

COMPREHENSIVE PROGRAM REVIEW 2002-2003
UNIVERSITY PROGRAM REVIEW COUNCIL'S EVALUATION
for the

Center for Professional Development and
Service in Health Care

SERVICE/RESEARCH CENTER

I. COUNCIL'S GENERAL OBSERVATIONS ABOUT THE CENTER

Not that much activity. Extent of course offerings is not that broad.

<u>Focus of Evaluation</u>	<u>Self-Study Eval</u>	<u>Council's Eval</u>
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PRODUCTIVITY INDICATORS

II Summary of Center's Overall Productivity	Very Strong	Satisfactory
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Council's Observations:

The mission of the Center for Professional Development and Service in Health Care is to foster professional development through educational programs and service. The extent to which this mission is fulfilled is difficult to determine through the information provided in the self-study. The reviewers feel there is not enough activity to justify a very strong rating in this category. The extent of the course offerings and the number of students served is unclear. In view of the revenue generated, this must be larger than it appears from the study.

II A. Fulfillment of the Center's Purpose & Attainment of Goals Council's Observations:	Very Strong	Satisfactory
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The reviewers cannot justify the fulfillment of the Center's purpose and goals because they were not specific enough on results. The goals as stated are because of lack of data:

- 1) Enhance the College' visibility through community-based programs;
- 2) Support the rapidly changing health care system through collaboration and entrepreneurial associations: The Center added an Online Nurse Refresher course in 2000 and lost a course developed for Life University because Life University lost its accreditation. A course in Registered Nurse Transition to prepare nurses for the National Council Licensure Examination is planned. Dr. Richard Sowell is involved with the Governor's Cancer Coalition, and the Center plans to provide educational programs for the coalition.
- 3) Facilitate opportunities for applied research activities for faculty and students. The Dean's Research Fund supports faculty research proposals with small financial allocations. The Center supports travel for presentations.
- 4) Identify educational opportunities for graduate and undergraduate students in a service-oriented environment. Faculty practice opportunities are supported by the Center.
- 5) Generate revenue and achieve financial self-sufficiency. Redirect surplus revenue for educational enhancements and research opportunities for faculty and students. The Center does not generate enough income to be self-sufficient. The Associate Dean devotes 40% of her time to the Center, and the Administrative Assistant devotes 60% of her time to the Center.

II B. Services Rendered by the Center to the Campus Community Council's Observations:	Satisfactory	Satisfactory
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The Center works with the Department of Continuing Education to promote lifelong learning.

II C. Services Rendered by the Center to External Communities **Very Strong Satisfactory**
 Council's Observations:

Growth as indicated from 1995 to 2002 is not significant enough to rate very strong. The enrollment of the Nurse Refresher Course, now available on-line, went from 13 nurses in 1995 to 69 projected in 2002. The Life University course is no longer given. The Center has created two courses for Grady Hospital in 1999, enrolling 44 nurses.

<u>Focus of Evaluation</u>	<u>Self-Study Eval</u>	<u>Council's Eval</u>
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II D. Grants & Contracts Acquired by the Center **Satisfactory Satisfactory**
 Council's Observations:

The Center has a longstanding contract with WellStar in place since 1995 to support the School of Nursing's outreach at Atherton Place. From 1997-1999, the Center participated in the Promina/WellStar Health Care System School Health Project, which culminated in a demonstration project in a five-county area.

II E. Center Publications, Reports, & Professional Presentations **Very Strong Satisfactory**
 Council's Observations:

Not enough examples of scholarly publications and professional presentations to rate as very strong, therefore the reviewers rate as satisfactory.

II F. Sponsorships, Endowments & Gifts Acquired for the Center **Weak Weak**
 Council's Observations:

Currently there are no endowments or gifts to the center.

II G. Sales, Service Fees, & Income Generating Activity **Strong Strong**
 Council's Observations:

- **Revenue from Continuing Education Courses: The Center collaborates with the Department of Continuing Education. In 2000-2001, Center revenue was \$119,399, shared revenue was \$89,255, and 1185 students were served. In 2001-2002, Center revenue was \$95,776, shared revenue was \$68,219, and 1043 students were served.**
- **Revenue to KSU from contract at Atherton Place: \$50,244 in 2000-2001.**

II H. Return on Investment **Very Strong Strong**
 Council's Observations:

KSU's return on an investment that is redirection of funds through release time is strong given the amount of revenue generated by the Center and the value of its outreach.

II I. Contribution to Achieving KSU's Mission **Very Strong** **Satisfactory**
 Council's Observations:

The Center's outreach to the community constitutes a service that is very much in keeping with the mission of KSU. Not enough activity to justify strong.

Focus of Evaluation Self-Study Eval Council's Eval

QUALITY INDICATORS

III. Summary Conclusions About the Strength of the Center's **Very Strong** **Satisfactory**
 Overall Quality
 Council's Observations:

How do the reviewers know about the quality? What assessments were used to determine the overall quality? Contracts renewed and satisfaction survey conducted; however, if class evaluations were conducted, not indicated.

III A. Public Recognition, Honors & Awards Received by the Center **Very Strong/Satisfactory** **Satisfactory**
 Council's Observations:

Recognition by consumers of the Center's services indicates a high level of satisfaction. However, the Center has not received a great deal of public recognition. Year of Engagement (Internal)

III B. Stakeholder Satisfaction with the Center's **Strong** **Satisfactory**
 Work & Accomplishments
 Council's Observations:

Satisfaction appears to be high although the data is largely anecdotal. Phone calls, requests for more services, and returning participants indicate stakeholder satisfaction.

III C. Other Assessments of the Quality of the Center's Work **Strong** **Satisfactory**
 Council's Observations:

Not enough information. Based on the information given under 3B, the reviewers did not feel the rating of strong was justified with the addition of only one class at Grady.

III D. Center's Responsiveness to State Needs & Changing Conditions **Very Strong** **Satisfactory**
 Council's Observations:

Most of the Center's courses – i.e. Transition of Home Health Care, Updated Acute Care Skills, Nurse Refresher and the online nurse refresher were developed as a result of needs and changing conditions. Even with the previous examples, there is not enough activity to justify a very strong rating.

<u>Focus of Evaluation</u>	<u>Self-Study Eval</u>	<u>Council's Eval</u>
III E. Quality of the Faculty & Staff Supporting the Center Council's Observations	Very Strong	Very Strong

Although there is no faculty dedicated to the Center, The School of Nursing faculty and experts in the community support and serve the educational program of the Center.

III F. Quality of KSU Facilities & Equipment Supporting the Center Council's Observations:	Very Strong	Strong
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The self-evaluation describes the facilities and equipment supporting the Center as very strong. Classroom size, technology equipment, simulation lab, and computer learning programs are good. However, there are consistent complaints about the room temperature and the seating in the classroom used for classes.

III G. Quality of the Overall Annual Financial Investment in the Operation of the Center Council's Observations:	Strong	Satisfactory
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The activity in this Center does not justify additional support.

III H. Quality of Advanced Technology Available to the Center Council's Observations:	Very Strong	Satisfactory
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The Center has excellent technology to support its educational program.

III I. Leadership Position of the Center Council's Observations:	Very Strong	Satisfactory
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The Center plays an important role in delivering continuing education to the health care community.

IV. CENTER'S VIABILITY AT KSU Council's Observations:	Viable	Viable
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The Center is viable. The cost/benefit ratio for KSU is such that KSU receives an excellent return on its investment in the Center. The Council's recommendation is that the viability of both Center's, Center for Professional Development and Service in Health Care, would be enhanced by combining the two.

<u>Focus of Evaluation</u>	<u>Self-Study Eval</u>	<u>Council's Eval</u>
V. MODEL CENTER POTENTIAL Council's Observations:		Weak

See IV above.

VI. COUNCIL'S OBSERVATIONS ABOUT THE PLANS FOR IMPROVING QUALITY & PRODUCTIVITY

The Center has suffered a loss of revenue with the cancellation of the Physiological Therapeutics course offered for Life College. The Center hopes to make up this revenue through expansion of the Online Nurse Refresher course. The development of the International Registered Nurse Transition course is planned for 2003. Finally, the Center plans visits to health care systems that employ potential students to evaluate courses presently offered and identify potential needs. These plans for improvement seem realistic.

VII. EXPAND, MAINTAIN CONSOLIDATE, OR DISCONTINUE
Council's Observations:

The recommendation of the Council is that the Center for Professional Development and Service in Health Care and the Center for Community Healthcare should be consolidated. Although these Centers have different missions, much of the work seems to overlap, and the major relationships of both Centers with Atherton Place and WellStar brings up the issue of efficiency and the need for two centers in the School of Nursing. Since the activities of both Centers are essentially self-supporting, neither lacks viability. However, closer collaboration might increase the potential for community outreach and ongoing continuing health care education.

COUNCIL'S RECOMMENDED FOLLOW-UP