

## Dean's Response to MHA 2012 CAHME Site Visit Report

### *Dean's response is in purple italics*

*I would like to extend my gratitude to the site visit team listed below for their time and expert advice to improve our MHA program. I also would like to thank the advisory committee, the program faculty, administrative support staff and the University administration for their ongoing support.*

*Claudia Campbell, PhD, Chair*

*Glenn A. Yap, PhD, MBA, Team Member*

*Stephanie S. McCutcheon, MBA, MSPH, Team Member*

*Christopher E. Johnson, PhD, Fellow*

*I agree with the site visit team's findings and also with the MHA Program Directors response and action plans. Additional comments will be in purple italics.*

### **Response to the report by MHA Program Director**

The proposed action plans for meeting the 7 partially met criteria from our October, 2012 CAHME site visit.

#### **Criteria I.A.3**

We need to develop a strategic planning process and a strategic plan and relate it clearly to our mission, vision, objectives, and competency model

We will hold an annual strategic planning meeting to create and continuously update our 5 year strategic plan, inviting MHA faculty (including adjuncts), alumni from recent graduating classes, and local professionals

Action plan: We held a strategic planning meeting on May 7, 2013, with Dr. Bruce Davis leading the process. We have already started the process of creating our strategic plan.

*Agree – the strategic planning will take into account WSU and DCHP goals, vision and mission.*

#### **Criteria II.A.4**

We must increase the level of alumni involvement in program decision making and evaluation

We will hold an annual strategic planning meeting inviting MHA faculty (including adjuncts), alumni from recent graduating classes, and local professionals

We will survey the two most recent classes of MHA alumni and their employers, bi-annually, asking questions regarding their careers, career preparedness upon graduation, and suggestions for improvement.

Action plan: at the strategic planning meeting on May 7, 2013, in addition to discussing the alumni and employer surveys, we explored the idea of creating an alumni association. Two of our MHA Alumni Advisory Board members have agreed to lead the creation of the alumni association. This item is in process.

*Agree – the information gathered from the Alumni is essential for our outcomes assessments.*

### **Criteria II.A.5**

We must survey alumni and employers to document and evaluate our graduate's career preparedness.

We will survey the two most recent classes of MHA alumni and their employers, bi-annually, asking questions regarding our graduates' careers, career preparedness upon graduation, and suggestions for improvement

Action plan: the alumni and employer surveys were discussed at the MHA Advisory Board meeting on May 7, 2013. We tentatively plan to create the survey instruments in Fall 2013-Spring 2014 and to implement our first survey in late Spring-early Summer 2014. This item is in process.

*Agree – this information gathered from the Alumni is essential for our outcomes assessments.*

### **Criteria III.A.1**

All syllabi must show a direct link between competency levels and learning objectives.

We have an MHA course syllabus template with an area that links learning objectives to the course competency goals/objectives. Its use by all MHA faculty will be reviewed annually.

Action plan: Starting this fall, The MHA Program Director will contact all MHA faculty (full-time and adjunct) and communicate the required syllabus format for including learning objectives and competency goals. We will then create an MHA syllabus data bank which will facilitate the follow up of MHA syllabi structure and content. This item is in process.

*Agree – DCHP programs are infamous for their objective writing and their use for teaching, evaluation and communication of student learning needs.*

### **Criteria III.A.2**

Document where control charts, 6 Sigma, LEAN, and process improvement is taught in the curriculum MHA 6300, and any other courses that address these topics, will list them clearly in the course objectives and agenda areas.

Action plan: The MHA syllabus data bank discussed above will ensure that these topics are taught and documented in the course syllabus. This item is in process.

*Agree – these topics are also essential for other graduates from DCHP. Since many of our BS degree graduates enroll in the MHA program, this will assist with their future employment needs in the healthcare industry.*

### **Criteria III.C.2**

We have to increase course evaluation response rates and link them to teaching improvements

We will create a process to ensure that each student in each MHA course completes a course evaluation. The actual course evaluation will not be available to the professor until after grades are posted.

Action plan: This was discussed at the May 7, 2013 MHA Advisory Board meeting and it was suggested that students be asked to bring their laptops or tablets to class on a specific day and then asked to complete the course evaluation on that day, after the professor as left the classroom. We will monitor the success of this process. This item is in process.

*Agree – important information to gather.*

### Criteria III.C.3

We must better measure our students' achievement of program competencies and use this information for continuous improvement – *Agree and would like to see the follow-up outcomes.*

Proposed assessment of MHA student learning:

#### 1. GPA/Overall Student Academic Achievement

-Benchmark: 95% of MHA students will maintain a GPA of 3.0 or higher

-Measurement Method: MHA Program Director will conduct a student grade audit at the end of each academic semester.

This is on-going: review of Spring 2013 grades is scheduled for July, 2013.

#### 2. Student Self-Assessment

-Benchmark: Self-assessment competency scores of no lower than 3 on a 5 point scale will be achieved by 95% of all MHA students at approximately program mid-point and program completion

-Measurement Method: all MHA students will complete a competency self-assessment while enrolled in MHA 6400 and MHA 6500 (the baseline self-assessment will be completed during program orientation each Fall for incoming MHA students).

This is on-going: MHA 6400 students completed self-assessments in Spring 2013

This is on-going: MHA 6500 students completed self-assessments in Spring 2013

#### 3. Assessment of Integrated Knowledge, Skills, and Competencies

-Benchmark: Average preceptor student evaluation scores of 4 on a 5 point scale will be achieved by 95% of all MHA students at the completion of MHA 6500: Field Work

-Measurement Method: Each MHA Preceptor will complete an evaluation of her/his student protégé's integrated knowledge and skills, and demonstrated competencies.

This is on-going: MHA preceptors completed evaluations of students in Spring 2013.

-Benchmark: 95% of students will earn a grade of B or higher in MHA 6500: Field Work

-Measurement Method: MHA 6500 Professor will evaluate each student's performance and ability to integrate Program knowledge and skills, and demonstrate competencies outside of the academic setting, and assign a letter grade.

This is on-going: Benchmark was met in Spring 2013

#### 4. Assessment of preparedness for work/careers in healthcare administration

- Benchmark: 80% of program alumni will report adequate to excellent preparation for their work and/or careers in HCA

-Measurement Method: Alumni will be surveyed 2 years post-graduation

-Benchmark: 80% of MHA graduates' employers will report adequate to excellent preparation of their Weber State MHA employees for work/careers in HCA

-Measurement Method: At time of Alumni survey, direct supervisors will be administered a short assessment survey of their Weber MHA employee

Surveys instruments will be created in Fall 2013-Spring 2014 and we tentatively plan to implement our first survey in late Spring-early Summer 2014.

*I would like to thank the department chair, the MHA program director and the faculty for their dedication, future plans for improving the MHA program and graduate outcomes. I would like to congratulate them for the positive accreditation report.*

*Respectfully,  
Yasmen Simonian  
DCHP Dean*