College: Health and Human Development

Department: Health Sciences

Program: Master of Science in Health Administration

Assessment liaison: Brian Malec, PhD

1. Please check off whichever is applicable:

A. \_\_\_X\_\_\_\_\_ Measured student work.

B. \_\_\_\_\_\_\_\_ Analyzed results of measurement.

C. \_\_\_\_\_\_\_\_ Applied results of analysis to program review/curriculum/review/revision.

At the end of AY-2014-2015 the MSHA program conducted its annual assessment of program competencies using the Comprehensive Exam. In addition we surveyed the graduating students to get feedback on the overall MSHA program and the Comprehensive Exam process in particular. This information is being integrated into the AY-2015-2016 self-study we are conducting for our application for accreditation by the Commission on Accreditation of Health Management Education (CAHME).

The MSHA program competencies consist of 6 Domains with a total of 21 sub-competencies. The Comprehensive Exam is designed to provide the program with a measure of individual student attainment of the program competencies. The Comp Exam is administered over two days with the students writing on three questions each day with 2-hours schedules for each question.

Comparison of results:

In 2014:

* 22 took the exam
* 21 passed
* 1 had to re-register in Fall of 2014 and retake 2-sections. They then passed

In 2015:

* 24 took the exam
* 21 passed
* 3 had to re-register in Fall 2015 and are currently retaking the appropriate sections over. No results at the time of this report

**The Survey of the Comprehensive Exam Process**

Following the administration of the Comprehensive Exam in early May 2015, a survey was administered in the final class session of HSCI 625 Integrative Seminar. The highlights of the survey are below:

* Overall, I felt that my preparation for the exam was:
  + Adequate
* What advice do you have for future students taking the Comp Exam?
  + Start studying early and study in groups
  + Save all course work from all courses
* If you studied in a group did you find it useful?
  + 100% yes
* Did you feel that the six parts to the Comp Exam covered the content of the MSHA program?
  + Some content was repeated and questions expected the same answer
  + Finance was not an emphasis
  + Too much memorization of details
* Scheduling the comp Exam over 2-dyas with 3 two hours sessions each day
  + Schedule was find
  + Spreading it out over more days would be overwhelming
  + It was tough but we got through it
  + Prefer a Thursday-Friday schedule rather that a Friday Saturday schedule
* What did you think of the oral exam?
  + Very stressful
  + Nerve racking, but loved the advice on a personal level
  + It was perfect
* What do you see as the benefits of the Comprehensive Exam
  + Requires you to be organized
  + Really pull everything together
  + Make connection and seeing the big picture
  + One should take an exam to become a “master”
* What are the problems with the exam?
  + Tutorials were too broad and should be more focused
  + Strategic Planning question should really be two separate questions
  + My the third exam you are really mentally and physically exhausted
* How can the exam be improved as an integrating and culminating experience?
  + Preparation should start in the fall
  + Prepare us from the start of the program. Require students to save all course materials and projects
  + More apply questions so student and actually show what they know of the field

**Actions to be taken by MSHA Faculty in response to survey**

* Students will be encouraged to use MyCSUNBox to save all relevant course materials and assignments from the first semester. Some students take 3 or 4 years to finish the program and Moodle sites are not open for past courses. So starting Fall 2015 all students are being instructed to save to MyCSUNBox.
* Tutorials will be better structured in Spring 2016 to aid in helping the student study groups to be successful.
* Comp Exam questions will be reviewed to reduce or eliminate duplicate questions or areas of emphasis.
* The strategic planning question will be revised to allow a student to pick one of the two sections rather than as is has been, to answer both sections.
* Finance section will be better aligned with the content of HSCI 614.
* The format of 2-day with 3 questions each day will remain as the overall structure.
* The classroom assigned will be available each week for small group study sessions.

**End of the Year Survey of the Overall MSHA Program – Highlights**

* How many years did you take?
  + Average was a little over 3 years
* How many units did you take per semester?
  + The average was 10 units per semester
* Did you shift program suggested sequences during your time in the program?
  + About 33% did move from 4-years to 3-years
* Would you change the pattern/sequence of courses that your took?
  + Yes – Finance and Quant should be taken in the 2nd semester
* Would you have liked a summer orientation before you started the program?
  + 75% yes
* How would you rate the interactions with the Graduate Coordinator?
  + 90% excellent or good
  + Areas of improvement included:
    - More frequent advising
    - More career advice
    - More networking
* Years of work experience in healthcare before admission:
  + 54% less than one year
  + 20% 1 to 3 years
  + 13% 4 to 6 years
  + 13% more than 10 years
* Were the courses in the program what you expected?
  + Generally yes
  + No needed more general business courses like finance
* Content areas that were not addressed that should be added?
  + More health information technology
  + More finance
  + More excel
  + Medical terminology
  + Networking and career development
* Content areas that you felt are not needed
  + HSCI 510 and HSCI 523 are a duplicate
  + Intro classes are redundant: HSCI510 and HSCI511
  + Health status and health economics overlap
* What do you think of the Field Experience?
  + Too short
  + Should start sooner
  + Need better relationships with organizations and preceptors
  + Improve connections between students and organizations
  + Require a set number of hours
* Suggestions or comments to faculty to improve or commend
  + Part-time faculty add a lot of real world experience
  + Full-time faculty are awesome
  + Continue to be visible to students and encourage visits to office hours
  + Great faculty very supportive
  + Need more faculty who are currently working in the healthcare field
* What did you like best about the MSHA Program?
  + Faculty
  + Evening format
  + Curriculum
  + Networking with fellow students
* Would you recommend the MSHA program
  + 95% Yes
* Any special experience you would like to share?
  + Need more emphasis on professional development
  + Need more information on real life workplace experiences: communication presentation skills negotiations.
  + I learned to prioritize certain things in my life.
  + Learn how to make the best of every situation.
  + More certificate programs would be helpful
  + More information and skills about topics like: pay grades, self-working strategies, dealing with difficult bosses; need project management skills.
  + After this program I personally feel confident in my knowledge

MSHA Program Competencies and Level of Expected Attainment

Competency

HSCI697 Directed Comprehensive Exam

A= Advances

I = Intermediate

B=Basic

Domain 1: Leadership (5)

D.1.1 Professional values and ethics A

D.1.2 Cultural sensitivity and competence A

D.1.3 Competitive and collaborative strategies A

D.1.4 Working effectively with other professionals A

D.1.5 Team development methods A

Domain 2: Critical Thinking (4)

D.2.1 Systems components A

D.2.2 Internal/external system structures & factors affecting them A

D.2.3 Issues from different perspective A

D.2.4 Decisions in the presence of uncertainty A

Domain 3: Science & Analysis (3)

D.3.1 Quantitative analytical methods B

D.3.2 Examine data both qualitatively and quantitatively B

D.3.3 Information systems and knowledge management B

Domain 4: Management (5)

D.4.1 Organization of work, economics, finance and decision theory A

D.4.2 Strategic thinking, planning and management A

D.4.3 Human resource management, change management & organizational development A

D.4.4 Continuous quality improvement concepts and skills A

D.4.5 Impacts of legal, regulatory and political environments

A

Domain 5: Political- Community Development (2)

D.5.1 Major stakeholders of an organization A

D.5.2 Social and human relationship skills A

Domain 6: Communications (2)

D.6.1 Articulate ideas and information A

D.6.2 Use appropriate communication strategies A

**MSHA Program Competencies and Level of Expected Attainment**

|  |  |
| --- | --- |
| **Competency** |  |
| **HSCI697 Directed Comprehensive Exam**  **A= Advances**  **I = Intermediate**  **B=Basic** |
| **Domain 1: Leadership (5)** |  |
| D.1.1 Professional values and ethics | **A** |
| D.1.2 Cultural sensitivity and competence | **A** |
| D.1.3 Competitive and collaborative strategies | **A** |
| D.1.4 Working effectively with other professionals | **A** |
| D.1.5 Team development methods | **A** |
| **Domain 2: Critical Thinking (4)** |  |
| D.2.1 Systems components | A |
| D.2.2 Internal/external system structures & factors affecting them | A |
| D.2.3 Issues from different perspective | A |
| D.2.4 Decisions in the presence of uncertainty | A |
| **Domain 3: Science & Analysis (3)** |  |
| D.3.1 Quantitative analytical methods | B |
| D.3.2 Examine data both qualitatively and quantitatively | B |
| D.3.3 Information systems and knowledge management | B |
| **Domain 4: Management (5)** |  |
| D.4.1 Organization of work, economics, finance and decision theory | A |
| D.4.2 Strategic thinking, planning and management | A |
| D.4.3 Human resource management, change management & organizational development | A |
| D.4.4 Continuous quality improvement concepts and skills | A |
| D.4.5 Impacts of legal, regulatory and political environments | A |
| **Domain 5: Political- Community Development (2)** |  |
| D.5.1 Major stakeholders of an organization | A |
| D.5.2 Social and human relationship skills | A |
| **Domain 6: Communications (2)** |  |
| D.6.1 Articulate ideas and information | A |
| D.6.2 Use appropriate communication strategies | A |

*Key Course-specific skill levels students are expected to develop within each competency are:*

*B = Basic skills encompassing knowledge and comprehension of subject matter;*

*•define, identifies, describe, comprehend, interprets, summarizes*

*I = Intermediate skills encompassing application of knowledge to analyze a problem;*

*•apply knowledge to problem, constructs, predicts, compares, analyzes,*

*A = Advanced skills encompassing ability to evaluate, judge and synthesize information.*

*•Creates, categorizes, makes a judgement, decide, evaluate, predict, solve a problem*