



I (Introduced), R (Reinforced), or M (Mastered).

<b>ANNUAL ASSESSMENT PLAN FINDINGS</b>					
<b>PLO 1 - Analyze the legal and ethical issues of healthcare systems.</b>					
<b>MEASURE</b>	<b>ACCEPTABLE TARGET</b>	<b>TOTAL NUMBER OF STUDENT RECORDS MEETING ACCEPTABLE TARGET</b>	<b>TOTAL NUMBER OF STUDENT RECORDS OBSERVED</b>	<b>ASSESSMENT RESULTS: PERCENTAGE OF STUDENT RECORDS MEETING ACCEPTABLE TARGET</b>	<b>ASSESSMENT RESULTS: 1. EXCEEDS THE ACCEPTABLE TARGET 2. MEETS THE ACCEPTABLE TARGET 3. DOES NOT MEET THE ACCEPTABLE TARGET 4. INSUFFICIENT DATA</b>
Direct Measure 1: HCA305 Final Research Paper	100% of students (of the sample selected) must score 70% or higher on the final paper and demonstrate understanding of the legal and regulatory factors in the U.S. Health Care System.	1029	1351	76%	DOES NOT MEET THE ACCEPTABLE TARGET

Direct Measure 2: HCA459 Senior Project	100% of students (of the sample selected) must score 70% or higher on the senior project and demonstrate understanding of functions of health care management.	771	819	94%	DOES NOT MEET THE ACCEPTABLE TARGET
<b>PLO 2 - Explore cultural and social-demographic variables influencing the delivery of healthcare services.</b>					
MEASURE	ACCEPTABLE TARGET	TOTAL NUMBER OF STUDENT RECORDS MEETING ACCEPTABLE TARGET	TOTAL NUMBER OF STUDENT RECORDS OBSERVED	ASSESSMENT RESULTS: PERCENTAGE OF STUDENT RECORDS MEETING ACCEPTABLE TARGET	ASSESSMENT RESULTS: 1. EXCEEDS THE ACCEPTABLE TARGET 2. MEETS THE ACCEPTABLE TARGET 3. DOES NOT MEET THE ACCEPTABLE TARGET 4. INSUFFICIENT DATA
Direct Measure 1: HCA421 Research Paper	100% of students (of the sample selected) must score 70% or higher on the research paper and demonstrate understanding of cultural and socio-demographic variables	838	971	86%	DOES NOT MEET THE ACCEPTABLE TARGET

	involved in meeting the needs of a diverse population.				
Direct Measure 2: HCA459 Senior Project	100% of students (of the sample selected) must score 70% or higher on the final paper and demonstrate understanding of functions of health care management.	771	819	94%	DOES NOT MEET THE ACCEPTABLE TARGET
<b>PLO 3 - Examine the provision of healthcare services within a regulatory environment.</b>					
<b>MEASURE</b>	<b>ACCEPTABLE TARGET</b>	<b>TOTAL NUMBER OF STUDENT RECORDS MEETING ACCEPTABLE TARGET</b>	<b>TOTAL NUMBER OF STUDENT RECORDS OBSERVED</b>	<b>ASSESSMENT RESULTS: PERCENTAGE OF STUDENT RECORDS MEETING ACCEPTABLE TARGET</b>	<b>ASSESSMENT RESULTS: 1. EXCEEDS THE ACCEPTABLE TARGET 2. MEETS THE ACCEPTABLE TARGET 3. DOES NOT MEET THE ACCEPTABLE TARGET 4. INSUFFICIENT DATA</b>
	100% of students (of the sample selected) must score 70% or higher on the final paper	1029	1351	76%	

Direct Measure 1: HCA305 Final Paper	and demonstrate understanding of the legal and regulatory factors in the U.S. Health Care System.				DOES NOT MEET THE ACCEPTABLE TARGET
Direct Measure 2: HCA430 Research Paper	100% of students (of the sample selected) must score 70% or higher on the research paper and demonstrate understanding of legal issues involved in health service models for special populations.	778	931	84%	DOES NOT MEET THE ACCEPTABLE TARGET
<b>PLO 4 - Analyze the major financing systems of the U.S. healthcare services.</b>					
<b>MEASURE</b>	<b>ACCEPTABLE TARGET</b>	<b>TOTAL NUMBER OF STUDENT RECORDS MEETING ACCEPTABLE TARGET</b>	<b>TOTAL NUMBER OF STUDENT RECORDS OBSERVED</b>	<b>ASSESSMENT RESULTS: PERCENTAGE OF STUDENT RECORDS MEETING ACCEPTABLE TARGET</b>	<b>1. EXCEEDS THE ACCEPTABLE TARGET</b>  <b>2. MEETS THE ACCEPTABLE TARGET</b>  <b>3. DOES NOT MEET THE ACCEPTABLE TARGET</b>  <b>4. INSUFFICIENT DATA</b>
Direct Measure 1: HCA311 Business Plan	100% of students (of the sample selected) must score 70% or higher on the business plan and demonstrate understanding of the major financing systems of the U.S. health	1010	1171	86%	DOES NOT MEET THE ACCEPTABLE TARGET

	care system by using strategic planning of finances and resources.				
Direct Measure 2: HCA459 Senior Project	100% of students (of the sample selected) must score 70% or higher on the senior project and demonstrate understanding of functions of health care management.	771	819	94%	DOES NOT MEET THE ACCEPTABLE TARGET
<b>PLO 5 - Analyze the major forces driving change in the healthcare system.</b>					
<b>MEASURE</b>	<b>ACCEPTABLE TARGET</b>	<b>TOTAL NUMBER OF STUDENT RECORDS MEETING ACCEPTABLE TARGET</b>	<b>TOTAL NUMBER OF STUDENT RECORDS OBSERVED</b>	<b>ASSESSMENT RESULTS: PERCENTAGE OF STUDENT RECORDS MEETING ACCEPTABLE TARGET</b>	<b>ASSESSMENT RESULTS: 1. EXCEEDS THE ACCEPTABLE TARGET 2. MEETS THE ACCEPTABLE TARGET 3. DOES NOT MEET THE ACCEPTABLE TARGET 4. INSUFFICIENT DATA</b>
	100% of students (of the sample selected) must score 70% or higher on the final project and demonstrate understanding of the major	873	1013	67%	DOES NOT MEET THE ACCEPTABLE TARGET

Direct Measure 1: HCA375 Final Project	forces driving change by analyzing the legal monitoring and implications involved in health care.				
Direct Measure 2: HCA459 Senior Project	100% of students (of the sample selected) must score 70% or higher on the senior project and demonstrate understanding of the major forces driving change by analyzing functions of management.	771	819	94%	DOES NOT MEET THE ACCEPTABLE TARGET
<b>PLO 6 - Assess the major issues confronting community and public health services.</b>					
<b>MEASURE</b>	<b>ACCEPTABLE TARGET</b>	<b>TOTAL NUMBER OF STUDENT RECORDS MEETING ACCEPTABLE TARGET</b>	<b>TOTAL NUMBER OF STUDENT RECORDS OBSERVED</b>	<b>ASSESSMENT RESULTS: PERCENTAGE OF STUDENT RECORDS MEETING ACCEPTABLE TARGET</b>	<b>1. EXCEEDS THE ACCEPTABLE TARGET</b> <b>2. MEETS THE ACCEPTABLE TARGET</b> <b>3. DOES NOT MEET THE ACCEPTABLE TARGET</b> <b>4. INSUFFICIENT DATA</b>
Direct Measure 1: HCA459 Senior Project	100% of students (of the sample selected) must score 70% or higher on the senior project and demonstrate understanding of a public/community health problem by	771	819	94%	DOES NOT MEET THE ACCEPTABLE TARGET

	analyzing functions of health care management.				
Direct Measure 2: SOC313 Research Paper	100% of students (of the sample selected) must score 70% or higher on the research paper and demonstrate understanding of a public/community health problem.	1231	1525	81%	DOES NOT MEET THE ACCEPTABLE TARGET
<b>PLO 7 - Apply the theoretical dimensions of leadership within the health care environment.</b>					
<b>MEASURE</b>	<b>ACCEPTABLE TARGET</b>	<b>TOTAL NUMBER OF STUDENT RECORDS MEETING ACCEPTABLE TARGET</b>	<b>TOTAL NUMBER OF STUDENT RECORDS OBSERVED</b>	<b>ASSESSMENT RESULTS: PERCENTAGE OF STUDENT RECORDS MEETING ACCEPTABLE TARGET</b>	<b>ASSESSMENT RESULTS: 1. EXCEEDS THE ACCEPTABLE TARGET 2. MEETS THE ACCEPTABLE TARGET 3. DOES NOT MEET THE ACCEPTABLE TARGET 4. INSUFFICIENT DATA</b>



<p>Direct Measure 1: HCA340 Research Paper</p>	<p>100% of students (of the sample selected) must score 70% or higher on the research paper and demonstrate understanding of leadership principles through analysis of management and organizational theory.</p>	<p>1082</p>	<p>1250</p>	<p>87%</p>	<p>DOES NOT MEET THE ACCEPTABLE TARGET</p>
<p>Direct Measure 2: HCA459 Senior Project</p>	<p>100% of students (of the sample selected) must score 70% or higher on the senior project and demonstrate understanding of leadership principles and the administrative functions in health care management involved.</p>	<p>771</p>	<p>819</p>	<p>94%</p>	<p>DOES NOT MEET THE ACCEPTABLE TARGET</p>

**OVERALL RECOMMENDATIONS**

Program Learning Outcome 1 Recommendations:

- 1.1 Review course and course resources to increase student performance.
- 1.2 Improve student learning by identifying learning patterns where students experience common difficulty with health care administration concepts, knowledge, or skills and develop intervention strategies and options for students who do not master PLO 1.
- 1.3 Evaluate faculty grading to ensure consistent application of grading rubric.
- 1.4 Survey associate faculty to qualitatively assess gaps in curriculum and assignments.
- 1.5 Develop a Waypoint rubric for HCA 305.
- 1.6 Develop indirect measures to assess mastery of program learning outcomes.

Program Learning Outcome 2 Recommendations:

- 2.1 Review course and course resources to increase student performance.
- 2.2 Improve student learning by identifying learning patterns where students experience common difficulty with health care administration concepts, knowledge, or skills and develop intervention strategies and options for students who do not master PLO 2.
- 2.3 Evaluate faculty grading to ensure consistent application of grading rubric.
- 2.4 Survey associate faculty to qualitatively assess gaps in curriculum and assignments.
- 2.5 Develop a Waypoint rubric for HCA 421.
- 2.6 Develop indirect measures to assess mastery of program learning outcomes.

Program Learning Outcome 3 Recommendations:

- 3.1 Review course and course resources to increase student performance.
- 3.2 Improve student learning by identifying learning patterns where students experience common difficulty with health care administration concepts, knowledge, or skills and develop intervention strategies and options for students who do not master PLO 3.
- 3.3 Evaluate faculty grading to ensure consistent application of grading rubric.
- 3.4 Survey associate faculty to qualitatively assess gaps in curriculum and assignments.
- 3.5 Develop a Waypoint rubric for HCA 305 and HCA 430.
- 3.6 Develop indirect measures to assess mastery of program learning outcomes.

Program Learning Outcome 4 Recommendations:

- 4.1 Review course and course resources to increase student performance.
- 4.2 Improve student learning by identifying learning patterns where students experience common difficulty with health care administration concepts, knowledge, or skills and develop intervention strategies and options for students who do not master PLO 4.
- 4.3 Evaluate faculty grading to ensure consistent application of grading rubric.
- 4.4 Survey associate faculty to qualitatively assess gaps in curriculum and assignments.
- 4.5 Develop a Waypoint rubric for HCA 311.
- 4.6 Develop indirect measures to assess mastery of program learning outcomes.

Program Learning Outcome 5 Recommendations:

- 5.1 Review course and course resources to increase student performance.
- 5.2 Improve student learning by identifying learning patterns where students experience common difficulty with health care administration concepts, knowledge, or skills and develop intervention strategies and options for students who do not master PLO 5.
- 5.3 Evaluate faculty grading to ensure consistent application of grading rubric.
- 5.4 Survey associate faculty to qualitatively assess gaps in curriculum and assignments.
- 5.5 Develop a Waypoint rubric for HCA 375.
- 5.6 Develop indirect measures to assess mastery of program learning outcomes.

Program Learning Outcome 6 Recommendations:

- 6.1 Review course and course resources to increase student performance.
- 6.2 Improve student learning by identifying learning patterns where students experience common difficulty with health care administration concepts, knowledge, or skills and develop intervention strategies and options for students who do not master PLO 6.
- 6.3 Evaluate faculty grading to ensure consistent application of grading rubric.
- 6.4 Survey associate faculty to qualitatively assess gaps in curriculum and assignments.
- 6.5 Develop a Waypoint rubric for SOC 313.
- 6.6 Develop indirect measures to assess mastery of program learning outcomes.

Program Learning Outcome 7 Recommendations

- 7.1 Review course and course resources to increase student performance.
- 7.2 Improve student learning by identifying learning patterns where students experience common difficulty with health care administration concepts, knowledge, or skills and develop intervention strategies and options for students who do not master PLO 7.
- 7.3 Evaluate faculty grading to ensure consistent application of grading rubric.
- 7.4 Survey associate faculty to qualitatively assess gaps in curriculum and assignments.
- 7.5 Develop a Waypoint rubric for HCA 340.
- 7.6 Develop indirect measures to assess mastery of program learning outcomes.

<b>ANNUAL ASSESSMENT PLAN ACTION ITEM STATUS REPORT</b>				
<b>OUTCOME</b>	<b>MEASURE</b>	<b>KEY/RESPONSIBLE PERSONNEL</b>	<b>STATUS</b>	<b>ANTICIPATED DATE OF COMPLETION</b>
<i>Action 01: Gather Benchmarking Data</i>	<i>CAHME standards. Competitor programs.</i>	<i>Full-time faculty</i>	<i>In Progress</i>	<i>02/2012</i>
<i>Action details:</i>	<i>Review other programs and the Commission on Accreditation Healthcare Management Education standards to evaluate HCA program requirements and recommended sequence.</i>			
<b>OUTCOME</b>	<b>MEASURE</b>	<b>KEY/RESPONSIBLE PERSONNEL</b>	<b>STATUS</b>	<b>ANTICIPATED DATE OF COMPLETION</b>
<i>Action 02: Gather Assessment Data by Course</i>	<i>Drop rate per class. Student End of Course Surveys Final Assignment Grades.</i>	<i>Full-time faculty</i>	<i>In Progress</i>	<i>02/2012</i>
<i>Action details:</i>	<i>Gather data on drop rate per course, student end of course surveys, and key measure outcomes (e.g. final assignment grade).</i>			
<b>OUTCOME</b>	<b>MEASURE</b>	<b>KEY/RESPONSIBLE PERSONNEL</b>	<b>STATUS</b>	<b>ANTICIPATED DATE OF COMPLETION</b>
<i>Action 03: Modify/Implement Course Content Review Rubric (as appropriate for HCA programs)</i>	<i>Course Content Review Rubric</i>	<i>Executive Dean, Full-time faculty, Program Manager</i>	<i>Completed</i>	<i>02/2012</i>
<i>Action details:</i>	<i>Review and modify (as appropriate) the Course Content Review Rubric currently being used to evaluate/measure HCA course content appropriate for each degree profile.</i>			