

School of Health Sciences---Health Services Administration

Academic Affairs

Administrative Unit Assessment

FY 18 (July 2017-July 2018)

Department and Assessment Report Information

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For which department or area are you reporting?	School of Health Sciences---Health Services Administration
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Departmental Mission and Goals

The mission and goals of the department should be consistent over a 5 year period, although some institutional changes may necessitate and prompt a change in mission or goals for specific departments. In this section, you will report the mission statement for your department as well as the long term goals (5 year range) for the department.

What is the mission statement for this department/area? Your mission should explain why the department/area exists and who it serves.	The mission of the Department of Health Services is to prepare students to become leaders and managers in health care organizations through an understanding of the professional, social, technical, regulative, economic, and political forces that influence the health care industry.
What are the goals for this department? These should be the "big things" the department/area intends to accomplish within 5 years.	a. Increase Health Service Administration Program enrollment. b. Increase Health Service Administration Program graduation rates. c. Increase Health Service Administration Program retention rates.

Objectives

Each year, every department should identify objectives the department hopes to accomplish in the next year. These should align with departmental goals and the MGA strategic plan. In the next section you will be reporting on the objectives you set and whether or not you achieved them in FY 18. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY19.

Objective 1

Objective 1: What was this department's first objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	Increase Health Service Administration Program enrollment by 20%.
Objective 1: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Increasing enrollment was measured by obtaining the number of students enrolled in the Health Administration Program each semester. This information was retrieved from Blackboard Analytics.
Objective 1: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	The Target outcome was set at a 20% increase.
Objective 1: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)	Data will be reflected from Fall of 17 through Spring 18. Student Enrollment numbers for each semester are as follows: Fall 17: 135 students; Spring 18: 231 students. This data reflects a greater than 20% increase in enrollment for the Fall and Spring Semesters. When comparing data, the Department met and exceeded the objective overall with more than a 71% increase in enrollment. However, due to changes in how students are coded as they are admitted into the SOHS and the changes in acceptance criteria for the clinical programs; fall through students are directed to the Health Services Administration Program.
Objective 1: Did your department meet this objective?	The department exceeded this objective.
Objective 1: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	The department has gained from this process the significance of ensuring data clarity. We would like to see students actively selecting admission into our program rather than an alternative to the clinical programs. Forthcoming, we will continue to monitor enrollment and seek to clarify election versus placement into the program due to nonacceptance into the SOHS clinical programs.

Objective 2

Objective 2: What was this department's second objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	a. Increase Health Service Administration Program graduation rates.
Objective 2: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Measurement data reflecting the number of distinct graduates was retrieved from Blackboard analytics.
Objective 2: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	The target outcome for this objective was 10% increase in graduation rates.
Objective 2: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)	Data reveals 25 graduates for Spring 17 and 12 distinct graduates for Summer 17. Graduation rates dropped by more than 50%. Data reflects 26 distinct graduates for Fall 17 and 9 distinct graduates for Spring 18. From Summer 17 to Fall 17, graduation rates increased by more than 116%. However, rates then fell to 65% from Fall 17 to Spring 18. The department did not meet this objective based on an overall 64% decrease in graduation rates from Spring 17-Spring 18.
Objective 2: Did your department meet this objective?	The department did not meet this objective.
Objective 2: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	The department has gleaned from this objective the significance of maintaining and increasing student retention rates as they progress towards graduation. To increase graduation numbers, the department will increase focus on student retention via more focused advising efforts.

Objective 3

Objective 3: What was this department's third objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	Increase Health Service Administration Program retention rates.
Objective 3: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Student retention was obtained reviewing the number of students who re-enroll from one semester to the next or Fall-Fall semesters. The included data reflects data retrieved from Blackboard Analytics from Spring 17, Fall 17, and Spring 18 for comparison.
Objective 3: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	The target outcome for this objective was set at 10%.
Objective 3: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)	Numbers retrieved from Blackboard Analytics reveal, 64 students were enrolled in Spring 17, 135 students enrolled for Fall 17, and 231 students enrolled Spring 18. The department did not meet this objective. Of the 64 students enrolled in Spring 17, 25 students graduated leaving 39 students. Of the 39 remaining enrolled students, only 35 of these students returned in the Fall of 17. This equates to an 11.4% reduction in retention. Of the 135 students enrolled in Fall 17, 26 students graduated leaving 109 remaining enrolled students. Of the 109 remaining students, only 87 students re-enrolled in Spring 18. This equates to a 25% reduction in retention.
Objective 3: Did your department meet this objective?	The department did not meet this objective.
Objective 3: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	The department takes away from this experience the significance of aggressive advising and coaching students to continue their academic efforts. The following changes within the program can assist with student retention: a. Each faculty member will identify at risk students within their courses and reach out to them determine reasons for poor performance and set up course goals that will enhance student success. b. Faculty advisers will serve as mentors for their advisees. c. Poll students to determine lacking program initiatives that will enhance retention.

Objective 4

Objective 4: What was this department's fourth objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	The department did not have a fourth objective.
Objective 4: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	N/A
Objective 4: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	N/A
Objective 4: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)	N/A
Objective 4: Did your department meet this objective?	The department did not meet this objective.
Objective 4: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	N/A

Future Plans

<p>Please identify at least four measurable objectives for the next fiscal year. In listing the objectives, please use the format shown in these examples.1) The Department of X will improve services levels by 5% as measured by our satisfaction survey. 2) The department to X will provide training in ABC for at least 73 MGA faculty and staff.</p>	<ol style="list-style-type: none">1) The Health Services Administration Department will improve student retention in the major by 10% in one year as measured by enrollment comparisons between Fall semesters.2) The Health Services Administration Department will improve graduation rates in the major by 5% in one year as measured by graduation comparisons between Fall semesters.3) The Health Services Administration Department will Increase the number of peer-reviewed publications/presentations/scholarly products within the Health Service Administration Department by 2% in a one year period as measured by the number of documented cases.4) The Health Services Administration Department will Increase the number of internship opportunities for students by 5% in one year as measured by the number of students enrolling in HLSA internship courses.
<p>Based on this assessment, please share your thoughts on the current status and future direction of this department or area.</p>	<p>The status of enrollment within the Health Service Administration Department is stable. However, graduation rates and student retention within the major needs continued improvement. This department will continue to work on these initiatives to reach threshold data. Additionally, faculty within the department have not typically engaged in scholarly fulfillment. The Department will initiate measures to establish a benchmark and increase scholarly engagement. The Department has instituted clinical tracts for students within the major. As such, more internship placements are needed to meet the demand. We will begin working on this initiative Fall 18 and have it in place by Fall 19.</p>

Form run:

Wednesday, July 3, 2019

