

CHICO STATE UNIVERSITY
ASSESSMENT SUMMARY UPDATE

PROGRAM: BS in Health Services Administration

Year of review	Student Learning Outcome	Describe assessment activity done this year for this SLO	Findings	Based on the results or evidence, what action was taken regarding program improvements?
2016-17	Writing Proficiency	Artifacts were collected from the embedded assignment, Business Plan Executive Summary, in HCSV 530 Capstone Seminar in Health Services Administration sections 01 and 02. Artifacts were assessed using the writing proficiency rubric provided by BSS. Three assessors assessed each artifact separately.	<ul style="list-style-type: none"> • Content: 56.6% of student met or exceeded expectations. • Organization: 95.3% of students met or exceeded expectations. • Grammar and Style: 59.7% of students met or exceeded expectations. 	No program improvement actions are to be made at this time. We plan to reassess artifacts from the same course, using the same rubric next year and determine what changes, if any should be made.
2014-15	Health care delivery system: Discuss the major ethical issues that are affecting health care	Instructor grades on imbedded project: Ethics case in HCSV 332 Law, Ethics, Regs in Health Services	70% of students (40:58) enrolled in HCSV 332 earned a C- or better on a case study analysis	Continue to advocate for more tenure-track hires to reduce our dependency on adjunct faculty for core courses.
	Management processes: Be able to manage day-to-day organizational activities	Instructor grades on imbedded project: Individual case study (last assignment) in HCSV 530 Capstone Seminar in HSA	100% of students enrolled in HCSV 530 earned a C- or better on the final case study assignment.	Continue to advocate for more tenure-track hires to reduce our dependency on adjunct faculty for core courses.
2013-14	Health care organizations: Be able to apply general approaches to quality management problems and to measure the quality of services.	HCSV 430 Mgmt. of health care organizations; Instructor grades on imbedded project: Case study analysis.	98% of students (73:74) enrolled in HCSV 430 earned a C- or better on a case study analysis	As noted above, planned curricular changes arising from this assessment (and other discussions) are to continue to advocate for more tenure-track hires to reduce our dependency on adjunct faculty for core courses.
	Health care delivery system: Discuss the major ethical issues that are affecting health care	HCSV 530 Capstone Seminar in HAS,	100% of students enrolled in HCSV 530 earned a C- or better on a case study assignment	As noted above, planned curricular changes arising from this assessment (and other discussions) are to continue to advocate for more tenure-track hires to reduce our dependency on adjunct faculty for core courses.
2012-13	Management processes: Be able to manage day-to-day organizational activities	HCV 530: Instructor grades on imbedded project: Instructor grades on imbedded project: case study	60% of student enrolled in HCSV530 earned a B- or better on a case study assignment	none needed
	Health care delivery system: Be able to apply laws and regulations that impact healthcare organizations (e.g., employment, antitrust, patient consent, confidentiality).	HCSV 332: Instructor grades on imbedded project: Instructor grades on imbedded project: legal case study	77% of students enrolled in HCSV 332 earned a C- or better on a legal contracts case	none needed