

School of Health Sciences Health Services Administration

Academic Affairs

Administrative Unit Assessment

FY 18 (July 2017 July 2018)

Department and Assessment Report Information

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For which department or area are you reporting?	School of Health Sciences Health Services Administration
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Departmental Mission and Goals

The mission and goals of the department should be consistent over a 5 year period, although some institutional changes may necessitate and prompt a change in mission or goals for specific departments. In this section, you will report the mission statement for your department as well as the long term goals (5 year range) for the department.

What is the mission statement for this department/area?

Objective 2

Objective 2: What was this department's second objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	a. Increase Health Service Administration Program graduation rates.
Objective 2: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Measurement data reflecting the number of distinct graduates was retrieved from Blackboard analytics.
Objective 2: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	The target outcome for this objective was 10% increase in graduation rates.
Objective 2: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)	Data reveals 25 graduates for Spring '17 and 12 distinct graduates for Summer '17. Graduation rates dropped by more than 50%. Data reflects 26 distinct graduates for Fall '17 and 9 distinct graduates for Spring '18. From Summer '17 to Fall '17, graduation rates increased by more than 116%. However, rates then fell to 65% from Fall '17 to Spring '18. The department did not meet this objective based on an overall 64% decrease in graduation rates from Spring '17 Spring '18.
Objective 2: Did your department meet this objective?	The department did not meet this objective.
Objective 2: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	The department has gleaned from this objective the significance of maintaining and increasing student retention rates as they progress towards graduation. To increase graduation numbers, the department will increase focus on student retention via more focused advising efforts.

Objective 3

<p>Objective 3: What was this department's third objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</p>	<p>Increase Health Service Administration Program retention rates.</p>
<p>Objective 3: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</p>	<p>Student retention was obtained reviewing the number of students who re enroll from one semester to the next or Fall Fall semesters. The included data reflects data retrieved from Blackboard Analytics from Spring '17, Fall '17, and Spring '18 for comparison.</p>
<p>Objective 3: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)</p>	<p>The target outcome for this objective was set at 10%.</p>
<p>Objective 3: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)</p>	<p>Numbers retrieved from Blackboard Analytics reveal, 64 students were enrolled in Spring '17, 135 students enrolled for Fall '17, and 231 students enrolled Spring '18. The department did not meet this objective. Of the 64 students enrolled in Spring '17, 25 students graduated leaving 39 students. Of the 39 remaining enrolled students, only 35 of these students returned in the Fall of '17. This equates to an 11.4% reduction in retention. Of the 135 students enrolled in Fall '17, 26 students graduated leaving 109 remaining enrolled students. Of the 109 remaining students, only 87 students re enrolled in Spring '18. This equates to a 25% reduction in retention.</p>
<p>Objective 3: Did your department meet this objective?</p>	<p>The department did not meet this objective.</p>

Objective 3: What did your department learn from working toward this objective? What changes will you make based on this effort next year?

The department takes away from this experience ~~take~~.

Objective 4

Objective 4: What was this department's fourth objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.

The department did not have a fourth objective.

Objective 4: How did your department measure this objective?
objective?

Future Plans

Please identify at least four measurable objectives for the next fiscal year. In listing the objectives, please use the format shown in these examples. 1) The Department of X will improve services levels by 5% as measured by our satisfaction survey. 2) The department to X will provide training in ABC for at least 73 MGA faculty and staff.

- 1) The Health Services Administration Department will improve student retention in the major by 10% in one year as measured by enrollment comparisons between Fall semesters.
- 2) The Health Services Administration Department will improve graduation rates in the major by 5% in one year as measured by graduation comparisons between Fall semesters.
- 3) The Health Services Administration Department will increase the number of peer reviewed publications/presentations/scholarly products within the Health Service Administration Department by 2% in a one year period as measured by the number of documented cases.
- 4) The Health Services

