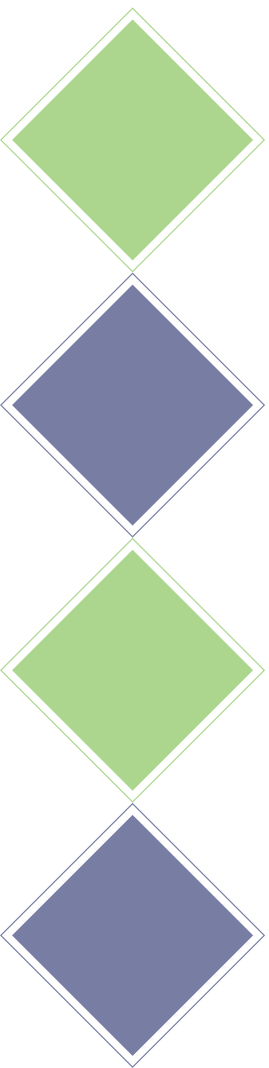


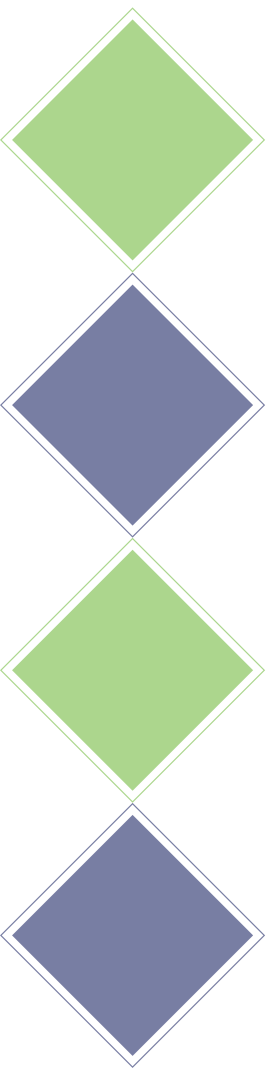
Undergraduate Certification Reviewer Training

November 2025



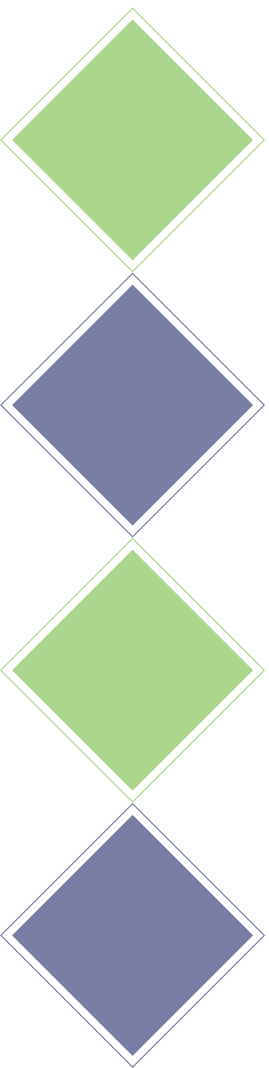
Presenters

- Cristian Lieneck, Texas State University
- Melissa Rhodes, East Carolina University
- Jennifer Munt, AUPHA
- Anna Dieme, AUPHA

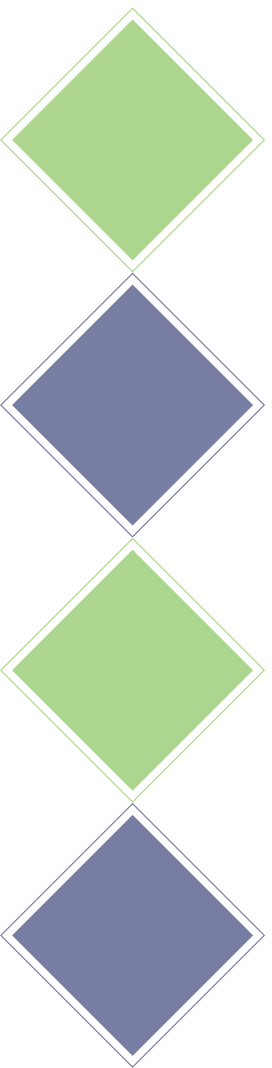


Agenda

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



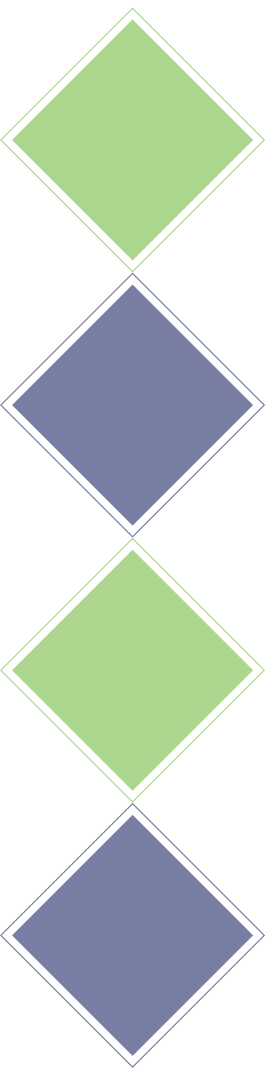
Introduction to Certification



Background

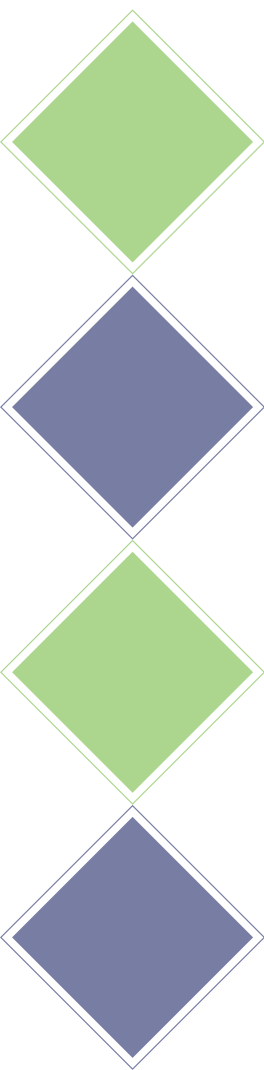


- Association of University Programs in Health Administration (AUPHA)
- Non-profit global network of colleges, universities, faculty, individuals and organizations
- Founded in 1948
- Representation from nearly 300 colleges, universities, and health care organizations
- Foster excellence and innovation 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

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



Eligibility
(established by UPC co-chairs;
not up for review by the team)

**Six Areas of
Criteria
(reviewed by team)**

Experiential and
Applied Learning

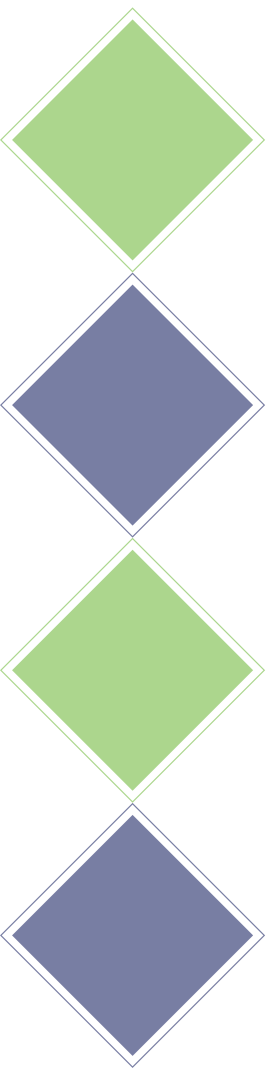
Student Support
Systems

Program Evaluation
and Improvement

Curriculum and
Teaching

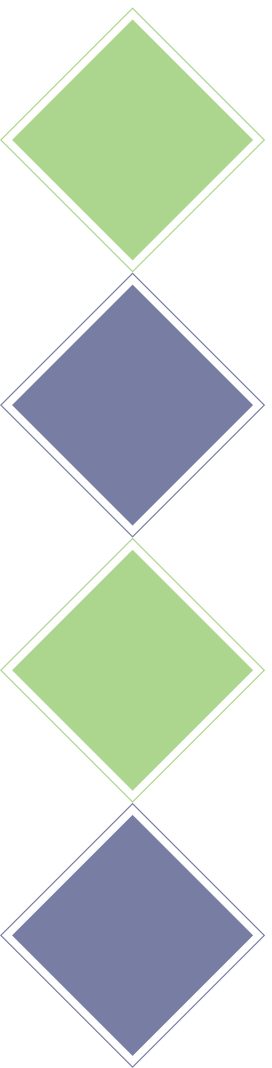
Professional and
Alumni Linkages

Program Structure,
Faculty, and Resources

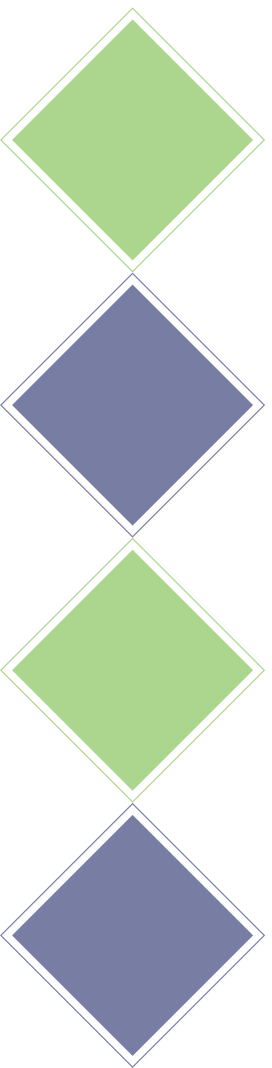


Guiding Principles

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



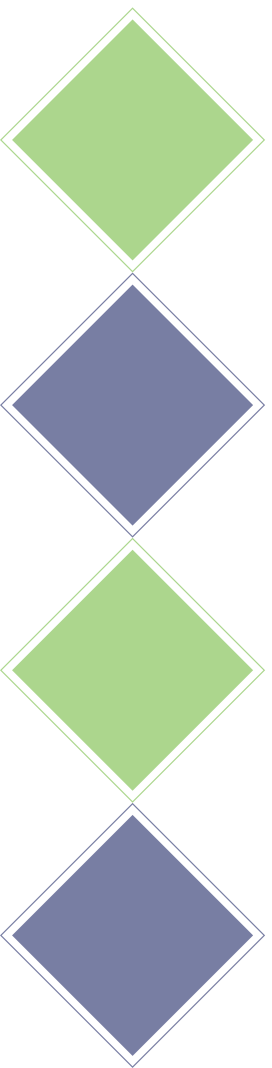
Timeline



Important Timeline Changes



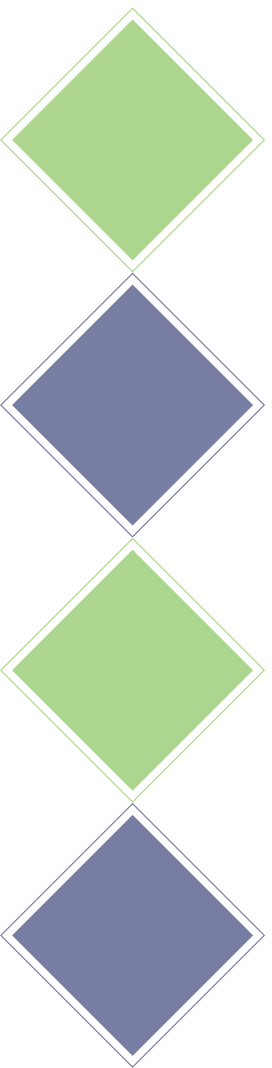
- Fall and spring rounds
- Programs choose their round based on their needs and schedules
- Provides programs more flexibility in their planning



Important Dates

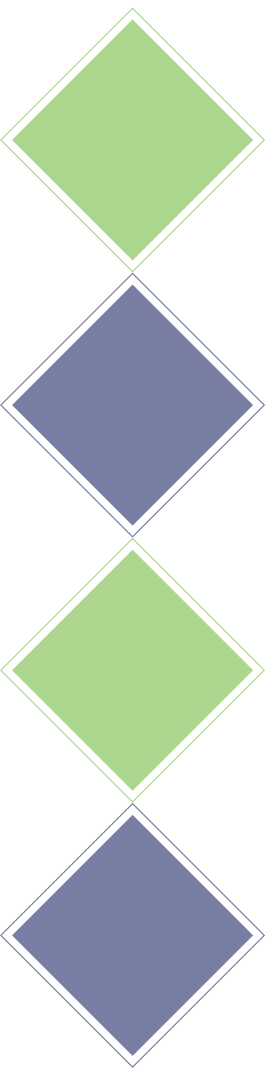
| Fall Round | Spring Round | Responsible Party | Activity |
|----------------------|---------------------------|-----------------------|---|
| September 11, 2025 | December 11, 2025 | Review Teams | Review team chairs to make initial contact with program directors. Review teams begin review of self-study. |
| September 2025 | December 2025 | All | AUPHA works with Programs and Review Teams to schedule and organize online panel reviews. |
| November 10-21, 2025 | February 23-March 6, 2026 | All | Virtual panel reviews will be held. |
| December 16, 2025 | March 17, 2026 | Programs/Review Teams | Programs provide review team and AUPHA with any additional information requested during virtual review panel. Review teams begin final efforts on report. |

Team Roles



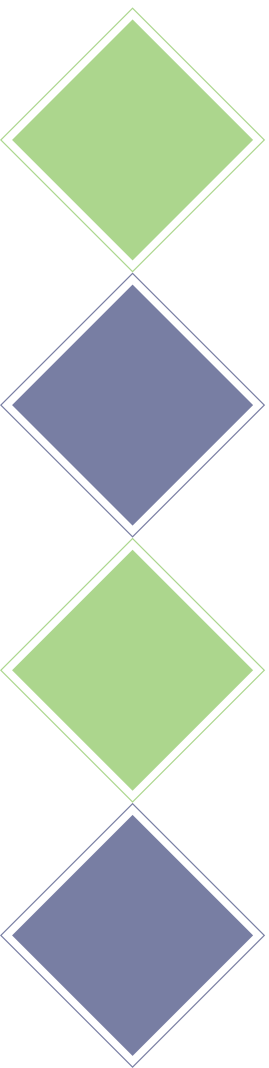
Roles: Chair

- 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 to meet deadlines
- Submit final review report to AUPHA
 - If needed: complete revision to review report based on feedback



Roles: Reviewers

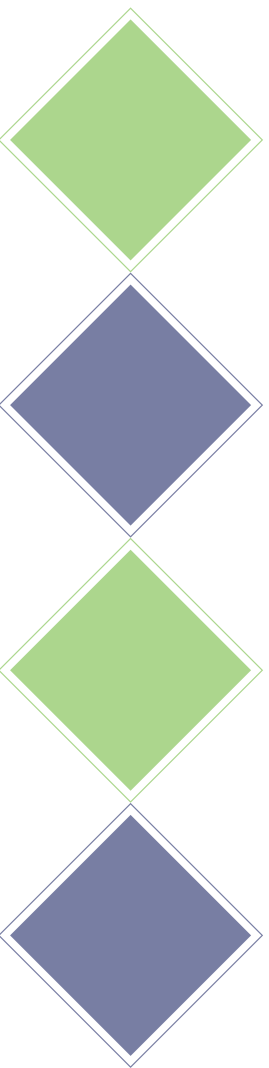
- Review the entire self-study
- Participate with the team in conference calls/virtual meetings, e-mail discussion, etc.
- Take the lead on a section of the review, if appropriate
- Develop questions and area of clarification for assigned section(s)
- Participate in virtual meeting with the program (panel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



Roles: Assistant Reviewers

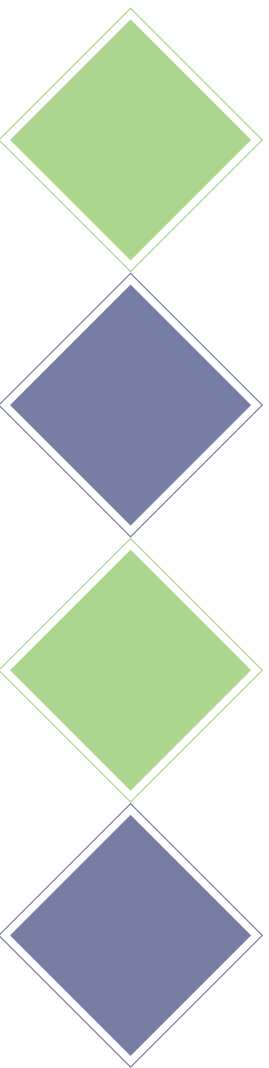


- "Reviewers in-training"
- Full participant in the review process
- Non-voting member of the team
- Privy to all documents and communications
- Should ask questions and give opinions



Roles: Scribe

- 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
- "Reviewers in-training" or individuals with prior experience on a team
- Non-voting member of the team
- Privy to all documents and communications
- Should ask questions to gain knowledge and understanding of the process
- Must attend all team meetings and the virtual review meeting scheduled by AUPHA



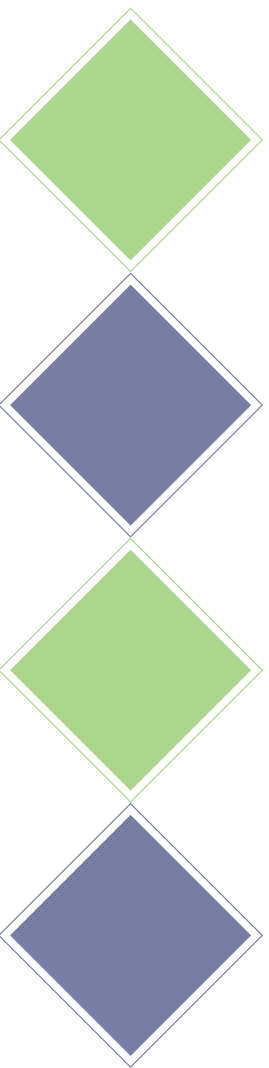
Roles: Independent Reviewer



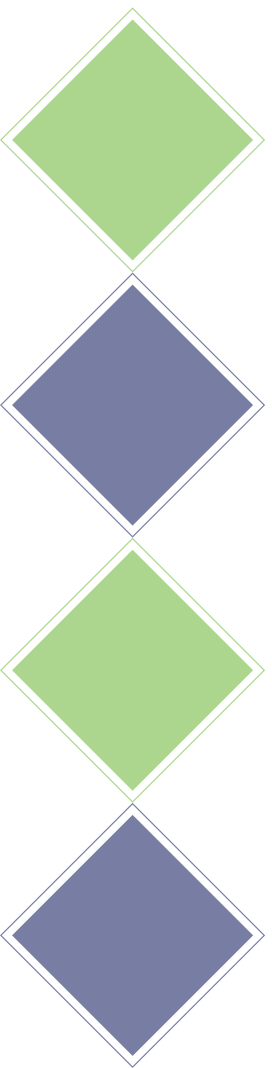
New Role!

NOT A REVIEW TEAM MEMBER

- Provides feedback on review report to help ensure team has stayed within the bounds of the criteria
- Offers unbiased feedback on the draft review report to ensure accuracy and completeness
- DOES NOT take an active part in the team's meetings or deliberations

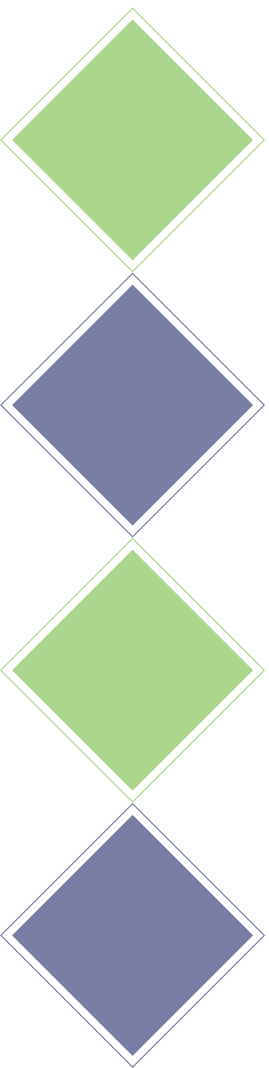


Team Process

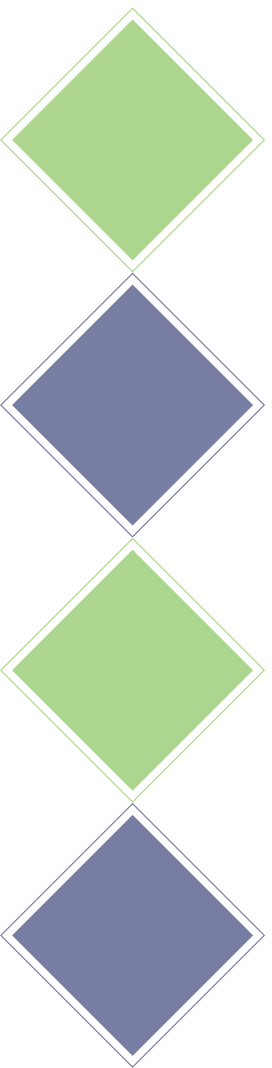


Team Process

- Each team will have a dedicated community on the AUPHA Network and a shared folder provided by AUPHA staff for pertinent documents
- Review Team meetings (**minimum of 3**)
 - Chairs use Anna's Calendly to set up dates/times for each meeting
 - Meetings will be recorded and placed in your review team's online shared folder
 - Team Scribe posts the notes from each meeting to the shared folder
 - Teams must have a final meeting a week before the panel review

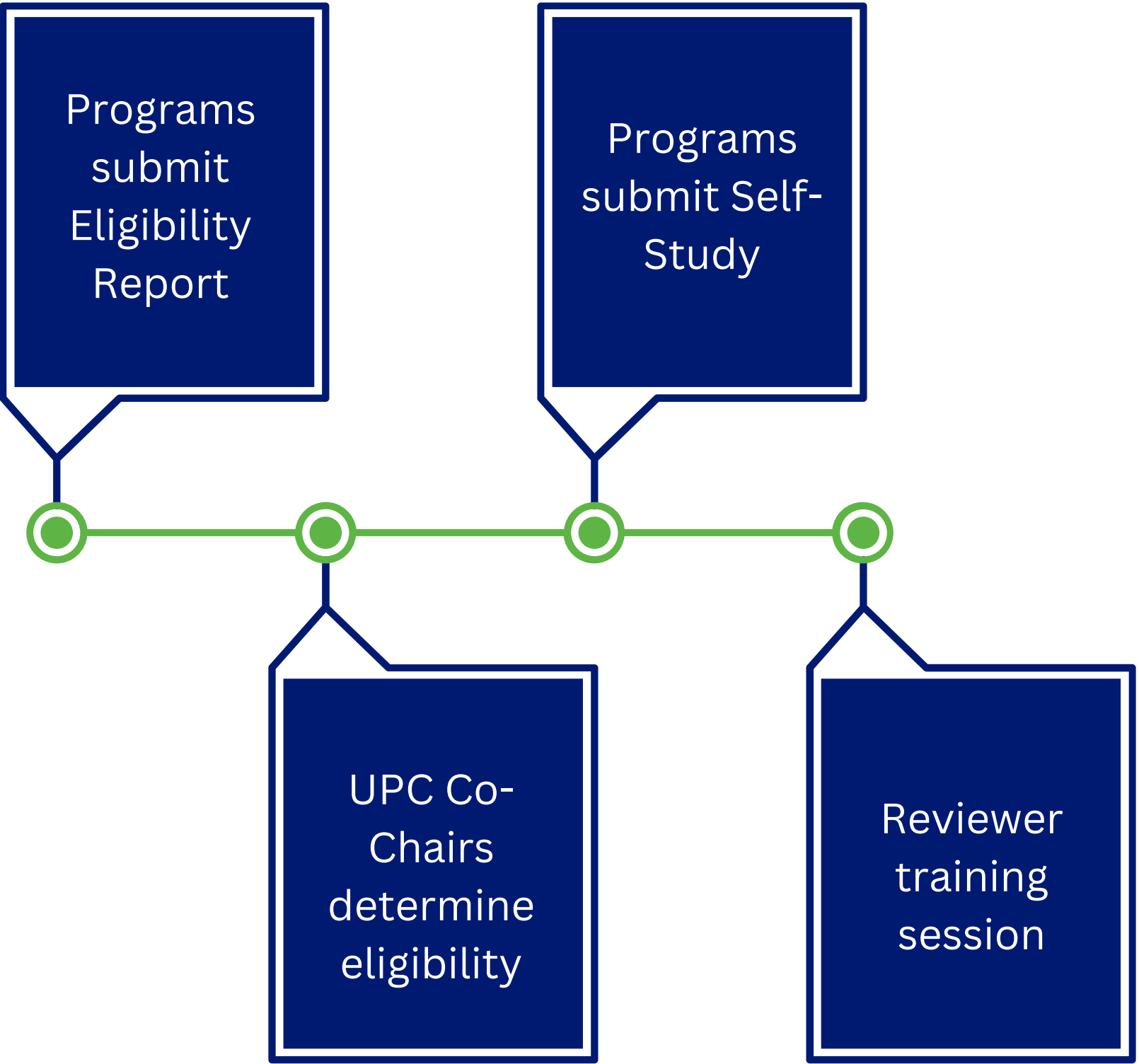


The Review Process

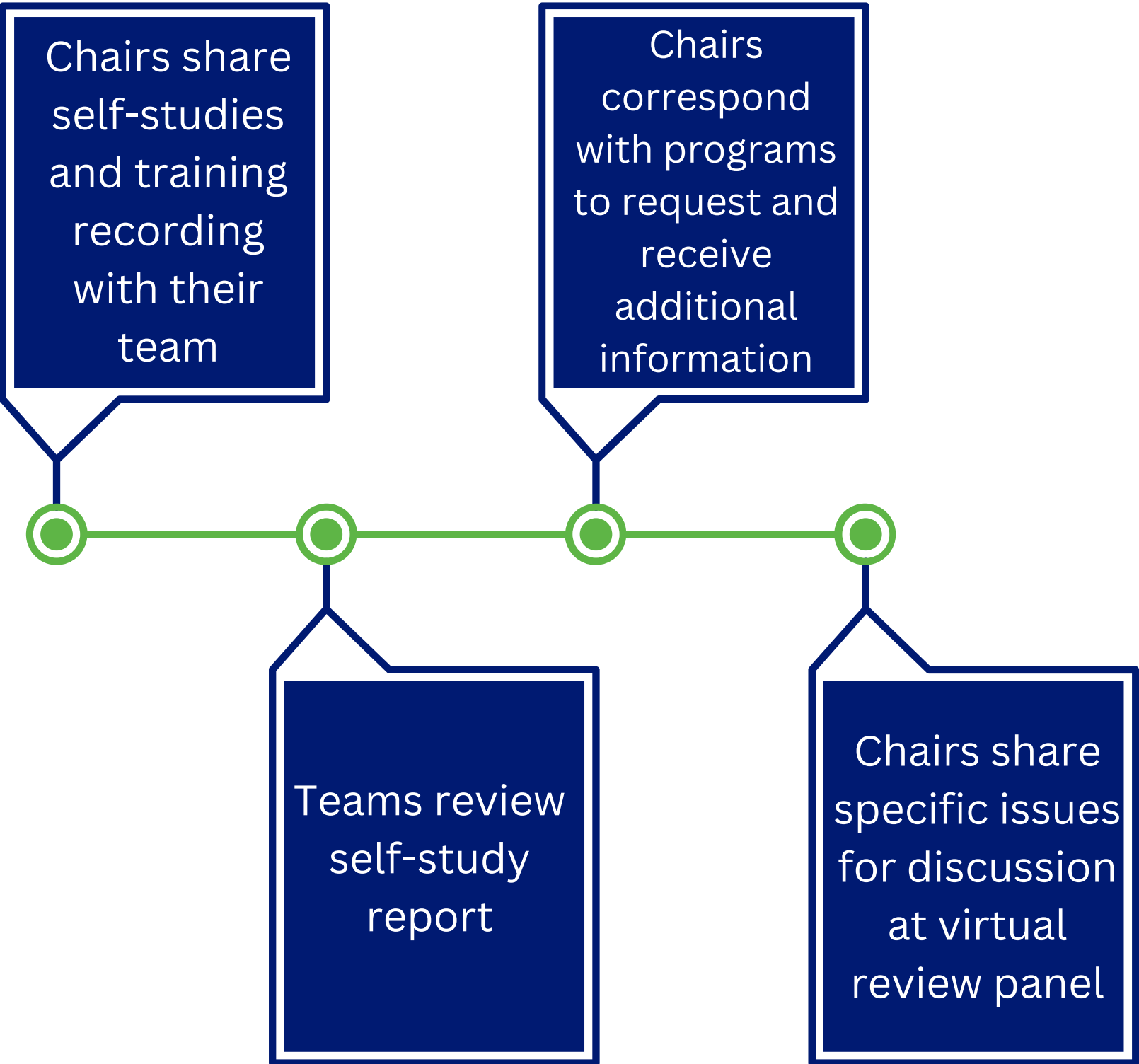


The Review Process

Lead Up

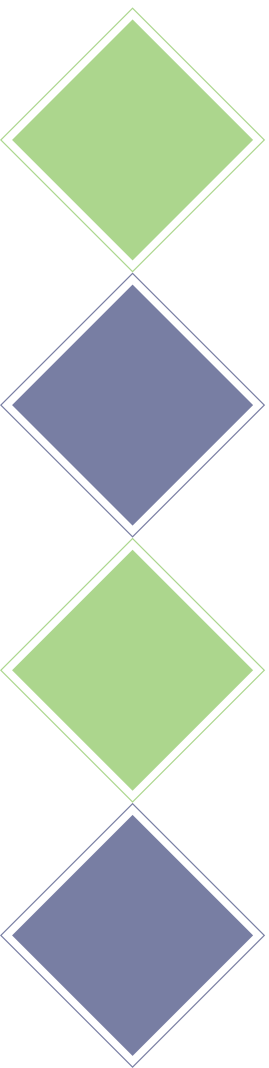


Prior to the Panel



At the Review Panel

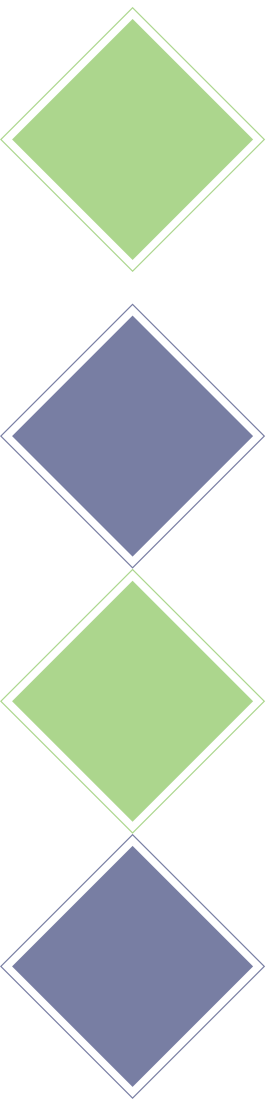
- Pre-meeting
- Roles
- Attitude
- Format



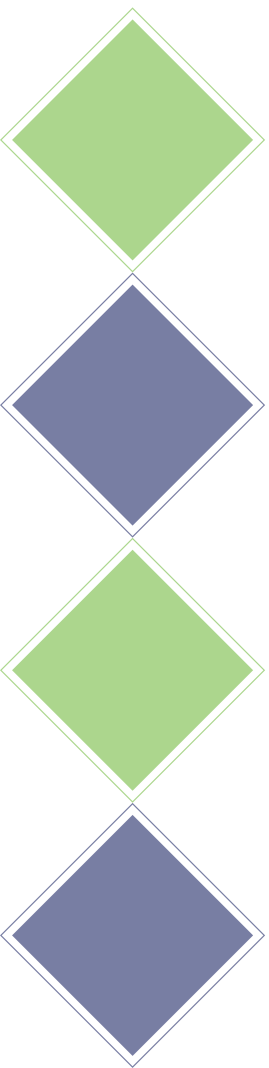
After the Review Panel



- Program provides any additional information requested at review panel
- Teams finalize draft reports
- Several rounds of feedback and revision on draft reports
 - Independent Reviewer
 - Program
 - Independent Reviewer
 - UPC
- Finalized reports are forwarded to the Board for a vote
- AUPHA staff notify programs of final decisions



Writing the Review Report



The Report: Individual Criterion **AUPHA** THE VOICE OF ACADEMIC HEALTHCARE MANAGEMENT

Discussion

Criterion 5 Conclusion

- ☐ Fully meets
- ☐ Partially meets
- ☐ Does not meet

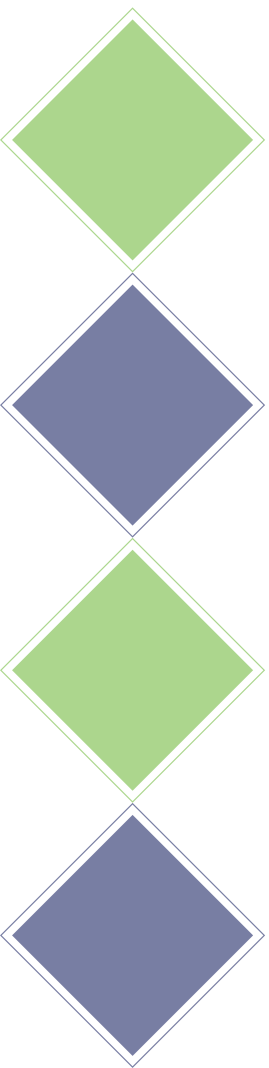
Criterion 5 Criterion Related
Recommendation(s)

Criterion 5 Consultative Recommendation

- ☐ No Consultative Recommendation
- ☐ Consultative Recommendation

Criterion 5 Consultative
Recommendation(s)

- **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

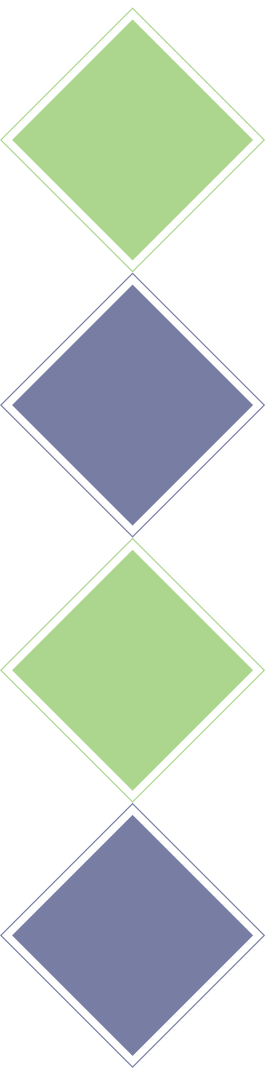
SUMMARY OF SELF-STUDY REVIEW

Overall Assessment of
Program

Strengths/Best Practices of Note

Specific
Concerns

- **Overall Assessment of Program**
 - Summative narrative on the overall state of the program
- **Strengths / Best Practices of Note**
 - Summarizes particular strengths of the program
 - Notes program's use of best practices to share with other undergraduate programs
- **Specific Concerns**
 - Summarizes any significant concerns with the overall quality of the program
 - Identifies any concerns associated with the program's ability to meet criteria



The Report: Recommendations



Review Team Recommendations to AUPHA Board and Progress Report Schedule

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

Progress Report Requirement

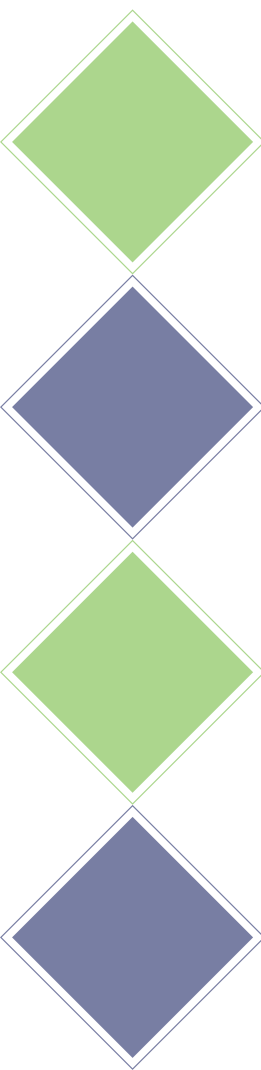
None Required



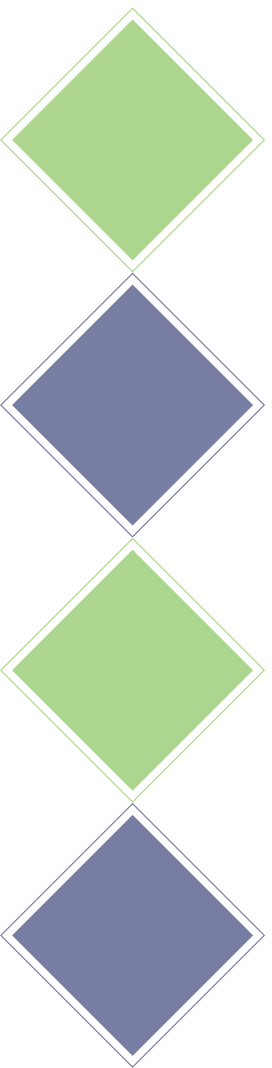
Progress Report due by January 5th of the following year. Please see the Progress Report Requirements below.



- **Certification Recommendation**
- **Term of Certification**
 - Typically 7-year for recertifications
 - Always 4-year for initial certification
 - Can be 4-year for recertifying programs in minimal compliance
- **Comments**
 - Provide final narrative for recommendation decision
- **Progress Report Requirement**
 - Required if there is even one criterion the program did not fully meet!



Other Parts of the Process



Elements Outside of Team Review

- **Eligibility**

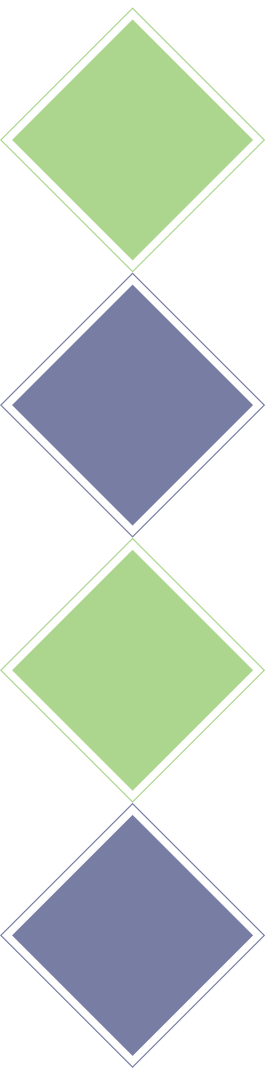
- Eligibility decisions are made by the co-chairs and are final.
- Review teams **do not** review the eligibility criteria.

- **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 UPC

- **Appeals**

- Programs losing certification may appeal
- Submitted appeal is reviewed by a special committee
- Board decision on the appeal is final



Questions and Answers **AUPHA** THE VOICE OF ACADEMIC HEALTHCARE MANAGEMENT

Contact Information

- Cristian Lieneck, Texas State University, clieneck@txstate.edu (Co-Chair)
- Melissa Rhodes, East Carolina University, rhodesm17@ecu.edu (Co-Chair)
- Jennifer Munt, AUPHA, jmunt@aupha.org
- Anna Dieme, AUPHA, adieme@aupha.org

