

**Assurance of Student Learning Report  
2020-2021**

*College of Health and Human Services*

*Department of Public Health*

*Health Care Administration – HCA 559*

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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, check 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, check 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, check whether the program met the goal Student Learning Outcome 3.

Met

Not Met

<b>Program Summary (Briefly summarize the action and follow up items from your detailed responses on subsequent pages.)</b>		
<p>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. For SLO 1 the percentage of students achieving the benchmark score was not achieved. However, this may be a result of the small number of students who sat for the COMP exam during the AY 20-21 academic year. The MHA program is in current discussions with HCA faculty to modify this assessment. For SLO 2, the percentage of students achieving one measure of learning was achieved, yet was not for the other; MHA program faculty are in discussions to modify this assessment.</p>		

## Student Learning Outcome 1

<b>Student Learning Outcome</b>				Competency Domain 4 – Knowledge of the Healthcare Environment			
<b>Measurement Instrument 1</b>				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.  MHA faculty are requested to submit questions in their subject area			
<b>Criteria for Student Success</b>				An overall score of 80% on the comprehensive exam on the first attempt.			
<b>Program Success Target for this Measurement</b>		At least 90% of the students will attain an overall score of 80% on the comprehensive exam at the first attempt.		<b>Percent of Program Achieving Target</b>		80 % of student who sat for the exam during the AY 20-21 year achieved the overall score of 80% .	
<b>Methods</b>				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 20-21 5 students sat for the COMP exam (fall 20: 1 student; spring 21: 4 students). 4/5 (80%) of the students achieved the benchmark.			
<b>Measurement Instrument 2</b>				<del>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.”</del>			
<b>Criteria for Student Success</b>							
<b>Program Success Target for this Measurement</b>				<b>Percent of Program Achieving Target</b>			
<b>Methods</b>							
<b>Measurement Instrument 3</b>				<del>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.”</del>			
<b>Criteria for Student Success</b>							
<b>Program Success Target for this Measurement</b>				<b>Percent of Program Achieving Target</b>			
<b>Methods</b>							

<b>Based on your results, highlight whether the program met the goal Student Learning Outcome 1.</b>	<input type="checkbox"/> <b>Met</b> <input checked="" type="checkbox"/> <b>Not Met</b>
<b>Actions</b> (Describe the decision-making process and actions for program improvement. The actions should include a timeline.)	
The benchmark for this measurement was reached this year, which was an improvement from the previous year. Due to the linger effects of the pandemic, the comp exam was still given in a take home format. The HCA faculty will keep this format	
The amount of student achieving the benchmark score was not achieved. However, this may be a result of the small number of students who sat for the COMP exam during the AY 20-21 academic year. The MHA program is in current discussions with HCA faculty to modify this assessment to allow for two potential solutions: Solution 1: Change the level of measurement to focus only on a majority of students who achieved the benchmark score on the COMP exam. Solution 2: Keep the same level of assessment (90% of the students achieving the 80% benchmark) and instead of every year, conduct the assessment every two years.	
<b>Follow-Up</b> (Provide your timeline for follow-up. If follow-up has occurred, describe how the actions above have resulted in program improvement.)	
Given the loss of validity due to the small sample size, the MHA faculty deemed that there were no major areas of concern. Given the possible implementation of the two solutions, the program will continue to monitor the comprehensive exam results and will reanalyze the situation when more data becomes available.	
<b>Next Assessment Cycle Plan</b> (Please describe your assessment plan timetable for this outcome)	
Assessments will take place every fall and spring semester, The program director will be responsible for the collection of the data.	

<b>Student Learning Outcome 2</b>			
<b>Student Learning Outcome</b>	Competency Domain 5 – Business Skills & Knowledge		
<b>Measurement Instrument 2A</b>	DIRECT HCA 545: Term Project – Managerial Finance in Health Services		
<b>Criteria for Student Success</b>	Students must score 80% or higher for this term project. Please see rubric for more information		
<b>Program Success Target for this Measurement</b>	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.	<b>Percent of Program Achieving Target</b>	5/6 students or 83% of the students achieved the target.
<b>Methods</b>	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 2020-2021, 6 students completed this project (fall semester only 6) 5/6 achieved the benchmark.		
<b>Measurement Instrument 2B</b>	DIRECT: HCA 542: Term Paper assignment allow the student an opportunity to learn more about challenges faced by human resources within healthcare organizations.		
<b>Criteria for Student Success</b>	Students must score 70% or higher for this term project. Please see rubric for more information		

<b>Program Success Target for this Measurement</b>	At least 70% of the students will pass with a score of 70% or higher in the term paper.	<b>Percent of Program Achieving Target</b>	100% (12/12) students passed the assessment with a score of 70% or higher
<b>Methods</b>	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)		
<b>Measurement Instrument 3</b>			
<b>Criteria for Student Success</b>			
<b>Program Success Target for this Measurement</b>		<b>Percent of Program Achieving Target</b>	
<b>Methods</b>			
<b>Based on your results, circle or highlight whether the program met the goal Student Learning Outcome 2.</b>			<input checked="" type="checkbox"/> <b>X Met</b> <input type="checkbox"/> <b>Not Met</b>
<b>Actions</b>			
<p>The amount of student achieving the benchmark score for the HCA 542 Human Resource Administration project was achieved and we will continue to collect the data for the next academic year. However, the amount of student achieving the benchmark score was not achieved for the – Managerial Finance in Health Services (HCA 545) project. This may be a result of the small number of students who were enrolled in the HCA 545 course during the AY 20-21 academic year. This is the same problem we experienced with the COMP exam results. The MHA program is in current discussions with HCA faculty to modify this assessment to allow for two potential solutions: Solution 1: Change the level of measurement to focus only on a majority of students who achieved the benchmark score. Solution 2: Keep the same level of assessment (90% of the students achieving the 80% benchmark) and instead of every year, conduct the assessment every two years.</p>			
<b>Follow-Up</b> (Provide your timeline for follow-up. If follow-up has occurred, describe how the actions above have resulted in program improvement.)			
The next Human Resource Management and Financial Project assessment will take place after the spring 2022 academic year			
<b>Next Assessment Cycle Plan</b> (Please describe your assessment plan timetable for this outcome)			
All project information collected yearly after spring 2022 semester. The program director and the course instructor will be responsible for collecting the data.			

# 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,	5	
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	
<b>Total</b>	<b>100</b>	