEEDS THE ACCEPTABLE TARGET 2. MEETS THE ACCEPTABLE TARGET 3. DOES NOT MEET THE ACCEPTABLE TARGET 4. INSUFFICIENT DATA
Direct Measure 1: HCA459 Senior Project	100% of students (of the sample selected) must score 70% or higher on the senior project and demonstrate understanding of a public/community health problem by	771	819	94%	DOES NOT MEET THE ACCEPTABLE TARGET





	analyzing functions of health care management.				
Direct Measure 2: SOC313 Research Paper	100% of students (of the sample selected) must score 70% or higher on the research paper and demonstrate understanding of a public/community health problem.	1231	1525	81%	DOES NOT MEET THE ACCEPTABLE TARGET
PLO 7 - Apply the theo	pretical dimensions of leadership within the	health care enviro	onment.		
MEASURE	ACCEPTABLE TARGET	TOTAL NUMBER OF STUDENT RECORDS MEETING ACCEPTABLE TARGET	TOTAL NUMBER OF STUDENT RECORDS OBSERVED	ASSESSMENT RESULTS: PERCENTAGE OF STUDENT RECORDS MEETING ACCEPTABLE TARGET	ASSESSMENT RESULTS: 1. EXCEEDS THE ACCEPTABLE TARGET 2. MEETS THE ACCEPTABLE TARGET 3. DOES NOT MEET THE ACCEPTABLE TARGET 4. INSUFFICIENT DATA



Direct Measure 1: HCA340 Research Paper	100% of students (of the sample selected) must score 70% or higher on the research paper and demonstrate understanding of leadership principles though analysis of management and organizational theory.	1082	1250	87%	DOES NOT MEET THE ACCEPTABLE TARGET
Direct Measure 2: HCA459 Senior Project	100% of students (of the sample selected) must score 70% or higher on the senior project and demonstrate understanding of leadership principles and the administrative functions in health care management involved.	771	819	94%	DOES NOT MEET THE ACCEPTABLE TARGET

OVERALL RECOMMENDATIONS

Program Learning Outcome 1 Recommendations:

- 1.1 Review course and course resources to increase student performance.
- 1.2 Improve student learning by identifying learning patterns where students experience common difficulty with health care administration concepts, knowledge, or skills and develop intervention strategies and options for students who do not master PLO 1.
- 1.3 Evaluate faculty grading to ensure consistent application of grading rubric.
- 1.4 Survey associate faculty to qualitatively assess gaps in curriculum and assignments.
- 1.5 Develop a Waypoint rubric for HCA 305.
- 1.6 Develop indirect measures to assess mastery of program learning outcomes.

Program Learning Outcome 2 Recommendations:

- 2.1 Review course and course resources to increase student performance.
- 2.2 Improve student learning by identifying learning patterns where students experience common difficulty with health care administration concepts, knowledge, or skills and develop intervention strategies and options for students who do not master PLO 2.
- 2.3 Evaluate faculty grading to ensure consistent application of grading rubric.
- 2.4 Survey associate faculty to qualitatively assess gaps in curriculum and assignments.
- 2.5 Develop a Waypoint rubric for HCA 421.
- 2.6 Develop indirect measures to assess mastery of program learning outcomes.



Program Learning Outcome 3 Recommendations:

- 3.1 Review course and course resources to increase student performance.
- 3.2 Improve student learning by identifying learning patterns where students experience common difficulty with health care administration concepts, knowledge, or skills and develop intervention strategies and options for students who do not master PLO 3.
- 3.3 Evaluate faculty grading to ensure consistent application of grading rubric.
- 3.4 Survey associate faculty to qualitatively assess gaps in curriculum and assignments.
- 3.5 Develop a Waypoint rubric for HCA 305 and HCA 430.
- 3.6 Develop indirect measures to assess mastery of program learning outcomes.

Program Learning Outcome 4 Recommendations:

- 4.1 Review course and course resources to increase student performance.
- 4.2 Improve student learning by identifying learning patterns where students experience common difficulty with health care administration concepts, knowledge, or skills and develop intervention strategies and options for students who do not master PLO 4.
- 4.3 Evaluate faculty grading to ensure consistent application of grading rubric.
- 4.4 Survey associate faculty to qualitatively assess gaps in curriculum and assignments.
- 4.5 Develop a Waypoint rubric for HCA 311.
- 4.6 Develop indirect measures to assess mastery of program learning outcomes.

Program Learning Outcome 5 Recommendations:

- 5.1 Review course and course resources to increase student performance.
- 5.2 Improve student learning by identifying learning patterns where students experience common difficulty with health care administration concepts, knowledge, or skills and develop intervention strategies and options for students who do not master PLO 5.
- 5.3 Evaluate faculty grading to ensure consistent application of grading rubric.
- 5.4 Survey associate faculty to qualitatively assess gaps in curriculum and assignments.
- 5.5 Develop a Waypoint rubric for HCA 375.
- 5.6 Develop indirect measures to assess mastery of program learning outcomes.

Program Learning Outcome 6 Recommendations:

- 6.1 Review course and course resources to increase student performance.
- 6.2 Improve student learning by identifying learning patterns where students experience common difficulty with health care administration concepts, knowledge, or skills and develop intervention strategies and options for students who do not master PLO 6.
- 6.3 Evaluate faculty grading to ensure consistent application of grading rubric.
- 6.4 Survey associate faculty to qualitatively assess gaps in curriculum and assignments.
- 6.5 Develop a Waypoint rubric for SOC 313.
- 6.6 Develop indirect measures to assess mastery of program learning outcomes.

Program Learning Outcome 7 Recommendations

Office of Learning Assessment and Program Review



- 7.1 Review course and course resources to increase student performance.
- 7.2 Improve student learning by identifying learning patterns where students experience common difficulty with health care administration concepts, knowledge, or skills and develop intervention strategies and options for students who do not master PLO 7.
- 7.3 Evaluate faculty grading to ensure consistent application of grading rubric.
- 7.4 Survey associate faculty to qualitatively assess gaps in curriculum and assignments.
- 7.5 Develop a Waypoint rubric for HCA 340.
- 7.6 Develop indirect measures to assess mastery of program learning outcomes.

	ANNUAL ASSESSMENT PLAN ACTION ITEM STATUS REPORT						
ОИТСОМЕ	MEASURE	KEY/RESPONSIBLE PERSONNEL	STATUS	ANTICIPATED DATE OF COMPLETION			
Action 01: Gather Benchmarking Data	CAHME standards. Competitor programs.	Full-time faculty	In Progress	02/2012			
Action details:	Review other programs and the HCA program requirements and		Healthcare Management Educ	ation standards to evaluate			
ОИТСОМЕ	MEASURE	KEY/RESPONSIBLE PERSONNEL	STATUS	ANTICIPATED DATE OF COMPLETION			
Action 02: Gather Assessment Data by Course	Drop rate per class. Student End of Course Surveys Final Assignment Grades.	Full-time faculty	In Progress	02/2012			
Action details:	Gather data on drop rate per cou grade).	ırse, student end of course su	rveys, and key measure outcor	mes (e.g. final assignment			
ОИТСОМЕ	MEASURE	KEY/RESPONSIBLE PERSONNEL	STATUS	ANTICIPATED DATE OF COMPLETION			
Action 03: Modify/Implement Course Content Review Rubric (as appropriate for HCA programs)	Course Content Review Rubric	Executive Dean, Full-time faculty, Program Manager	Completed	02/2012			
Action details:	Review and modify (as approprio course content appropriate for e		w Rubric currently being used	to evaluate/measure HCA			