

**DCHP Dean's Response to
the Program Review Committee for Health Administrative Services Program
August 18, 2015**

Dean's response is in purple and in italics:

I would like to extend my gratitude to the review team for their time and expert advice to improve our programs. I also would like to thank the advisory committee, the program faculty, administrative support staff, students and the University administration for their ongoing support.

*An evaluation of the Health Administrative Services (HAS) program in the Dumke College of Health Professions at Weber State University was conducted on **April 1, 2015** by the following Review Committee members:*

*Leigh W. Cellucci, PhD, MBA
Professor and Director,
Health Services Management
East Carolina University*

*Tracy J Farnsworth, EdD, MHSA, MBA, FACHE
Associate Dean and Director
Kasiska School of Health Professions
Division of Health Sciences
Idaho State University*

*Laura Santurri PhD, MPH, CPH
Assistant Professor
Health Promotion and Human Performance
Moyes College of Education
Weber State University*

*Robert Walker PhD (Chair of the Review Committee)
Professor and Chair Radiologic Sciences
Dumke Endowed Chair
Dumke College of Health Professions
Weber State University*

I concur with and support the commendations and recommendation of the Program Review Team. Additionally, I support, agree and praise the Departmental Response to the Program Review Committee. Please see both reports for full explanations, plans of action and disclosure.

Commendations – *Agree*

The Department of Health Administrative Services faculty appreciate the efforts of the committee in evaluating the program. During the review, the committee identified the following strengths:

- Faculty commitment to student success
- Community partnerships and connections
- Competent graduates
- Diverse professional experience and backgrounds
- Well-defined mission statements

Recommendations

STANDARD A- MISSION STATEMENT – *Agree* -

- Review Committee Recommendation: The Committee recommends that the program list program goals and objectives under the mission statement (and not just in the assessment plan).
- Review Committee Recommendation: The committee recommends that the standard University format be followed by the program. While the self-study indicated the last assessment period, there was no indication of how regularly assessment would occur.
- Review Committee Recommendation: Competencies should tie directly to the curriculum. Committee members noted that the self-study document met AUPHA professional standards but lacks the depth and rigor that is expected by the University.

STANDARD B – CURRICULUM – *Agree*

- Review Committee Recommendation: The committee noted that there was a consistent theme for the need for additional faculty and space.

The Administration is aware of the need for additional faculty and space and is working in concert with the program to address the issues.

- Review Committee Recommendation: The committee recommends that the standard University format be followed by the program. The current curriculum grid does not include information on how often/when each course is offered.

STANDARD C – STUDENT LEARNING OUTCOMES AND ASSESSMENT – *Agree*

- Review Committee Recommendation: Students suggest having some form of administrative internship or experience during the first year would be helpful.
- Review Committee Recommendation: The committee recommends that the standard University format be followed by the program for curriculum competency depth. Committee members noted that it meets AUPHA professional standards but lacks the depth and rigor that is expected by the University. The program should indicate to what depth each competency is addressed in each course.

- Review Committee Recommendation: Although not specifically addressed with a recommendation, the Committee identified curriculum assessment as a concern because specific measures, frequency measured, and evaluation were not identified in the self-study.

STANDARD D – ACADEMIC ADVISING

- Review Committee Recommendation: With rapid program growth in the program the faculty may need to consider changing the policy on open enrollment. The program may also want to consider a formal method of assessing advising effectiveness, conducted on a periodic basis.
- Review Committee Recommendation: Students suggested that student orientations be held more often.

STANDARD E – FACULTY

- Review Committee Recommendation: The program should demonstrate efforts to achieve demographic diversity in its faculty. Report did not include this information in the self-study. The committee rated this on / observation only.
- Review Committee Recommendation: Information should be obtained on adjunct faculty teaching and evaluation.

Program's Additional Plans:

The review committee identified a number of challenging areas within the program. These were specifically listed by the committee included the following.

- May need additional faculty and staff to effectively address long-term growth needs
- Better tracking of graduates
- Space constraints
- Needs additional measurable objectives included in the assessment plan in order to more accurately and fully capture student achievement and success throughout the program.

I agree that these three of the four challenging areas have been discussed as responses to committee recommendations. The one area that will need to be addressed in this section is the **better tracking of graduates**. Recent changes to the university databases and the transition to an information warehouse environment will assist the program in tracking our graduates better. In addition to this, we are investigating the option of creating a program Linked In account. We will then ask all current students to join our Linked In account and then invite all of program graduates to join as well. Linked In is a good use of social media to network with healthcare industry leaders and our program alumni. This account can then be used to contact graduates to complete our alumni/graduates surveys as well as invite this group to participate in our Future Healthcare Leaders Association (FHCLA) fall banquet and our spring golf tournament.

The department chair, faculty and staff of this department are very committed and will follow up with all the recommendations with full support of this administration.

*Submitted Respectfully by: Yas Simonian, DCHP Dean
cc: Pat Shaw, HAS Chair*