

Assurance of Student Learning Report 2023-2024

College of Health and Human Sciences

Department of Public Health

Bachelor of Science in Healthcare Administration - 559

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Is this an online program? ☒ Yes ☐ No

Please make sure the Program Learning Outcomes listed match those in CourseLeaf . Indicate verification here
☒ Yes, they match! (If they don't match, explain on this page under **Assessment Cycle**)

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

Program Student Learning Outcome 1: Comprehensive knowledge of the Healthcare system of the United States.

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

Program Student Learning Outcome 2: The ability of students to effectively interact with other health care professionals (such as clinicians, technicians, patients) in addressing managerial issues stemming from their experiences within their health care settings.

Instrument 1 Direct: HCA 340 Organization Structure Assignment

Instrument 2

Instrument 3

Based on your results, check whether the program met the goal Student Learning Outcome 2.

☒ Met

☐ Not Met

Program Student Learning Outcome 3: [Add the Program Student Learning Outcome from CourseLeaf here]

Instrument 1

Instrument 2

Instrument 3

Based on your results, check whether the program met the goal Student Learning Outcome 3.

☐ Met

☐ Not Met

Assessment Cycle Plan:

We intend to review program learning outcomes to create a more detailed curriculum map that is aligned with the current HCA competency chart, and continue to update course materials and measuring tools in AY 24-25.

Program Student Learning Outcome 1			
Program Student Learning Outcome	Comprehensive knowledge of the Healthcare system of the United States. – This aligns with Domain 4 of HCA competency chart.		
Measurement Instrument 1	<p>NOTE: Each student learning outcome should have <u>at least one direct measure of student learning</u>. Indirect measures are not required.</p> <p>Direct: Students in HCA 448 (Health Care & Analysis) course are required to complete a comprehensive exam. The exam consists of work in all HCA courses required for degree completion. The exam consists of closed-ended (multiple choice, true/false) and open-ended questions. The HCA faculty are required to submit several questions (and answers) from their subject area to be used in the exam.</p>		
Criteria for Student Success	At least 50% of the students will score 75% or higher on the comprehensive exam, which measures their understanding of health care delivery system. No student will make lower than 70% on the comprehensive exam.		
Program Success Target for this Measurement	At least 50% of the students will score 75% or higher on the comprehensive exam.	Percent of Program Achieving Target	(10/10) or 100% of the HCA students who took the exam scored 75% or higher on the comprehensive exam.
Methods	Based on the subject area, HCA faculty submit review sheets and questions for the exam. The HCA course instructor sets up the exam which is administered through Blackboard. The exam is administered during finals during the specified testing period. Students are allowed 120 minutes to complete the exam		
Measurement Instrument 2	Do you have other measures of assessment for SLO 1? If so, please add those 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 those 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.			<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met
Results, Conclusion, and Plans for Next Assessment Cycle (Describe what worked, what didn't, and plan going forward)			
<p>The exam was revised and the problem areas (Finance) were addressed by improving course materials. Students responded well with 100% passing rate. Starting in Fall 2024, the comprehensive exam will be a part of the Internship course. This will provide students more time to study for the exam and perform better, without the pressure of having to also complete requirements of the Healthcare Policy class that the exam is now a part of.</p>			

Program Student Learning Outcome 2			
Program Student Learning Outcome	The ability of students to effectively interact with other health care professionals (such as clinicians, technicians, patients) in addressing managerial issues stemming from their experiences within their health care settings. – This aligns with Domain 1 of HCA competency chart.		
Measurement Instrument 1	HCA 340 Organization Structure Assignment. Instructions <ul style="list-style-type: none"> • Pick any healthcare organization within the Bowling Green area. • Provide an over view of the organization, including its history. • Define mission, vision, values. (Please don't just list them, identify one or two services/activities/policies that support mission, vision and values) • Identify and describe the organization structure, hierarchy, leadership approach. Look for organogram. • Identify partners and describe their relationship (Insurance agencies, pharmaceutical groups, suppliers, vendors, etc). • Identify consumers and define demographics (SEC, gender, education, income, locality/community status, etc). • Identify competitors and state their position in the market (Who is their biggest competitor, who is their upcoming threat, what are they doing to stay in competition, etc). • Identify market position and describe market activities and plans (which market, how big is the market, what are their rankings, how do they compare to others, what plans are there in place to beat/stay in competition, etc.). 		
Criteria for Student Success	80% of students would score 80% or above on the Organizational Structure Assignment.		
Program Success Target for this Measurement	80% of students would score 80% or above on the project	Percent of Program Achieving Target	AY 23-24 - 38/39 HCA students scored 80% or higher on the project, or 97% achieved 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 2.		<input checked="" type="checkbox"/> Met	<input type="checkbox"/> Not Met
Results, Conclusion, and Plans for Next Assessment Cycle (Describe what worked, what didn't, and plan going forward)			
Results are satisfactory for AY 23-24. No changes will be made to the assignment for AY 24-25.			

***** Please include Curriculum Map (below/next page) as part of this document**

Below is the HCA Competency Chart.

SLO 1 is linked with Domain 4.

SLO 2 is linked with Domain 1.

Course	HCA 120	HCA 247	HCA 340	HCA 342	HCA 343	HCA 344	HCA 345	HCA 347	HCA 353	HCA 355	HCA 383	HCA 401	HCA 440	HCA 441	HCA 442	HCA 445	HCA 446	HCA 447	HCA 448	HCA 449
Domain 1: Communication and Relationship Management																				
Relationship Management			X	X			X							X	X					X
Communication Skills	X			X										X		X				X
Facilitation and Negotiation														X						X
Conflict Resolution				X										X						X
Domain 2: Leadership																				
Leadership Skills and Behavior						X	X									X				X
Organizational Culture				X		X	X								X					X
Communicating Vision and Managing Change	X															X				X
Effective Decision Making											X			X		X				X
Strategic Management and Planning															X	X			X	X
Domain 3: Professionalism																				
Professional Development				X		X	X	X							X					X
Community and Professional Engagement	X		X	X			X	X												X
Integrity and Ethical Behavior			X	X	X		X	X	X					X	X	X				X
Domain 4: Knowledge of the Healthcare Environment																				
Healthcare Systems and Organization			X	X		X	X	X												X
Stakeholders			X	X	X		X	X	X					X	X	X				X
Population Health	X		X					X								X			X	X
Consumer Perspective	X		X		X			X	X					X						X
Data Analysis & Innovation											X					X	X	X		X
Health Policy			X		X	X	X		X					X					X	X
Domain 5: Business Skills and Knowledge																				
Financial Management						X	X				X			X	X	X			X	X
Human Resource Administration				X		X	X							X	X					X
Marketing	X					X		X								X				X
Risk Management and Quality Improvement			X		X				X					X						X