

Provost's Comprehensive Program Review Report

Institution: Middle Georgia State University

Academic Program Name: B.S. in Health Services Administration

CIP Code: 510701

College or School: School of Business

Department: Health Services Administration

Date of Last Internal Review: June 13, 2016

Outcome of Previous Program Review (brief narrative statement): The two follow-up items

from the previous review were (1) student satisfaction surveys and (2) CAHME accreditation. HAS implemented the survey but student response rates were too low to be useful (less than five responses). CAHME discussions showed that the costs were high and the benefits were not strong enough to justify that outlay.

Current Date: 6/10/2021

Provost Response: Academic Affairs acknowledges the documented value of the B.S. in Health Services Administration. This legacy bachelor's degree has demonstrated adaptability to

Categorical Summation

Check any of the following to categorically describe action(s) the institution will take concerning

Program MEETS Institution's Criteria

Program is critical to the institutional mission and will be retained.

Program is critical to the institutional mission and is growing or a high demand field and thus will be enhanced.

Program PARTIALLY MEETS Institution's Criteria and will be re-evaluated in _____.

Program DOES NOT MEET Institution's Criteria

Program will undergo substantive curricular revisions.

Program will be deactivated.

Program will be voluntarily terminated.

Other (identify/add text):

Provost or VPAA Signature:



Date: 7/8/2021

Comprehensive Program Review Report

Academic Program Name: BS Health Services Administration

College or School: School of Business

Department: Health Services Administration

Date of Last Internal Review: June 13, 2016

Outcome of Previous Program Review (brief narrative statement, if applicable):

The two follow up items from the previous review were (1) student satisfaction surveys and (2) CAHME accreditation. HSA implemented the survey but student response rates were too low to be useful (less than five responses). CAHME discussions showed that the costs were high and the benefits were not strong enough to justify that outlay.

Current Date: 4-1-2021

Categorical Summation

Check any of the following to categorically describe action(s) the institution will take concerning this program.


Program MEETS Institution's Criteria

- Program is critical to the institutional mission and will be retained.
- Program is critical to the institutional mission and is growing or a high demand field and thus will be enhanced.

Program DOES NOT MEET Institution's Criteria

- Program will be placed on a monitoring status.
- Program will undergo substantive curricular revisions.
- Program will be deactivated.
- Program will be voluntarily terminated.
- Other (identify/add text):

Academic Dean Signature:



Dean of Graduate Studies Signature (when applicable):

Date:

IERB's Comprehensive Program Review Rubric and Evaluation

Program Reviewed: BS Health Services Admin

Contextual Notes: Summarize any demographic or environmental factors described in the introduction that might significantly impact assessment of the program

Shift from older students to younger students; female students double male students; 51.8 % Black, 38.1% white; 10.1% other as of 2020

Area of Focus	Exemplary Area	Satisfactory Area	Area of Concern	No Evidence	Notes
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IERB's Comprehensive Program Review Rubric and Evaluation

Program Strengths of Note:

Increased online presence; gearing towards representative demographic

Areas of Serious Concern:

Definite decrease in on-campus presence

Will be dropping the benchmark from 10% to 3% in the next 5 years

Other Comments:

Identify and streamline healthcare services skill base

Campus	Fall 2016	Fall 2017	Fall 2018	Fall 2019	Fall 2020	5 YR Growth	Fall 2016 compared to Fall 2020 only
Macon	130	113	121	100	63	-16.56%	-52%
Cochran	41	42	77	59	25	-10.76%	-39%
Warner Robins	12	10	13	18	6		
Dublin	3	7	6	5	0		
Eastman	1	1	1	0	0		
Online	28	48	62	68	120	43.88%	329%
Off Campus	0	0	0	0	0		
					214	-0.12%	0%

Graduates

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FY
2016

FY
2017

FY
2018

FY
2019

FY
2020

5 YR
Growth

FY16 compared to FY20:

BS program is designed to prepare the student with a solid understanding of the organization, financing, and delivery of health care services. It incorporates a strong foundation of management principles and functions applied to a wide variety of health care settings and facilities. The HLSA program is designed to develop in students the knowledge, skills and values required for the wide range of entry level business and management positions available in the health care sector. Additionally, graduates from this program are prepared to enter graduate studies.

Structure and Concentrations

The BS program was developed to meet the demands of a wide variety of student types and career goals. Besides providing the tools necessary for people wishing to enter the field, the program offers an excellent opportunity for those already in the health care field, whether

for students to optimize students plan of study scheduling. Blackboard Analytics (Desire to Learn) is the current learning management system utilized for the online, hybrid, partially online coursework. Face-to-face courses are held in the Professional Science and Jones building on the Macon campus, and Morris building on the Cochran campus.

Changes Since Last Review

Changing Student Demographics

Our previous report suggested the HSAD student population were of working age. Student demographics over the last five years reveal a shift from older students to younger students. The student profile chart above indicates that students under the age of 25 significantly outnumber students over the age of 25 by almost four times. Additionally, the number of female students attending the program more than double the number of male students; while 33.5% more black students are enrolled in the program than white students and three times as many students commute rather than live on campus.

Program Student Profile

The program continues to attract and accept a diverse population of students. As noted below, the majority of our students are African American Female Commuters under the age of 25.

YEA R	AGE	GENDER	RACE	

the large percentage of students living off campus. Another school of thought offered by department faculty is that the decline in enrollment could potentially be correlated to the HSA Program move from the School of Health Sciences in Summer of 2019 to the School of Business. Students who were not successful candidates for one of the clinical programs within the SOHS were advised to consider the business side of healthcare through the HSA Program. Students made contact with HSA advisers to determine if qualifications were satisfactory for entry into the program. The total growth for the program over a five year period was 0.12%. The 10% benchmark was not met for this review cycle with the exception of the online enrollment numbers. The Department will drop the benchmark to 3% over the next five years.

Five Year Enrollment							
Campus	FA16	FA17	FA18	FA19	FA20	5YR Growth	Fall 2016 compared to Fall 2020 only
Macon	130						

1. Enrollment: Increasing enrollment is a major ongoing effort for the HSA program. We will maintain the following initiatives to increase enrollment. Success in enrollment numbers will also increase the number of degrees conferred.
 - a. Collaborate with the SOHS to continue to have students desiring a nonclinical career in healthcare to seek the BS in Health Services Administration
 - b. Increase the number of face-to-face classes per semester while maintaining MGA Direct Presence.

Shifting Trends and Market Forces That May Impact Program Demand

A. Enrollment Trends

The BS in Health Service Administration program has open enrollment in which students may apply and be accepted year-round for admission. There are currently no limitations on enrollment, save the maximum capacity for a given classroom. Enrollment continued to climb through 2018, but began a decline in Fall of 2019. Although a decline in student enrollment is noted, faculty continue to incur class overload in order to accommodate need for some courses.

Enrollment		
Year	Enrolled Student Count	Credit Hours
Fall 2016	215	2,498
Fall 2017	221	2,582
Fall 2018	280	3,278
Fall 2019	250	2,993
Fall 2020	218	2,522

Enrollment for required (major) courses for Fall 2016 demonstrates 215 distinct enrolled students, 2,496 credits enrolled. For fall 2017, 221 distinct enrolled students, 2,582 credits enrolled and an enrolled class count of 221. For fall 2018, 280 distinct enrolled students, 3,278 credits enrolled. For Fall 2019, 250 distinct enrolled students, 2,993 credits enrolled and Fall 2020, 218 distinct enrolled students with 2,522 enrolled credit hours.

B. Graduation Trends

Students graduating from the BS in HSA program have shown a slight decrease in total credit hours for degree completion since 2018, which is encouraging. It should be noted that some of our students hold previous degrees which hours are not excluded from the total credit hour calculation. Students in our program are requiring more time to graduate. For example, the number of years to graduate in 2016 was 2.43 as compared to 2.5 in 2020. These numbers are significantly below the numbers reported in the last review 5 years required to graduate. The program managers believe that this decrease is due to the significant increase in the student population under the age of 25. This indicates that these students are focusing on academics rather than being employed full time and most likely had families. Not

Year	2016	2017	2018	2019	2020
Distinct Graduates	56	47	47	51	64
Avg. Total Credits for Degree Cumulation	144	146	148	144	141
Avg. Total Credits for degree at Institution	105	106	98	107	109
Avg. Transfer Credit for Institution	39	41	49	37	32
Avg. GPA for Degree	2.98	3.03	3.07	3.03	3.08

