

**Report of Student Learning and Achievement**  
**Concordia University Irvine**  
**School of Health & Human Sciences – Healthcare Management, HLMG and HCM Program**

For Academic Year: 2019-2020

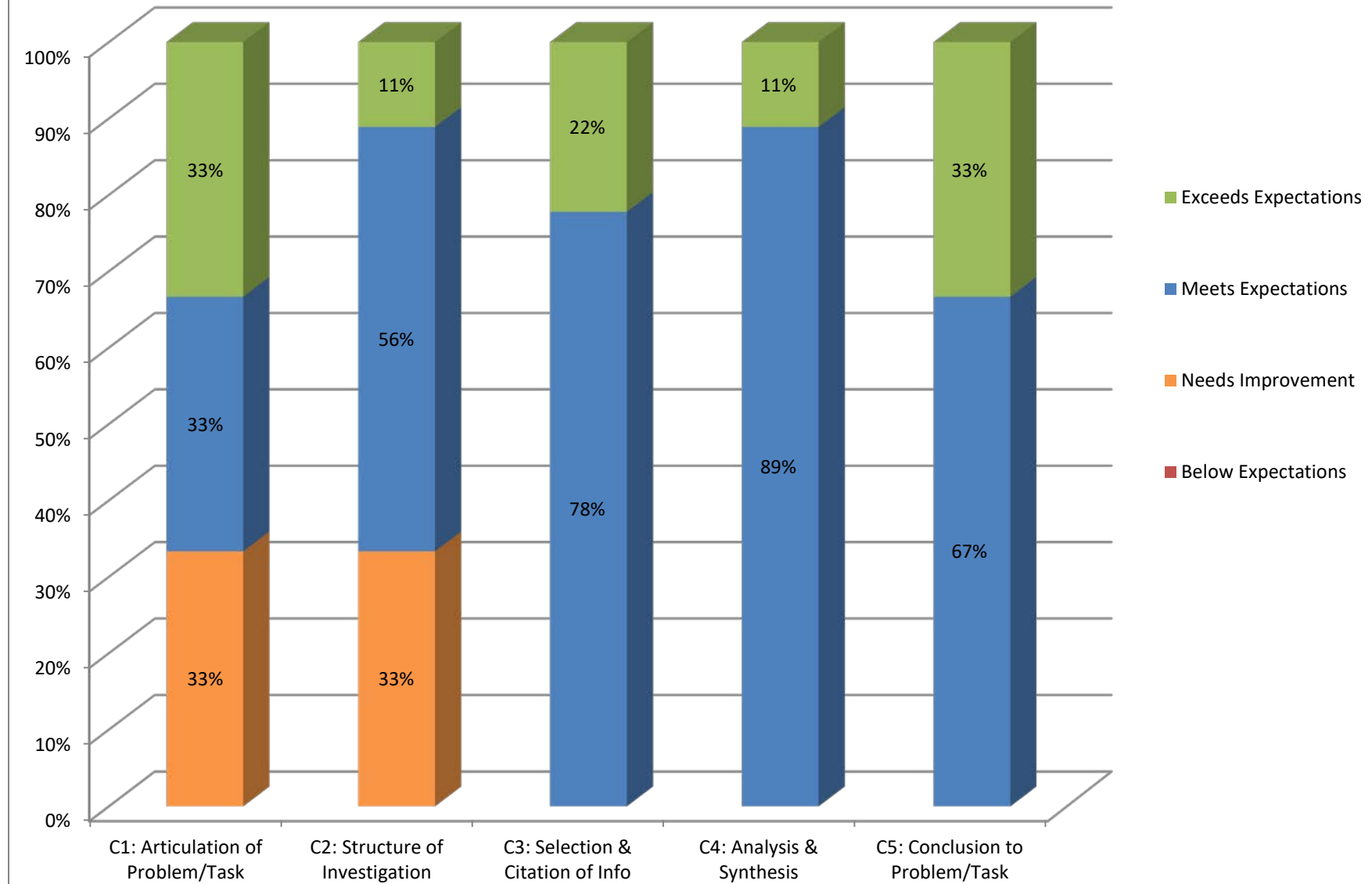
School of Health and Human Sciences Mission
Healthcare Management Major Program Purpose
<p>Guided by the Great Commission of Jesus Christ and as a Lutheran liberal arts institution, the <b>School of Health and Human Sciences</b> (SHHS) is committed to preparing students to become servant leaders and societal agents of change through our institutions' centeredness on the development of the <b>mind</b> (high-quality academics), <b>body</b> (care of self), <b>heart</b> (love/service of neighbor), and <b>soul</b> (love toward God).</p> <p>The <b>Healthcare Management</b> major will educate students for professional positions based on Christian leadership principles as they are equipped to enhance the effectiveness of healthcare organizations while making a positive difference in people's lives.</p>

Student Learning Assessment for Healthcare Management, HLMG and HCM Program
Program Learning Outcomes (PLOs)
1. Communication and Relationship Management: Demonstrate the ability to communicate clearly and concisely, establish and maintain relationships, and facilitate constructive interactions with individuals and groups in the healthcare setting (Systematic Inquiry, Written Communication, and Oral Communication).
2. Leadership: Demonstrate the ability to inspire individual and organizational excellence, create a shared vision and successfully manage change to attain the organization's strategic ends and successful performance. (Systematic Inquiry, Written Communication, Oral Communication, and Specialized Knowledge).
3. Professionalism: Demonstrate an alignment of personal and organizational conduct with ethical and professional standards that include a responsibility to the patient and community, a service orientation, and a commitment to lifelong learning and improvement (Christian Literacy and Faith, Informed and Responsive Citizenship, and Service to Society and Church).
4. Knowledge of the Healthcare Environment: Demonstrate an understanding of the healthcare system and the environment in which healthcare managers and providers function (Systematic Inquiry, Informed and Responsive Citizenship, and Quantitative Reasoning).
5. Business Skills and Knowledge: Integrate scholarly research, critical thinking, analysis, problem-solving, and business principles to proactively

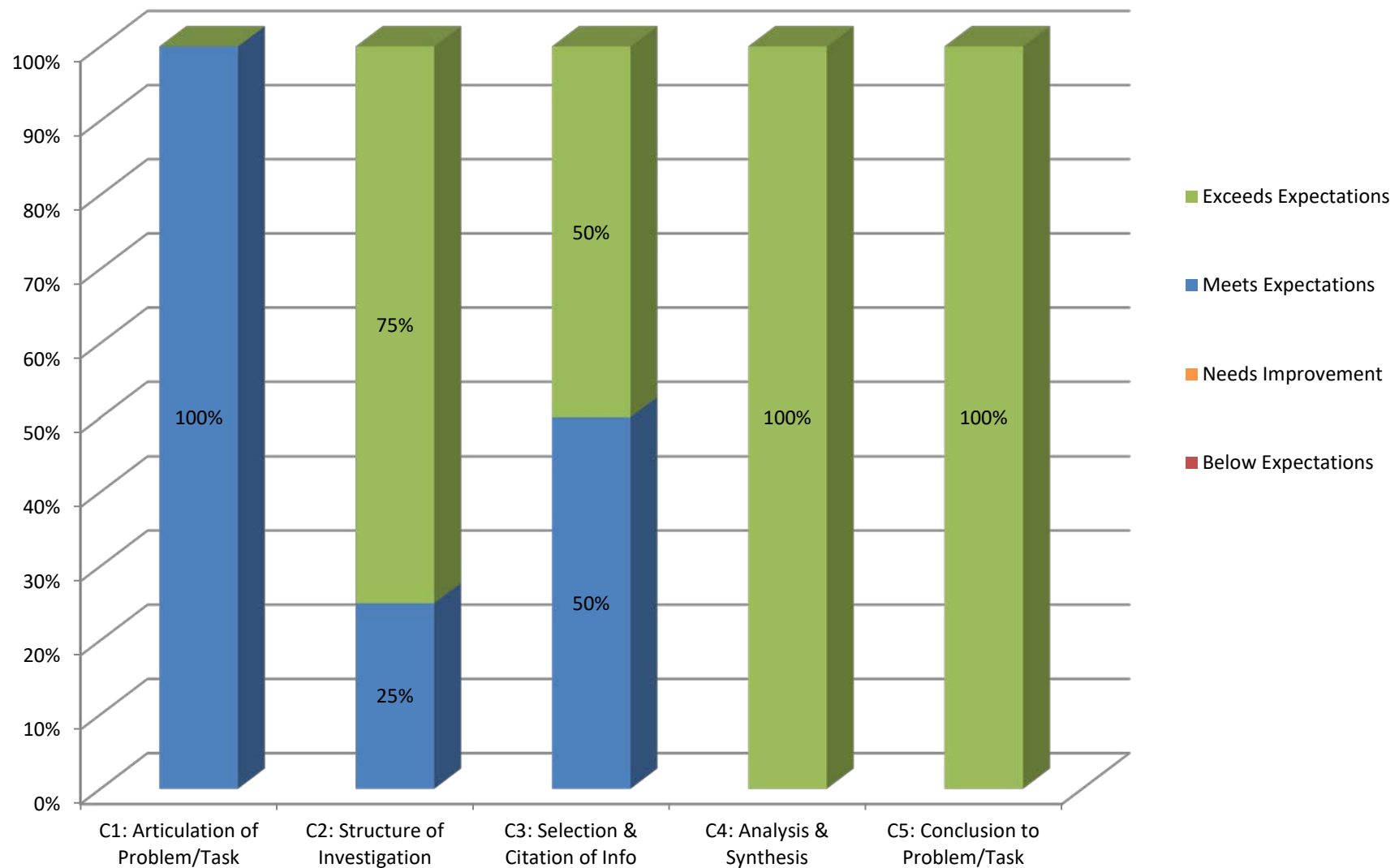
address opportunities and issues in the healthcare environment (Systematic Inquiry, Written Communication, Oral Communication, Quantitative Reasoning, and Specialized Knowledge).

Assessment Overview for HLMG & HCM Major Program			
2019-20 PLOs Assessed	Evidence and Assessment Instrument	Performance Objectives (Targets/Criteria) Measures:	Results 2019-20 for Measures of Student Learning:
Knowledge of the Healthcare Environment: Understand the healthcare system and the environment in which healthcare managers and providers function (Systematic Inquiry).	HCM 475 Senior Seminar, HLMG 495 Senior Seminar: Final Culminating Research Paper	80% of sample will score a 3 or 4 on CUI SI rubric criteria.	Percentages of students who met or exceed expectations: Articulation of Problem/Task- 84% Structure of Investigation- 84% Selection and Citation of Information- 100% Analysis and Synthesis of Information- 100% Conclusion to the Problem/Task- 100%

### Assessment Results for the HCM Program (n=2)



### Assessment Results for the HLMG Program (n=3)



Summary of Achievement of Program Learning Outcomes		
2019-2020 PLO Assessed	Student Evidence: Final Culminating Research Paper	Student Evidence:
Criterion Measured	Performance Target Was...	Performance Target Was...
1. Articulation of Problem/Task	Met	
2. Structure of Investigation	Met	
3. Selection and Citation of Information	Met	
4. Analysis and Synthesis of Information	Met	
5. Conclusion to the Problem/Task	Met	

Proposed Course of Action for Improvement in Learning Outcomes
<p>The results of the assessment were disseminated in an adjunct faculty meeting in August 2020 and emailed to those who did not attend the meeting. The program director ensured that all adjunct faculty were provided with the results in an effort to explore opportunities across the curriculum where we can: Increase our students' abilities to craft strong and creative conclusions or solutions to problems based on investigations and to select and properly cite sources that are appropriate and relevant to the problems or tasks, at hand.</p> <p>The program director will monitor the effectiveness of these changes through discussion with the instructors for HLMG/495 and HCM/475 after the next course is taught and changes have been implemented. The program director will discuss the effectiveness of the program changes with adjunct faculty in the December 2020 meeting, and again at the end of the academic school year. The PLO will be formally re-assessed in five years, and we will compare the new results with this cycle's findings.</p> <p>Results of this assessment and planned changes will be shared with students in the program in-person in the spring 2021 HLMG/495 and HCM/475 courses.</p>