



CALIFORNIA STATE UNIVERSITY, LONG BEACH
VICE PROVOST FOR ACADEMIC PROGRAMS

Memorandum of Understanding

This MOU has been read and approved by:

Department Chair/Program Director: Erlyana Erlyana Date: 6/30/2021
Erlyana Erlyana

Dean, College of HHS : Monica Lounsbery Date: 7/29/2021
Monica Lounsbery

Vice Provost Academic Programs: Jody Cormack Date: 7/29/2021
Jody Cormack



CALIFORNIA STATE UNIVERSITY, LONG BEACH

OFFICE OF ACADEMIC PROGRAMS

Memorandum of Understanding MS in Health Care Administration May 2021

This Memorandum of Understanding outlines the consensus reached by the Department of Health Care Administration the College of Health and Human Services, and the Division of Academic Affairs, based on the program review (Self-study 2019; external review Spring 2020; UPRC report February 17, 2021). It describes the goals to be achieved, and the actions to be undertaken by all parties to this MOU to achieve these goals, during the next program review cycle. Progress toward goals is to be addressed in an annual report.

The Department of Health Care Administration offers two versions of its MS degree, a traditional MS and an Accelerated Program (AP) offered through the College of Professional and International Education (CPIE). It was accredited by the Commission on Accreditation of Healthcare Management Education (CAHME) in September 2020, with the next re-accreditation scheduled for 2026.

In November 2016, the Department of Health Care Administration received a probationary accreditation of three years, with CAHME requesting regular progress reports and a full review in 2019. The concerns raised by CAHME in 2016 were also part of the 2011 Memorandum of Understanding between the Department and Academic Affairs: further develop assessment including closing-the-loop activities and develop graduate-appropriate curriculum and activities.

Review of the progress reports, self-study, accreditation report, and UPRC report show that the department has made significant strides in both of these areas as well as highlighted particular strengths. The department was commended for its collaborative work environment with a commitment to fostering diversity in the curriculum. There remain a few areas needing improvement as noted in the CAHME verification letter all of which focused on developing appropriate assessment methods for graduate programs. In addition, the department has an opportunity to strengthen its analysis of data regarding applications, admissions, and enrollments in both the traditional and AP programs.

It is therefore agreed that:

1. The department will provide an update with select evidence in Summer/Fall 2021 to the Vice Provost for Academic Programs and the Coordinator of Program Review & Assessment addressing information that was missing for this report. Included in this update should be: most recent assessment reports (for last three years), curriculum

matrices, and an assessment plan; application, admission, enrollment, headcount, time to degree, and degrees granted for the past three years for both programs.

2. The department will continue to develop clear and actionable student and program learning outcomes for the MS programs; develop and implement an assessment plan using the template distributed in spring 2020 that includes closing the loop assessment activities; submit annual assessment reports to the Coordinator of Program Review and Assessment and the Vice Provost for Academic Programs.
3. The department will submit their accreditation self study, with appropriate appendices to the Vice Provost for Academic Programs and the Coordinator of Program Review & Assessment in Summer of 2026. In addition they will submit a University executive summary, including a legend of where to find required University self-study elements within their accreditation self study, and any University required program review elements that are not included within the accreditation self study.
4. The department will identify the causes for the application and enrollment and headcount decline and develop a strategic plan to address these fluctuations in numbers and that articulates plans for future recruitment.
5. The department will investigate the reasons for the extended length of time to graduation and make adjustments to the curriculum to improve the graduation rate.
6. The department will work with CPIE and Institutional Research & Analytics to develop a system to track and analyze the Accelerated Program separate from the stateside MS.