2015-2016 CLASS FACT Assessment Year End Report, June, 2016

<table>
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<tr>
<th>Program Name(s)</th>
<th>FACT Faculty Fellow</th>
<th>Department Chair</th>
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<tr>
<td>Health Care Administration (MS-HCA)</td>
<td>Michael Moon</td>
<td>O. Jay Umeh</td>
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[NOTE: Items A, B, C, and D are identical to your Page 2 on your Annual Report for CAPR. Please simply cut and paste from there. Item E is unique to the CLASS FACT Project.]

A. Program Student Learning Outcomes

For AY 2015-16, we continue to use the five competences identified by the Health Care Leadership Alliance (HLA) as the MS-HCA program learning outcomes (PLOs). These PLOs have been significantly revised for the new curriculum under the semester-based program. Currently, 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.

B. Program Student Learning Outcome(s) Assessed

We evaluate all 5 of the PLOs each academic year as part of HCA 6899, the capstone course.
C. Summary of Assessment Process

We directly and indirectly assess PLOs in four ways:
1. As part of the requirements for HCA 6899, the students wrote a 25-page PLO Essay discussing their level of achievement with each of the five PLOs.
2. As part of the requirements for HCA 6899, students completed a PLO self-assessment where they rate their level of achievement for each of the five PLOs. Each PLO is written as an “I can” statement and students rate their level of agreement with the statement, from strongly agree to strongly disagree. As part of the self-assessment, students write a five-sentence justification of their self-ranking.
3. As part of the requirements for HCA 6899, students participate in either a 200-hour internship or a work-based experience and write a 25-page report. As part of the report, students discuss the skill sets and knowledge base that the student acquired from the program that helped them be successful in either the internship or the work-based experience.
4. As part of the requirements for HCA 6899, each student has an external supervisor for the internship or the work-based experience. The external supervisor submits an evaluation of the student’s work with the organization.

The themes and concerns that emerged from the project reports, the external supervisor’s evaluation of the work completed in HCA 6899, and the PLO essays and self-assessments were discussed by faculty at our annual retreat, which was completed in Spring 16 this year.

D. Summary of Assessment Results

The external supervisors’ evaluations of students were generally highly satisfactory. For Summer 15, Fall 15, Winter 16, and Spring 16, the average evaluation scores respectively were 39.67, 37.68, 37.50, and 37.00 on a 40-point scale. The majority of the supervisors’ comments were positive, such as “Impressive work, produced a successful project”; “Helped to exceed organizational goals, played an important role”; “Used clinical and managerial skills in an excellent way”; “Quick learner, self-motivated, can work in teams and independently”. Based on feedback from the students in the HCA 6899 reports, we added completion of the Institute on Healthcare Improvement (IHI) Quality Improvement Certificate as part of HCA 6290 (Health Care Quality Assessment and Improvement) in 2013-2014. In 2015-16, all of the students enrolled in HCA 6290 successfully completed the IHI Quality Improvement Certificate. Students report that having the certificate,
along with the MS-HCA degree, on their resumes has been beneficial during job searches.

The PLO essays and self-assessments were generally satisfactory. In For Summer 15, Fall 15, Winter 16, and Spring 16, “strongly agree” or “agree” was the answer in the overwhelming majority of the self-assessment. All students enroll in HCA 6899 successfully completed the course with a grade of B or better, with the majority completing the course with a grade of A.

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

N/A
## Appendix A – Score Distributions by Essay Question/PLO

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<tr>
<th>PLOs</th>
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<th>4 pts</th>
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<th>12 pts</th>
<th>Average</th>
<th>Median</th>
<th>Mode</th>
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