### A. Program Student Learning Outcomes

We have adopted the five competences identified by the Health Care Leadership Alliance (HLA) as the MS-HCA program learning outcomes (PLOs). Students who graduate with a MS-HCA should be able to:

1. Communicate clearly and concisely with internal and external customers, to establish and maintain relationships, and to facilitate constructive interactions with individuals and groups.
2. Inspire individual and organizational excellence, to create and attain a shared vision, and to successfully manage change to attain the organization's strategic ends and successful performance.
3. Align personal and organizational conduct with ethical and professional standards that include a responsibility to the patient and community, a service orientation, and a commitment to lifelong learning and improvement.
4. Demonstrate an understanding of the health care system and the environment in which health care managers and providers function.
5. Apply business principles to the health care environment; basic business principles include financial management, human resource management, organizational dynamics and governance, strategic planning and marketing, information management, risk management, and quality improvement.

See attached curriculum matrix and ILO alignment matrix

### B. Program Student Learning Outcome(s) Assessed

We evaluate all 5 of the PLOs each academic year.

### C. Summary of Assessment Process

We originally directly and indirectly assessed PLOs in four ways:

1. Pre/post-test for each course.
2. As part of the capstone report, which is required for HCA 6899 (Project), the student was required to discuss the skill sets and knowledge base that the student acquired from the program, and to integrate them with the capstone experience.

3. Students completed a 20-item exit survey as part of HCA 6899. The exit survey assessed the student’s belief in his/her ability to demonstrate competency over individual course SLOs.

4. The external supervisor for the capstone experience submitted an evaluation of the student’s work with the organization.

   The results from the comparison of the course pre-test and post-tests, the themes and concerns that emerge from the project reports, the external supervisor’s evaluation of the work completed in HCA 6899, and the exit surveys were discussed by faculty at our annual retreat, which was completed in Spring 14 this year.

D. Summary of Assessment Results

Based on feedback from instructors and students, we have dropped the pre/post-tests from our assessment plan. Instructors would sometimes fail to administer the pre-test in the first class session and students found the pre-tests confusing. The report required for HCA 6899 has now been modified and requires students to address each of the five PLOs specifically.

   Based on feedback from the students in the HCA 6899 reports, we have moved the capstone experience from the sixth quarter to the fifth quarter. Most students wanted to begin that work in HCA 6899 before the end of the program so that they would have time to develop their project and internship opportunities. Since most students take up to four quarters to complete their work in HCA 6899, scheduling the course one quarter earlier seemed reasonable.

   Based on feedback from the students in the HCA 6899 reports, we have added completion of the Institute on Healthcare Improvement (IHI) Quality Improvement Certificate as part of HCA 6290 (Health Care Quality Assessment and Improvement). The students expressed an interest in having recognized certificates as well as the MS-HCA degree at the end of their program.

   The external supervisors’ evaluations of students were generally highly satisfactory. For Winter 13, Fall 13, Winter 14, and Spring 14, the average evaluation scores respectively were 37.7, 37.2, 39.2, and 36.5 on a 40-point scale. The majority of the supervisors’ comments were positive, such as “self-starter, professional, and will be successful;” “personable and dependable;” “committed, courteous and knowledgeable;” and “passionate, excellent, and strong work ethic.”

   The exit surveys were generally satisfactory. For Winter 13, Fall 13, Winter 14, and Spring 14, “strongly agree” or “agree” was the answer in 87%, 90%, 85%, and 82% of the responses.
respectively.

E. Suggestions and Recommendations for the CLASS FACT Project in the Future

N/A

Thank you for your hard work for the past year, and have a Great Summer!