

Department of Health Services Administration

Office or Department of Academic Affairs

Administrative Unit Assessment Report Information

Year Reporting: FY21 (July 2020 – June 2021)

Prepared on: 6/10/2021 10:09:54 AM

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Department 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.

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| <p>6. What is the mission statement for this department/area? Your mission should explain why the department/area exists and who it serves.</p> | <p>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.</p> |
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| <p>7. What are the goals for this department? These should be the "big things" the department/area intends to accomplish within 5 years.</p> | <ol style="list-style-type: none">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. The Health Services Administration Department will improve graduation rates in the major by 5% as measured by graduation comparisons by semesters.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. |
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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 FY21. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY22.

Objective 1

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| 8. 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. |
| 9. 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 daily current enrollment report |
| 10. Objective 1: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement) | 5% enrollment growth |
| 11. 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) | 7.75 percent |
| 12. Objective 1: Did your department meet this objective? | The department exceeded this objective. |
| 13. Objective 1: What did your department learn from working toward this objective? What changes will you make based on this effort next year? | Meeting the strategic plan requirements of the institution and maintaining a viable program requires a steady increase in enrollment numbers. As such, the 7.75% is a good reflection of continued growth. In order to sustain and improve this number, the department will continue to ascertain the needs of our students regarding class offerings and ensure faculty are available for aggressive advising and to provide instruction as needed on specific course assignments to aid in student success. This will also assist in retention efforts. |

Objective 2

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| 14. 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 50% as measured by enrollment comparisons between semesters. |
| 15. 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 Fall-Spring semesters. |
| 16. Objective 2: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement) | 50% Retention |
| 17. 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) | -17.7% |
| 18. Objective 2: Did your department meet this objective? | The department did not meet this objective. |
| 19. 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 retain previous and current as well as attract new students and revamp retention efforts. 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

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| 20. 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. |
| 21. 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. |
| 22. 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 rates |
| 23. 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) | 20% increase |
| 24. Objective 3: Did your department meet this objective? | The department exceeded this objective. |
| 25. Objective 3: What did your department learn from working toward this objective? What changes will you make based on this effort next year? | Retention of student body within the program increases, ensuring students success within the program course work load by providing adequate instruction on course requirements, engaging students in the learning process, and the continuation of aggressive advising leads to improved graduation rates. Faculty will ensure these strategies are instated within each of their courses and student advisement sessions. |

Objective 4

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| <p>26. Objective 4: What was this department's fourth objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</p> | <p>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.</p> |
| <p>27. Objective 4: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</p> | <p>This objective is measured by the number of publications submitted by HSA faculty</p> |
| <p>28. Objective 4: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)</p> | <p>75% of faculty will submit for publication</p> |
| <p>29. 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)</p> | <p>100 percent</p> |
| <p>30. Objective 4: Did your department meet this objective?</p> | <p>The department exceeded this objective.</p> |
| <p>31. Objective 4: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</p> | <p>All fulltime faculty within the department either submitted an article, book chapter or book for publication. This effort will be continued by encouraging faculty scholarship through speaking engagements or academic submissions.</p> |

Future Plans

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| <p>32. 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.</p> | <ol style="list-style-type: none"> 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. |
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Open Box for Assessment Comments

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| <p>33. Based on this assessment, please share your thoughts on the current status and future direction of this department or area. Use this space to summarize overall use of assessment results for continuous improvement and open text box for assessment comments:</p> | <p>I continue to believe that the Health Services Administration Program is a needed program for students within the surrounding Georgia counties and beyond. We need to continue to work on our retention efforts to maintain the viability of the program. Instituting the student survey will help us gain information on how to improve the program and sustain it for future generations. One thing that we have noted from our student population is the increase in the request for online classes. Our face to face classes have low enrollment and the online courses have a wait list. As a result, we may need to consider increasing our MGA Direct Status to enhance availability of online courses desired by students. Doing what is best for our students while meeting the institutional strategic plan requirements will continue to be a priority moving forward.</p> |
| <p>37. If the COVID-19 pandemic impacted this assessment cycle, please provide specific details below.</p> | <p>We do believe that the pandemic may have interrupted our retention efforts, which may explain the drop in retention for our program. Additionally, with the students having to complete all of their courses in the online format, has decreased student interest in face to face course offerings.</p> |

MGA's Strategic Plan

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| <p>34. Based on your goals and objectives listed above please indicate their connection with MGA's Strategic Plan (https://www.mga.edu/about/docs/Strategic_Plan_Overall_DB.pdf) by checking all associated and relevant Imperatives / Strategies from the list below. (Check all the apply)</p> | <p>Grow Enrollment with Purpose 1. Expand and enrich the face to face student experience, Grow Enrollment with Purpose 2. Expand and enrich online instruction into new markets, Own Student Success 4. Expand student engagement and experiential learning</p> |
| <p>35. Please indicate which of the following actions you have taken as a result of the 2020/2021 Assessment Cycle (Note: These actions are documented in reports, memos, emails, meeting minutes, or other directives within the reporting area) (Check all the apply)</p> | <p>Disseminating/Discussing Assessment Results/Feedback to Appropriate Members of the Campus Community, Faculty or Staff Support: Professional Development Activities, Trainings, Workshops, Technical Assistance, Customer Service Changes: Communication, Services, etc., Making Improvements to Teaching Approach, Course Design, Curriculum, Scheduling, other</p> |

Other

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| <p>36. Please indicate (if appropriate) any local, state, or national initiatives (academic or otherwise) that are influential in the operations, or goals, and objectives of your unit. (Complete College Georgia, USG High Impact Practice Initiative, LEAP, USG Momentum Year, Low-Cost No-Cost Books, etc)</p> | <p>The HSA Program is maintaining the Complete College Georgia and Low-Cost No-Cost Book initiatives. No books are required in several of our courses. Three of our faculty members have written an open resource book to be used within USG. This book will be published in the near future.</p> |
| <p>38. Mindset Update (Academic Deans ONLY) Please provide an update on the implementation of your school based mindset plan/strategy. Include any adjustments to metrics for the AY20/21 as well as outcomes associated with your appraisal of your schools activities.</p> | |