

# Health Service Administration

## Academic Affairs

### Administrative Unit Assessment

FY 19 (July 2018-July 2019)

#### Department and Assessment Report Information

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For which department or area are you reporting?	Health Service 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.

<b>What is the mission statement for this department/area? Your mission should explain why the department/area exists and who it serves.</b>	The mission of the Department of Health Services Administration 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.
<b>What are the goals for this department? These should be the "big things" the department/area intends to accomplish within 5 years.</b>	<ol style="list-style-type: none"><li>1) Increase student enrollment</li><li>2) Improve student retention in the major</li><li>3) Improve graduation rates in the major</li><li>4) Increase the number of faculty peer-reviewed publications/presentations/scholarly products</li></ol>

## 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 FY19. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY20.

### Objective 1

<b>Objective 1: What was this department's first objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</b>	The Health Services Administration Department will increase Health Service Administration Program student enrollment by 20% as measured by the number of currently enrolled students.
<b>Objective 1: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</b>	Increasing enrollment was measured by obtaining the number of students enrolled in the Health Services Administration Program each semester. This information was retrieved from Blackboard Analytics.
<b>Objective 1: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)</b>	The Target outcome was set at a 20% increase.
<b>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)</b>	20%.
<b>Objective 1: Did your department meet this objective?</b>	The department met this objective.
<b>Objective 1: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</b>	<p>Increasing enrollment is significant to the viability of the Health Service Administration Program. This data allows the department to visualize enrollment numbers as a determinant of program success. Declining enrollment numbers alert the department to potential problems. The data indicates a continuous progression of student enrollment.</p> <p>Moving forward, it will be interesting to note if the department will continue to see an increase based on the move to the Business Department as we previously received students who were unsuccessful in clinical health science programs. Forthcoming, we will continue to monitor enrollment and seek to enhance recruitment efforts.</p>

## Objective 2

<b>Objective 2: What was this department's second objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</b>	The Health Services Administration Department will improve graduation rates in the major by 5% as measured by graduation comparisons by semesters.
<b>Objective 2: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</b>	Measurement data reflecting the number of distinct graduates was retrieved from Blackboard analytics.
<b>Objective 2: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)</b>	The target outcome for this objective was 5% increase in graduation rates.
<b>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)</b>	32.7%.
<b>Objective 2: Did your department meet this objective?</b>	The department exceeded this objective.
<b>Objective 2: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</b>	The department has gleaned from this objective the significance of maintaining and increasing student retention rates as they progress towards graduation. Department needs to determine reasons why students are not returning. If students are not returning for department related issues such as advisement, course scheduling, or faculty related issues; these areas will be remedied to ensure students meet their academic goals.

### Objective 3

<b>Objective 3: What was this department's third objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</b>	The Health Services Administration Department will improve student retention in the major by 10% as measured by enrollment comparisons between semesters.
<b>Objective 3: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</b>	Student retention was obtained from Blackboard Analytics by 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 18, Fall 18, and Spring 19 for comparison
<b>Objective 3: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)</b>	The target outcome for this objective was set at 10%.
<b>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)</b>	negative 10 percent
<b>Objective 3: Did your department meet this objective?</b>	The department did not meet this objective.
<b>Objective 3: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</b>	<p>The department takes away from this experience the significance of aggressive advising and coaching students to continue their academic efforts. A continued decline in enrollment threatens the sustainability of the program and the mission of the program and institution. The following changes within the program can assist with student retention:</p> <ol style="list-style-type: none"><li>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.</li><li>Faculty will encourage students within their courses to enroll for the upcoming semester.</li></ol>

#### Objective 4

<b>Objective 4: What was this department's fourth objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</b>	The Health Services Administration Department will increase the number of peer-reviewed publications/presentations/scholarly products within the Health Service Administration by 5%.
<b>Objective 4: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</b>	The objective was measured by the number of publications completed by faculty within the department for Academic Year 2018-2019.
<b>Objective 4: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)</b>	5% growth in publications
<b>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)</b>	1%.
<b>Objective 4: Did your department meet this objective?</b>	The department did not meet this objective.
<b>Objective 4: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</b>	The department did not meet this objective. As this is a new objective, the department will monitor future research endeavors and publications to determine compliance with this objective. For 2018/2019, faculty within the department submitted 1 article for publication, completed one research project with students, and published a book chapter. This data will serve as a benchmark moving forward. HSA faculty are aware of the significance of scholarship and will seek to improve research and publications endeavors.

## Future Plans

<p><b>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.</b></p>	<ol style="list-style-type: none"><li>1) The Department of Health Services Administration will improve student retention in the major by 10% as measured by enrollment comparisons between semesters.</li><li>2) The Department of Health Services Administration will improve graduation rates in the major by 5% as measured by graduation comparisons by semesters.</li><li>3) The Department of Health Services Administration will Increase the number of peer-reviewed publications/presentations/scholarly products within the Health Service Administration by 5%.</li><li>4) The Department of Health Services Administration will have 10% of graduates complete the HSA Program Survey prior to Spring and Fall Graduations.</li></ol>
<p><b>Based on this assessment, please share your thoughts on the current status and future direction of this department or area.</b></p>	<p>The current 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 desires to know how well students are satisfied with our program. To obtain this information, students will be asked to complete a satisfaction survey prior to graduation each Spring and Fall semesters.</p>

Form run:

Tuesday, January 14, 2020