Customer Spotlight Q&A: Lynn University

David Wolf

Professor & Academic Program Coordinator
for Healthcare Management

NOTE: Professor Wolf conducted a survey of his MBA students' experiences using the Navigate Scenarios. The survey results can be found towards the end of this document.

Can you tell us about your organization and your role there?

I am the Professor and Academic Program Coordinator of the Healthcare Management program at Lynn University in Boca Raton, FL. Lynn University is a small, private university in South Florida. You can learn more about the university and our healthcare management program at www.lynn.edu.

How long have you been using the Navigate Scenarios in your courses?

I pilot-tested the Scenarios with one student in a "directed study" course that went very well. I then used it in my capstone MBA class this semester which ended on March 4, 2023.

We understand you use the Scenarios alongside the text in your courses. What motivated you to add these interactive simulations to your courses?

In the aftermath of the global pandemic, I am looking for innovative pedagogical methods to assess student learning that does not necessarily use traditional quizzes and tests. This is especially true in our MBA program. I believe simulation is the future of healthcare education, and I intend to embed ALL of the scenarios within the undergraduate/graduate curriculum.

Product Used

Navigate Scenarios:
- *Health Policy*
- *Health Care Ethics*
- *Health Care Law*
- *Health Care Delivery*

Key Benefits

- ✓ Students rated the Scenarios with an average score of 4 out of 5 on a self-conducted survey by Professor Wolf

- ✓ Enabled him to deliver technology-based methods to assess student learning that go beyond traditional quizzes and exams

- ✓ Helped challenge student thinking to connect theory to practice

When you assign an episode from the Scenarios, what do you require the students to do?

Our MBA courses are fully online and 8 weeks long, while our undergraduate courses are only 4 weeks long, and require students meet onsite Monday through Thursday for 2.5 hours per class. This means I must strategically use the scenarios through both programs. Since I haven't used the scenarios for undergraduates except for the one-on-one directed study class, I cannot comment on that, but I am excited to think about how I will be using the scenarios as an in-class tool! Here is how I used them in the MBA course:

EACH WEEK, students were assigned textbook chapters to read, along with module-embedded videos, pdf documents, and other materials related to the material under examination for that week.

NEXT, students would complete the assigned Navigate Scenario for the week which I uploaded to Canvas. I alternated each week between a health policy and a health law scenario.

FINALLY, I required students to watch ALL of the scenes from each scenario and then answer the posed questions. They also completed the narrative portion of each assignment. I also require my MBA students to research the issues raised in the scenario and provide an outside resource to support their recommendations, conclusions, etc.

NOTE: My requirements will be different for undergraduate vs. MBA students.

How have your students benefited from using the Navigate Scenarios?

You can see the survey I conducted with my students [at the end of this piece], but I believe they LOVED them! It challenged their thinking and forced them to connect theory and practice, which is the entire goal of my teaching! I believe the scenarios also taught them to synthesize and think critically about a topic without the traditional route of using peer-reviewed journal articles, case studies, etc.

> "I appreciate that instead of just offering traditional pedagogical methods of instruction, the scenarios are interactive and force creative, synthesized thinking."

What advice would you offer instructors considering using a Navigate Scenario in their course?

I would tell other instructors to consider the use of the scenarios, but there are some issues and limitations that must be addressed. For example, if they want to use the embedded 10-question quizzes, they must understand that the student can retake that quiz an unlimited number of times, which certainly guarantees good results.

Another relates to the student's inability to write everything in the platform. It got to the point where I had to tell my students to write their recommendations in MS Word and then submit that document in Canvas. I also asked them to upload the PDF generated by the scenarios to Canvas so that I could confirm that they watched each scene and completed the quiz.

Lynn University MBA Student Survey Summary

Professor Wolf conducted a survey with nine students in his MBA 683 class for the healthcare program at Lynn University. Seven of the nine students responded to the survey, and all students were asked to speak about their experience using the Health Policy and Health Law Scenarios. To keep the students names anonymous, each student was assigned a number, which is used below when referencing direct quotes from students.

Overall Rating: On a scale of 1-5 (1 being the worst, 5 being the best), students gave the Scenarios an average score of 4/5. ★★★★☆

Time needed to complete each episode of a Scenario:

2 said it took 30 to 60 minutes
1 said it took 60 to 90 minutes
3 said it took 90 to 120 minutes
1 said it took more than 2 hours

Complexity:

100% of students said the scenarios "Appropriately challenged my skills and comprehension"

Student Comments About the Scenarios' Complexity

"The question-and-answer format of the scenarios made it straightforward to understand the process of investigating a case and finding relevant information to drive a recommendation, and the quizzes really helped to reinforce the conceptual aspects of the scenarios. The last step of making the recommendation therefore felt like an appropriate challenge to put all the relevant information together and apply the learned concepts correctly."
– Student # **1**

"I believe that the level of complexity was appropriately challenging. We are Masters Level students, and although there were some points I did feel went beyond my scope of knowledge, I liked that it challenged me to think outside the box and put myself in someone else's "career" for the moment."
– Student # **3**

"The level of the scenarios is challenging and pushes me to take notes and break down what is being asked, but I find it to be an appropriate level for the course. The scenarios properly test my skills and comprehension."
– Student # **7**

"I feel like the scenarios made me research definitions, and also taught me new things about health law and new terms, such as Res Issa Loquitor, which I had no idea about. I liked learning about the law aspect of healthcare."
– Student # **4**

Top Strengths of the Scenarios
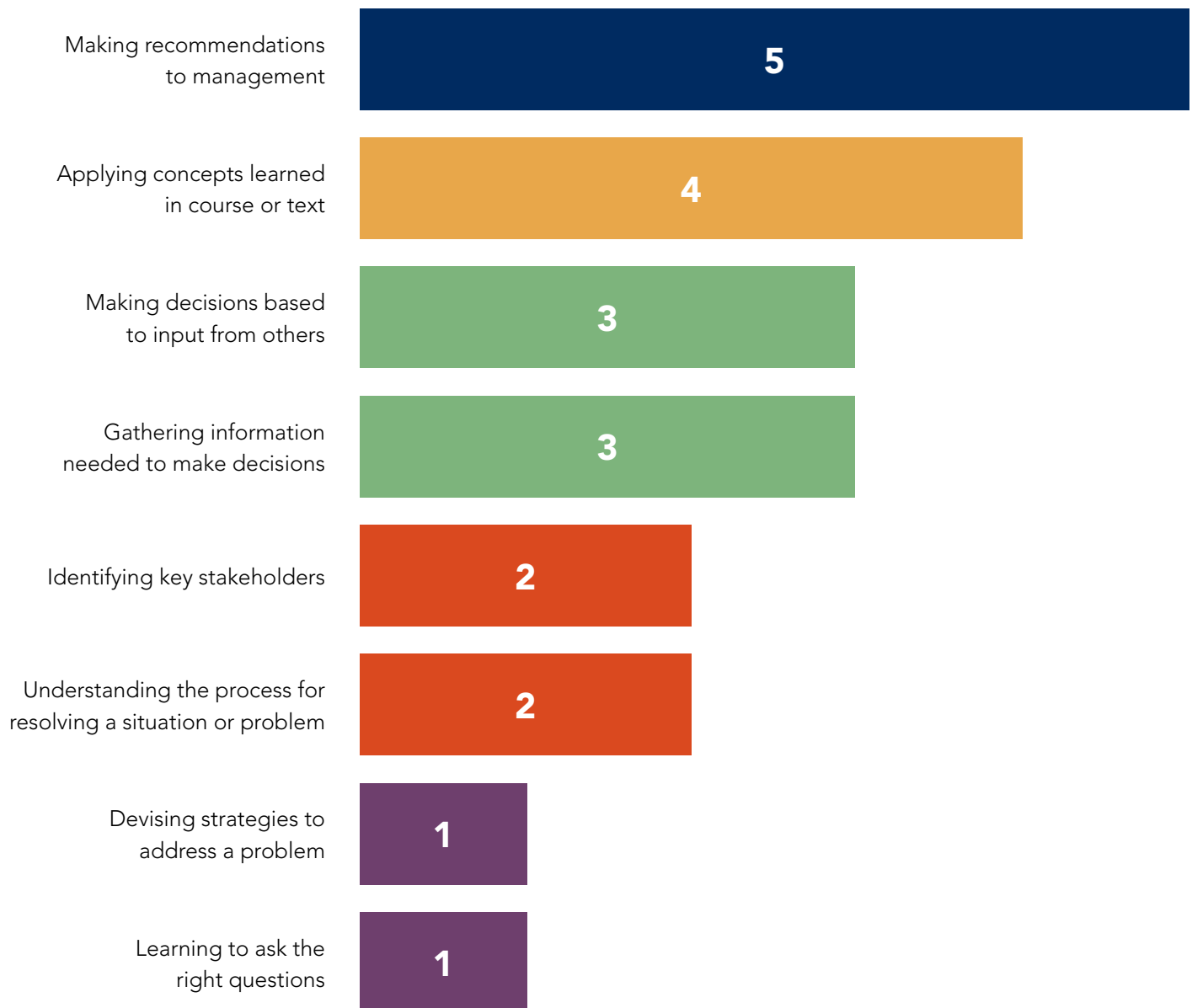
(Students could choose up to 3 of the responses below)

NAVIGATE
SCENARIO™

Number of Responses

Making recommendations to management	5
Applying concepts learned in course or text	4
Making decisions based to input from others	3
Gathering information needed to make decisions	3
Identifying key stakeholders	2
Understanding the process for resolving a situation or problem	2
Devising strategies to address a problem	1
Learning to ask the right questions	1

Lynn University MBA Student Survey Summary

Final Student Comments/Testimonials

"I thoroughly enjoyed using the Navigate Scenarios throughout this course. Rather than just reinforcing the material in our textbook, the scenarios introduced to me many complementary concepts about healthcare policy and law. These concepts were explained through the lens of real-world application in a very comprehensive, approachable manner; **the scenarios encouraged critical thinking in realistic hypothetical scenarios that we may be likely to encounter throughout our careers.**"
– Student # **1**

"**I liked the scenarios because I really felt like I was an actual part of the policy implementation process and that I was giving legitimate recommendations to upper management and administration when it came to risk management, errors, and liability.** It gave me an insight on what risk management deals with on a daily basis, and how much politics are involved when implementing new policies."
– Student # **3**

"What I enjoyed the most about the Law Navigate Scenarios were the new terms I learned, and when the term takes place and in what situations, and how to appropriately identify the problem. I'd say what I did not enjoy were the ethics scenarios, they were a little harder and I couldn't relate to them as much as the law ones. Some improvements that I suggest would help make the experience better is assigning the scenario on one week and the discussion posts on another week. Alternate between them so it is less pressure and the students could put more effort into both."
– Student # **4**

"I think the scenarios are a great addition to the course. **They provided realistic situations that hospitals and healthcare organizations deal with on an everyday basis.** They are very relevant. I feel that the scenarios were excellent and added a lot to my knowledge base."
– Student # **5**

"**I enjoyed the scenarios. I like how we could interact as if we were actually in the situations. It helped me better understand the concepts that we had learned each week.** I think sometimes it was challenging with making recommendations since it was new to me with having interactive scenarios. I think Dr. Wolf did a great job with these scenarios and handling the issues great. The publisher should just make sure that the software is up to date so we don't run into issues."
– Student # **6**

"I find the scenarios to be extremely helpful. It is beneficial for me to see and hear a real-life scenario and how things play out. I gather a better understanding of the concepts and aspects within the industry by playing out an example in a scenario format. I find the scenarios to help teach what we are learning and then I can use the knowledge in the discussion boards. There was not anything I did not like. **It is rewarding to be able to truly feel like I grasp the concept from the scenarios and be able to use the knowledge in other assignments. I think the scenarios are great and are very beneficial to the class.**"
– Student # **7**

"All in all, it has been one of the most interactive assignments I have had throughout this degree, and it was nice to have something different that actually pertained to "real life situations.""
– Student # **9**

To learn more about the Navigate Scenarios visit: **https://www.jblearning.com/navigate/scenario**