

**Assurance of Student Learning
2019-2020**

College of Health and Human Services

Department of Public Health

Master of Health Administration – HCA 153

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Use this page to list learning outcomes, measurements, and summarize results for your program. Detailed information must be completed in the subsequent pages.

Student Learning Outcome 1: Competency Domain 4 – Knowledge of the Healthcare Environment

Instrument 1 Direct: Comprehensive Exam

Instrument 2

Instrument 3

Based on your results, circle or highlight whether the program met the goal Student Learning Outcome 1.

Met

Not Met

Student Learning Outcome 2: Competency Domain 5 – Business Skills & Knowledge

Instrument 1 DIRECT: Term Project – Managerial Finance in Health Services (HCA 545)

Instrument 2 DIRECT: Term paper on human resources issues in health services. (HCA 542)

Instrument 3

Based on your results, circle or highlight whether the program met the goal Student Learning Outcome 2.

Met

Not Met

Student Learning Outcome 3:

Instrument 1

Instrument 2

Instrument 3

Based on your results, circle or highlight whether the program met the goal Student Learning Outcome 3.

Met

Not Met

Program Summary (Briefly summarize the action and follow up items from your detailed responses on subsequent pages.)

It is imperative that students meet the competencies within each domain of the MHA program upon completion. Students are assessed in theory as well as practice on their knowledge and ability to serve and perform in the healthcare industry of USA. Term papers and projects are used to determine a student's ability to understand and apply theory to practice. A comprehensive exam tests their overall knowledge of the industry. The comprehensive test is taken during their second year in the program. In case learning outcomes are not met by majority or all students during a certain year, the area of concern are assessed and addressed with respective faculty. Individual students not passing these requirements are encouraged and required to repeat these assessments the following semester.

Student Learning Outcome 1

Student Learning Outcome	Competency Domain 4 – Knowledge of the Healthcare Environment		
Measurement Instrument 1	<p>Direct: Students are required to complete a comprehensive exam during their last semester in the program. The exam consists of work in all MHA courses required for degree completion. The exam consists of open ended, short and essay questions. The MHA faculty are required to submit several questions (and answers) from their subject area to be used in the exam.</p> <p>MHA faculty are requested to submit questions in their subject area</p>		
Criteria for Student Success	An overall score of 80% on the comprehensive exam on the first attempt.		
Program Success Target for this Measurement	At least 90% of the students will attain an overall score of 80% on the comprehensive exam at the first attempt.	Percent of Program Achieving Target	66 % of student who sat for the exam during the AY 19-20 year achieved the benchmark.
Methods	Based on subject area, MHA faculty submit review sheets and questions for the exam. The exam is administered each fall and spring semesters approximately 4-6 weeks before finals week. Students must take the exam at the designated testing site with proctors (usually MHA faculty and GAs) monitoring during the entire time of the test. Students are allowed 8 hours (with a 1 hour half time break) to complete the exam. The test questions are provided to the students and they are required to type their answers using Microsoft Word document. Due to the Covid 19 pandemic, the spring 2020 comp exam was changed to a take-home format. AY 19-20 6 students sat for the COMP exam (fall 19: 1 student; spring 20: 5 students). 4/6 students achieved the benchmark.		
Measurement Instrument 2	Do you have other measures of assessment for SLO 1? If so, please add that here along with all the information below. If not, you may delete this section and move on to “... whether the program met the goal Student Learning Outcome 1.”		
Criteria for Student Success			
Program Success Target for this Measurement		Percent of Program Achieving Target	
Methods			
Measurement Instrument 3	Do you have other measures of assessment for SLO 1? If so, please add that here along with all the information below. If not, you may delete this section and move on to “... whether the program met the goal Student Learning Outcome 1.”		
Criteria for Student Success			
Program Success Target for this Measurement		Percent of Program Achieving Target	
Methods			

Based on your results, highlight whether the program met the goal Student Learning Outcome 1.		Met	Not Met
Actions (Describe the decision-making process and actions for program improvement. The actions should include a timeline.)			
HCA faculty believe that several exogenous events were associated with the low performance of our students. Although, we delayed the comprehensive exam, the exam was still administered in in the month of April. This was just a few weeks into the significant disruptions caused by the pandemic. In essence, the HCA faculty believe that the students were distracted and their performance reflected this distraction. In addition, the format of the exam was changed from an in person to a take home format. In the beginning of the spring semester, the students were told to prepare for an in person type of exam. However, with the implementation of mandantory remote learning, this was switched to a take home exam. The same competiences were assessd. However, students may have not been prepared for the format of a take home exam. Due to this occurrences, we are not planning any changes. The exam will be administered again in the take home format during the fall 2020 semester.			
Follow-Up (Provide your timeline for follow-up. If follow-up has occurred, describe how the actions above have resulted in program improvement.)			
Although, the benchmark for the AY 2019-2020 was not met, we believe that there are no areas of concern form the moment. However, the program will continue to monitor the comprehensive exam results and will reanalyze the situation when more data becomes available.			
Next Assessment Cycle Plan (Please describe your assessment plan timetable for this outcome)			
Assessments will take place every Fall and Spring, unless something unforeseen prevents it. Next evaluation of assessment is tentatively scheduled for the Fall 2021 sesmester, in which the 2020-2021 data will be reviewed. It is expected that the impact of the COVID-19 pandemic will also subside by then. The program director will be responsible for the collection of the data.			

Student Learning Outcome 2			
Student Learning Outcome	Competency Domain 5 – Business Skills & Knowledge		
Measurement Instrument 1	DIRECT: Term Project – Managerial Finance in Health Services (HCA 545)		
Criteria for Student Success	Students must score 80% or higher in this term project. Please see rubric for more information		
Program Success Target for this Measurement	At least 90% of the students in the MHA program will attain an overall score of 80 or higher out of 100 on this term project.	Percent of Program Achieving Target	22/23 students or 95 % of the students achieved the target.
Methods	Students are to conduct a case study provided by instructor. They are required to determine financial health and condition of the organization of concern in the case study by analyzing the current finance environment. Students are also required to analyze the income statements, balance sheet and the statement of cashflows.. . In AY 2019-2020, 23 students completed this project (fall 16; spring 7) 22/23 achieved the benchmark.		
Measurement Instrument 2	DIRECT: HCA 542 Term Paper assignment allow the student an opportunity to learn more about challenges faced by human resources within healthcare organizations.		
Criteria for Student Success	.Score of 70% or higher.		
Program Success Target for this Measurement	At least 70% of the students will pass with a score of 70% or higher in the term paper.	Percent of Program Achieving Target	12/12 students 100%

Methods	Students are required to pick an human resource topic that applies to a Health Care setting. Please see the attached rubric for more detail. In AY 2019-2020, 12 students (class is only offered once a year during spring semester) 12/12 achieved the benchmark.		
Measurement Instrument 3			
Criteria for Student Success			
Program Success Target for this Measurement		Percent of Program Achieving Target	
Methods			
Based on your results, circle or highlight whether the program met the goal Student Learning Outcome 2.		Met	Not Met
Actions (Describe the decision-making process and actions planned for program improvement. The actions should include a timeline.)			
Students during AY 2019-2020 achieved the benchmark. Due to the increased importance of the Health Finance subject in the discipline of Health Administration, there has been discussion among HCA faculty to increase the rigors and measurement standards for this subject. As a result, we plan to incorporate changes after the spring 2021 semester.			
Follow-Up (Provide your timeline for follow-up. If follow-up has occurred, describe how the actions above have resulted in program improvement.)			
The next assessment will take place after the spring 2021 academic year			
Next Assessment Cycle Plan (Please describe your assessment plan timetable for this outcome)			
The project information collected yearly after spring 2021 semester. The program director and the course instructor will be responsible for collecting the data.			

Student Learning Outcome 3			
Student Learning Outcome			
Measurement Instrument 1			
Criteria for Student Success			
Program Success Target for this Measurement		Percent of Program Achieving Target	
Methods			
Measurement Instrument 2			
Criteria for Student Success			
Program Success Target for this Measurement		Percent of Program	

		Achieving Target	
Methods			
Measurement Instrument 3			
Criteria for Student Success			
Program Success Target for this Measurement		Percent of Program Achieving Target	
Methods			
Based on your results, circle or highlight whether the program met the goal Student Learning Outcome 3.			
			Met
			Not Met
Actions (Describe the decision making process and actions for program improvement. The actions should include a timeline.)			
Follow Up (Provide your timeline for follow up. If follow up has occurred, describe how the actions above have resulted in program improvement.)			
Next Assessment Cycle Plan (Please describe your assessment plan timetable for this outcome)			

Grading Rubric for Strategic Financial Project: MHA Program, Department of Public Health, WKU

Dimensions of the Exam	Outstanding 20 Points	Very Good 15 Points	Fair 10 Points	Unacceptable 0-5 point	Score
Literature Review of the chosen company	Shows a deep/robust understanding of the field with a fully developed knowledge of the major components of the company	Shows a limited understanding of the field, not quite a fully developed knowledge of HC company	Shows a superficial understanding of the field, argument not developed enough in the knowledge of the company	Shows no understanding of the field and no strong arguments developed	
Assessing Financial position of the company	Clearly and accurately identifies financial health of the company using theories from lectures	Identifies financial health of company to some degree of accuracy and clarity using theories from lectures	Poorly identifies financial health of company using theories from lectures	Does not identify financial health of company	
Assessing Total Assets and Debts	Able to identify all assets and debts, as well as use formulas to determine and interpret assets and debts of the company accurately and extensively.	Able to identify some assets and debts, as well as use formulas to determine and interpret assets and debts of the company to some degree of accuracy.	Able to identify few assets and debts, and use a few use a few formulas to determine and interpret assets and debts of the company	Cannot identify any assets and debts, or use formulas to determine and interpret assets and debts of the company	
Assessing Organization's Strategic Trends	Comprehensively identifies and breaks down the strategic plan of the company and describes how the theories are applied to practice.	Identifies and breaks down parts of the strategic plan of the company and describes how the theories are applied to practice.	Identifies a few parts of the strategic plan of the company.	Doesn't identify and breaks down parts of the strategic plan of the company and describes how the theories are applied to practice.	
SWOT Analysis	Able to comprehensively and extensively conduct internal (strengths & weaknesses) and external (opportunities & threats).	Able to identify most strengths, weaknesses, opportunities and threats.	Able to identify a few strengths, weaknesses, opportunities and threats.	Unable to identify any strengths, weaknesses, opportunities and threats.	
				TOTAL	

Faculty: _____

Student Name: _____

Total Points _____/20

Average: _____

HCA 542 Human Resources Management

Research Project Guidelines and Grading Criteria

Guidelines:

Purpose: The objective of this assignment is to allow the student an opportunity to learn more about challenges faced by human resources within healthcare organizations.

The following items MUST be included in the paper. Failure to adhere to these guidelines will result in a failing grade.

1. **Title page**
2. **Abstract page** (begins on page 2): This is a brief summary of your paper. It should include the same elements as in the paper: *Introduction, Background, Literature Review, Findings, and Conclusion*. Your abstract should be *no more than 250 words*.
3. **Introduction (begins on page 3):** In this section, you will introduce the topic. This is where you need to capture the audience's attention. Why is this topic important, and why should the reader be interested?
4. **Background:** Provide background on the issue or challenge

The Background section should include:

- If your topic is about a health care related law, act, or policy you need to describe its **purpose, when it was enacted, how it is enforced, and the events leading up to its development/implementation**.
 - If you focus on an issue not related to a law or policy, please use appropriate **statistics and data** to present your issue/challenge.
5. **Literature Review:** The narrative should be **comparative** (compare and contrast what different researchers and writers have to say). You also need to identify any gaps in the literature. Please be able to adequately describe the selected issue or challenge and how it affects human resources within a healthcare organization.

Please keep these tips in mind when constructing the review:

- Group research studies and other types of literature (reviews, theoretical articles, case studies, etc.) according to common denominators such as qualitative versus quantitative approaches, conclusions of authors, specific purpose or objective, chronology, etc.
 - Summarize individual studies or articles with as much or as little detail as each merit according to its comparative importance in the literature, remembering that space (length) denotes significance.
6. **Methodology:** Please describe how you gathered your information (literature review, interviews, secondary data, reports, etc.)
 7. **Major Findings and Recommendations:** Please describe the major findings and then present appropriate recommendations to address the overall issue/challenge. If applicable, also detail ways in which the recommendations can be implemented.
 8. **Conclusion:** For this section you will summarize your major findings. Evaluate the literature, focusing on major methodological flaws or gaps in research, inconsistencies in theory and findings, and areas or issues applicable to future studies.
 9. **References page:** This is the last page of your document. All items in APA format.

Length Guidelines:Individual Completion:

Your paper must be a **minimum** of 7 pages and maximum of 10 pages (excluding title page, Abstract page and References page), double spaced, Times New Roman 12 point font, with one-inch margins. All citations must be in APA format, with a **minimum** of 10 references. Acceptable references include: peer reviewed articles, reports, data and statistics (from NIH, CDC, WHO, or similar sites), book chapters, and appropriate websites (.org, .gov, .edu). All articles or PDF documents must be found in full format on Google Scholar.

Group (max of 2 students) Completion:

Your paper must be a **minimum** of 15 pages and maximum of 20 pages (excluding title page, Abstract page and References page), double spaced, Times New Roman 12 point font, with one-inch margins. All citations must be in APA format, with a **minimum** of 20 references. Acceptable references include: peer reviewed articles, reports, data and statistics (from NIH, CDC, WHO, or similar sites), book chapters, and appropriate websites (.org, .gov, .edu). All articles or PDF documents must be found in full format on Google Scholar.

The final copy must have a **title page**, including **page numbers** in the top right hand corner, **subheadings**, and a **References** page. **Papers turned in without these elements will NOT be accepted and will result in a grade reduction.**

Grading Criteria:

GRADING CRITERIA	Possible Points	Points Awarded
<i>Format/Layout (Weight 10%)</i>		
Presentation of the text, margins, page numbers, Follows requirements of length, font size, spacing	5	
<i>Content/Information (Weight 55%)</i>		
Main idea about the topic is clear	10	
Critical elements of the topic are addressed and developed	15	
The information is coherent, scientifically sound and based on careful research	20	
Information is relevant with integrated HR management concepts	10	
<i>Quality of Writing (Weight 20%)</i>		
Clarity of sentences and paragraphs	5	
Zero spelling and grammar errors. Demonstrate proper use of English	5	
Organization and coherence of ideas, fluency, sequencing	5	
Appropriateness of terms and concepts	5	
<i>References and use of Credible Sources (Weight 15%)</i>		
Use of scholarly/peer reviewed references (no blogs!)	5	
Appropriate citation of sources, no plagiarism (reasonable Safe Assign score)	5	
APA format followed	5	
Total	100	