Undergraduate Certification Reviewer Training

2024 Cycle
Presenters

- Ning Lu, Governors State University
- Cristian Lieneck, Texas State University
- Jennifer Munt, AUPHA
- Nathan Kelley, AUPHA
Agenda

- Introduction to AUPHA and Undergraduate Certification
- Important Dates
- Roles of the Team
- Team Process
- The Review Process
- Criteria Review
- Final Report Structure and Guidance
- Other Parts of the Process: Progress Reports and Appeals
- Q&A
Background

- Association of University Programs in Health Administration (AUPHA)
- Non-profit global network of colleges, universities, faculty, individuals and organizations
- Founded in 1948
- Representation from nearly 300 colleges, universities, and health care organizations
- Foster excellence and innovation in health management and policy education, and scholarship
- Includes both graduate and undergraduate programs in Health Administration
- Since 1986, AUPHA has recognized undergraduate health administration programs through a rigorous certification process.
## Comparisons

<table>
<thead>
<tr>
<th>Certification</th>
<th>Accreditation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Only offered by AUPHA</td>
<td>Accreditors include AACSB, CEPH, CAHME, NASPAA, etc.</td>
</tr>
<tr>
<td>Undergrad programs in Health Administration</td>
<td>Graduate programs in Health Administration</td>
</tr>
<tr>
<td>Occurs at the program level</td>
<td>Occurs at the program, school, or college level</td>
</tr>
<tr>
<td>Rigorous peer review process</td>
<td>Rigorous peer review process</td>
</tr>
<tr>
<td>No site visit</td>
<td>Includes a site visit</td>
</tr>
<tr>
<td>Review occurs at least every 4-7 years</td>
<td>Varying terms for accreditation</td>
</tr>
</tbody>
</table>
Guiding Principles

- Managed by AUPHA's Undergraduate Program Committee (UPC)
- Incumbent on program to demonstrate how it meets the criteria
- Recognizes flexibility in meeting guidelines
- Findings presented in a positive way and recommendations written so that progress can be demonstrated
Important Dates

• **By January 16, 2024**: Review team chairs to make initial contact with program directors. Review teams begin review of self-study.

• **Mid-Late April 2024**: AUPHA works with Programs and Review Teams to schedule and organize online panel reviews to take place during the month of June.

• **June 17 – 28 2024**: Virtual panel reviews are held.

• **By July 15, 2024**: Programs provide review team and AUPHA with any additional information requested during panel review. Review teams begin final efforts on report.
Team Process

- Review Team meetings (minimum of 3).
- Once these meeting dates have been set, Nathan Kelley will set these up on AUPHA's Zoom account. These meetings will be recorded and placed in your review teams group on the AUPHA Network.
- AUPHA will create shared folders
- Splitting up the work load
Team Process

- The team Scribe will post the notes from each meeting to their group on the AUPHA Network.
- The team should have a final meeting a week before the official review meeting with the program.
- AUPHA will post the final review report in the group for all team members to review. The chair will let the team know that the final review report is ready for team review before it is presented to the Board.
Roles: Chair

- Provide leadership to team
- Coordinate with AUPHA on the review process
- Communicate with AUPHA, team, and the program
- Coordinate team meetings and give those dates to AUPHA
- Compile the draft and final review reports
- Keep team on task and on deadline
- Submit final review report to AUPHA
Roles: Reviewers

- Review the entire self-study
- Participate with the team in conference calls/virtual meetings, e-mail discussion, etc.
- Take the lead on a section of the review, if appropriate
- Develop questions and area of clarification for assigned section(s)
- Participate in virtual meeting with the program (panel review)
- Draft section(s) of the team report
- Review and give feedback on the draft report
Roles: Assistant Reviewers

- "Reviewers in-training"
- Full participant of the review process and the review team
- Non-voting member of the team
- Privy to all documents and communications
- Should ask questions and give opinions
Roles: Scribe

- "Reviewers in-training"
- Non-voting member of the team
- Privy to all documents and communications, but unable to edit them
- Should ask questions to gain knowledge and understanding of the process
- Must attend all team meetings and the virtual review meeting scheduled by AUPHA
- Serves as the official team note-taker during each meeting; notes are later used by the chair and others in writing the final review report
The Review Process

**Lead Up**

- Programs submit Eligibility Report (July 2023)
- Programs submit Self-Study (December 2023)
- UPC Co-Chairs determine eligibility (July 2023)
- Reviewer training session (today!)

**Prior to the Panel**

- Chairs share self-studies and training recording with their team (this week)
- Chairs correspond with programs to request and receive additional information (March)
- Teams review self-study report and make notes (January-April)
- Chairs share specific issues for discussion at June virtual review panel with program and AUPHA (April)
At the June Review Panel

- Pre-meeting
- Roles
- Attitude
- Format
After the Review Panel

July-October

- Programs provide any additional information requested during panel review
- Review Team Chairs send Draft Reports to Review Team Members for review
- Review Team Chairs send Draft reports to AUPHA for review
- Programs respond in writing to chairs, with a copy to AUPHA, correcting factual errors and omissions.
- Chairs send Final Reports to AUPHA with recommended action.
- Undergraduate Program Committee meets to review all final reports
- AUPHA staff notifies Programs of Board's action.
- AUPHA Board votes on recommendations
Criteria

Seven Areas of Review Criteria

- Eligibility
- Experiential and Applied Learning
- Program Evaluation and Improvement
- Professional and Alumni Linkages
- Curriculum and Teaching
- Program Structure, Faculty, and Resources
- Student Support Systems
The Report: Individual Criterion

- **Discussion** includes a summary of the program's efforts to address that criterion.

- **Criterion Related Recommendations**
  - Only completed for criterion marked as "partially met" or "unmet".
  - Program addresses them in a later progress report.
    - Make it actionable
    - Use firm language (e.g. “In order to meet the criterion the program must demonstrate…”)

- **Consultative Recommendations** provide additional feedback and suggestions, if needed, on any criterion.
The Report: Summaries

<table>
<thead>
<tr>
<th>SUMMARY OF SELF-STUDY REVIEW</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall Assessment of Program</td>
</tr>
<tr>
<td>Summative narrative on the overall state of the program</td>
</tr>
<tr>
<td>Strengths / Best Practices of Note</td>
</tr>
<tr>
<td>Summarizes particular strengths of the program</td>
</tr>
<tr>
<td>Notes program's use of best practices to share with other undergraduate programs</td>
</tr>
<tr>
<td>Specific Concerns</td>
</tr>
<tr>
<td>Summarizes any significant concerns with the overall quality of the program</td>
</tr>
<tr>
<td>Identifies any concerns associated with the program’s ability to meet criteria</td>
</tr>
</tbody>
</table>
### The Report: Recommendations

**Certification Recommendation**
- Recommend Certification
- Do Not Recommend Certification

**Term of Certification**
- Seven-year certification — program is in substantial compliance
- Four-year certification — program is in minimal compliance
- Four-year certification — program underwent initial certification

**Comments**
- Provide final narrative for recommendation decision

**Progress Report Requirement**
- None Required
- Required if there is even one criterion the program did not fully meet!
Progress Reports and Appeals

- **Progress Reports**
  - Required for each criterion that is not fully met; due just over a year from decision
  - Must address criterion related recommendations
  - Reviewed by AUPHA staff and the Undergraduate Program Committee Chairs
  - Subsequent Progress Reports may be required

- **Appeals**
  - Programs losing certification may appeal
  - Submitted appeal is reviewed by a special committee
  - Board decision on the appeal is final
Questions and Answers

Contact Information

- Ning Lu, Governors State University, nlu@govst.edu
- Cristian Lieneck, Texas State University, clieneck@txstate.edu
- Nathan Kelley, AUPHA, nkelley@aupha.org
- Jennifer Munt, AUPHA, jmunt@aupha.org