Health Services Administration

Office or Department of Academic Affairs
Administrative Unit Assessment
Year Reporting: FY 20 (July 2019-July 2020)

Department and Assessment Report Information

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For which department or area are you reporting?	**Health Services Administration**
What is the name and MGA email address of the person responsible for this report?	**Dorothy Howell, dorothy.howell@mga.edu**

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 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.

What are the goals for this department? These should be the "big things" the department/area intends to accomplish within 5 years.	a. The Health Services Administration Department will increase Health Service Administration Program student enrollment by 10% as measured by the number of currently enrolled students. b. The Health Services Administration Department will improve student retention in the major by 10% as measured by enrollment comparisons between semesters. c. The Health Services Administration Department will improve graduation rates in the major by 5% as measured by graduation comparisons by semesters. d. The Health Services Administration Department will Increase the number of peer-reviewed publications/presentations/scholarly

	products within the Health Service Administration by 5%.

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 FY20. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY21.

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.	The Health Services Administration Department will increase Health Service Administration Program student enrollment by 5 % as measured by the number of currently enrolled students.
Objective 1: Detail how your department measured 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 Services Administration Program each semester. This information was retrieved from the Department of Institutional Research.
Objective 1: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	5% enrollment growth
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)	-52%
Objective 1: Did your department meet this objective?	The department did not meet 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?	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. This 52% decrease represents data for the Macon Campus department numbers from Spring 19-Spring 20. Given the Macon, Cochran, and Online Campuses, the percentage of decrease is 5%. It is suspected that this loss in the total number of students enrolled is related to the COVID-19 pandemic wherein some students may not have had access to computers or the internet due to the pandemic. However, we saw an increase in the number of online students. Other potential reasons for low enrollment may be due to the HSA department move to the Business Department and students were unsure of our current location. Prior to the move, students from nursing, rehabilitative science and respiratory therapy who were unsuccessful in the

	program or decided that the clinical setting would not meet their needs, would enroll in our program. We may have lost those students. We will continue to reach out to our current students to determine resources needed that the department may be able to assist with and continue to increase availability of faculty time and attention to strategically advising and mentoring students. In addition, we will reach out to the School of Health Sciences to request that unsuccessful students or students who determine that the clinical setting is not a fit for them be routed back to the Health Service Administration Program.

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.	The Health Services Administration Department will improve student retention in the major by 10% as measured by enrollment comparisons between semesters.
Objective 2: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Student retention was obtained from Department of Institutional Research by reviewing the number of students who re-enroll from one semester to the next or Spring-Spring semesters.
Objective 2: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	10% retention
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)	8.6% retention
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 takes away from this experience a clear need to attract new students and revamp retention efforts. The department plans to institute the following measures beginning Spring 21: Attracting New and Retaining Current Students: We will increase student involvement through outreach activities with the MGAACHE club members who will partner and participate with the community in community led events; Work with campus media specialist to Develop a Healthcare Administration Awareness Week to highlight the program by handing out flyers and/or placing posters around campus, developing videos and HSA website; Develop a Faculty led semester event for all newly declared HSA majors to give students a sense of direction and plan for program completion.

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.	The Health Services Administration Department will improve graduation rates in the major by 5% as measured by graduation comparisons by semesters.
Objective 3: Detail how your department measured 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 the Department of Institutional Research.
Objective 3: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	5% increase in graduation
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)	-75% graduates
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?	While this data reflects an overall decrease in graduation rates from Spring 19-Spring 20 on the Macon campus, it does not take into account the number of graduates from the Cochran campus (3) and the number of online graduates (15), which is a significant increase. If accounting for all campuses, the department had a 10% increase in graduates.

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 Health Services Administration Department will Increase the number of peer-reviewed publications/presentations/scholarly products within the Health Service Administration by 5%.
Objective 4: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	This objective is mneasured by the number of publications submitted by HSA faculty
Objective 4: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	5% increase in publications
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)	2
Objective 4: Did your department meet this objective?	The department exceeded 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?	The department will continue to encourage faculty to engage in scholarly activities.

Future Plans

Please identify and detail three to 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 of X will provide training in ABC for at least 73 MGA faculty and staff.	1. The Health Services Administration Department will increase Health Service Administration Program student enrollment by 5% as measured by the number of currently enrolled students. 2. The Health Services Administration Department will improve student retention in the major by 50% as measured by enrollment comparisons between semesters. 3. Promote excellence in student satisfaction of HSA program as measured by 75% approval score of students surveyed. 4. Monitor faculty performance in scholarly activity as measured by 75% of HSA full time faculty will be engaged in one or more activities of scholarship on an annual basis.
Based on this assessment, please share your thoughts on the current status and future direction of this department or area.	The current status of enrollment within the Health Service Administration Department is stable when reviewing overall numbers. However, improvement is needed and hopefully this stability will be reached as we move forward within the School of Business. This department will continue to work its strategic initiatives to reach threshold data. Faculty will be encouraged to become more aggressive in advising and seeking out potential students for enrollment within the program.

Open Box for Additional Comments

Open Text Box For Assessment Comments:	
If the COVID-19 pandemic impacted this assessment cycle, please provide specific details below.	Ms. Davis indicated that one student was affected by the pandemic and needed special consideration. Several other students did not complete assignments for some courses. It was unsure if these students were affected by the pandemic.