

JULY CANDIDATES:

LAUREN SCHMIDT:

Pre-Interview Questions-Master of Healthcare Administration

1. I selected the Master of Healthcare Administration program at Austin Peay State University because I fell in love with the campus, professors, and pace of study while attending for my Bachelor of Healthcare Administration. This career sector is vital to the success of healthcare organizations across the globe. I believe that it would be helpful to understand on a deeper level how to help maintain healthcare facilities and have patient satisfaction increase. I would like to be a part of the master's program at Austin Peay also because of the relations I have made with faculty. The members of the Health and Human Performance department have always been very kind and helpful to me. I truly believe that where an individual learns at and from whom they learn has a significant impact on their projected success. The environment that I have witnessed at my time at Austin Peay seems very organized, professional, and respectful. This is an ideal environment to flourish in while learning how to manage and care for those in the healthcare setting.
2. Earning this degree would behoove me in a variety of ways. This is because I would be able to understand how to manage healthcare facilities with a greater attention to detail. Management or administration occupational roles require a lot of tedious steps to ensure the entire facility is operating well. They also spend a lot of time reporting incidents, requirements, policies, billing documents, etc. Understanding how to report documents in the manner a healthcare administrator would is the largest reason I feel this degree would add to my career aspirations.
3. I consider myself very comfortable with online courses especially since the COVID-19 pandemic. At first the adjustment was rather arduous, however, I soon realized that created a greater chance of success because I was able to work more so at my own pace. Discussion boards were a great way to initiate contact and exchange ideas among the class and professor(s). In a multitude of my courses, we would participate in Zoom meetings. This was helpful because it offered a chance to ask questions if any confusion persisted after a lesson. However, this was at times unnecessary because I could read the textbook or lesson slides and take more time on some sections than others as I needed extra effort to remember them. Specifically, when I was in Sociology and Intro to Healthcare Management courses, working online was beneficial to me because I could pace myself as needed. I feel that on campus and online courses both pose their own challenges, and I feel that I adapt well to either that is offered to me.
4. I will not have any issues with attending the first weekend of residency and my last course on the main campus in Clarksville. I believe this could be beneficial to allow myself, as a student, to begin and finish my master's degree with the best foot forward.
5. I feel that I am a very hard, diligent worker in the classroom and in a physical work environment. Many superiors of mine, teachers, coaches, and employers have told me that this is one of my strongest traits. I believe there must be a sense of persistence to always be your best and not allow minor failures keep success from occurring in the long run. I worked to graduate with my Bachelor of Science in three

years because I was driven for success. I enjoy being very organized when scheduling tasks and activities and planning exactly how they should be handled. Flexibility with time, requirements, and placement is another strong suit I have developed over time. I have often learned that it is difficult to guarantee any specific outcome in school, work, or life in general. This is especially necessary in healthcare administration because schedules or meeting times may have to be altered. Staffing issues may occur causing me to work longer hours some days or weeks. Deadlines or document requirements may also change and being able to easily adapt makes any inconvenience less of an issue. I feel that I get along with others well, and I am considered a generally happy, helpful person by many of my peers and coworkers. My communication skills greatly improved once I joined a parliamentary procedure medical competition group. I was given the title of Madam Secretary, and this forced me to greatly understand the appropriate etiquette of a meeting, and how to professionally contact others by mail or e-mail. Overall, I feel that I am still working everyday to improve myself and my intellectual abilities. The master's program at Austin Peay would be a pivotal moment in my life because it would truly transform me from an aspiring student to a refined healthcare administration professional.

TEALA GOFF:

1. Why did you select our program at Austin Peay State University?

I selected the Healthcare Administration program at APSU because this is my university. I think to understand my choice, background has to be fleshed out. I chose APSU itself because of its location. I live here, I work here, and I respect the community connections that have been made by the school and the people that make it. I chose my major because of Helen Griffin. Her husband, John Griffin, Griff to most, was the second person to head the theater program and is the one responsible for making it the longstanding presence that it is. Because of his work with the theater, their son, Thomas Griffin was also a part of theater as an actor and set builder who traveled the nation building Roxy Theaters, and building sets/doing lighting for theaters all the way to Jackson Hole. After John Griffin, Griff, passed, Helen continued working with the school and being a supporter with the theater as well as her other social connections. She was forever proud of Griff's accomplishments with the APSU theater and nurtured that love with Thomas and his friends growing up as well. One such friend is Dr. Stuart Bonnington who was the psychology department chair there at APSU. Stuart and his wife both continue to support APSU and the students going there. I became a part of the family because of Thomas' partner. When she and I both lost our jobs at Convergys, she and Tom had already been 24 hour caregivers to Helen. They brought me in because I was knowledgeable and competent with assisting the elderly and with Parkinson's due to my own grandparents. This chance responsibility grew into a cradle to grave business start up for Griffin Home Health that afforded Helen with 24 hour care as a household employer created and run by myself. I learned through this experience that while I love helping people, I get attached to those I care for so when dealing with the elderly it is hard when it is their time to go. I much rather deal with the business side doing administrative duties and after this experience, I learned that I am very good at it and look forward to helping more people in a position that I can do so. Because of this realization, I chose to go into Healthcare Management, and to continue my education and thereby be in a position to do the best(which is always my goal), I am continuing with my Master's into Healthcare Administration.

2. How would earning this degree add to your career aspirations and goals? Please explain.

I love helping people and I believe that those of us who have more privilege than others, be it with education, social level, or skin color, should advocate for those with less. I am hoping/ my plan is that with my Master's in Healthcare Administration and the learning that I have gained through APSU, I will be in a position to advocate for our nation to be better with maternal health and overall healthcare. I feel that I will need a Master's in order to make sure that I have the necessary education to back my goals to help more people than just one at a time.

3. Explain your comfort level with online learning? Provide examples of courses you have taken online and the type of assignments/interaction you had with the class/instructor.

I have done well with online learning. More than half of my classes have been online and only during Covid and then taking analytical finance over wintermester did I have issues because of technological issues with Anatomy II during Covid Spring 2020 semester and I should have taken a different class that analytical finance for wintermester because I needed more time to understand and

absorb the information. I use email for my communication with instructors whether it is online or in person classes because I don't enjoy being in the dark so I don't treat other people that way. For example, last August was the start of a new semester and I was also about to have my son. I reached out to my professors ahead of time to ask them for understanding; I would do my best but I may have some issues with timeliness due to the new baby. If I had not, and had run into issues, I would have felt that I was using an excuse should I have been late with something, even if it were true, my situation was more than capable of being communicated beforehand. Based on my wait, lack of communication/understanding of the graduate program admission, Dr. Hendrickson can attest to my overwhelming need to communicate in order to make sure I have things planned out. I hate forgetting things last minute and not having even what seems to be the smallest reminder set because I enjoy showing respect towards others which includes having a good work ethic and being responsible. I have learned that it is far easier to balance work/student/home life when my classes and work are online/remote. I no longer have to worry about timeliness due to parking issues or traffic and depending on my work load, I can be active with both school and work simultaneously. Because of online classes, I was able to finish my Bachelor's in less than four years.

4. While earning your degree, there will be two instances where you will be expected to be on campus. These happen to be for the first weekend of residency and for your last course. Do you see any issues with this requirement?

No. As of right now I work remote or will work remote as soon as my job starts. My partner and my aunt both work together to share the care of my kids; as this will start in August, my daughter will be in school so only my son will need care which is easy to cover between the two of them.

5. Take as much space as you need to tell us about yourself and include what your peers and former teachers would say about you.

Everyone unanimously would say that I am busy. I keep a schedule so that I can make sure everything gets done. I am a single parent and have worked and gone to school full time for the past three and a half years. I have made the Dean's list 2-3 times, I don't remember, but unless it was Covid semester or math, I made sure everything was done in a manner that showed that I took it seriously. The professor who taught Pre-Calculus seemed predisposed to assist the traditional students more than the non-traditional. In her class, we were split with the non-traditional students grouping together to help each other out because she would ignore us and help the traditional students. She regularly told me that my life seemed to full and busy to be in school and that I should try it later. I already had to drop out once, ten plus years ago because my father kicked me out of the house; there is no way I'm going to quit again. I am going to keep pushing to finish my education because it is important to me not only to be able to advocate for others and be in an administrative role at a location where I can make its reputation better than Tennova's even if starting out the reputations are comparable. I have a daughter so I fully accept my responsibility to show her that women can be powerful and nurturing at the same time without having 'harpy' as a descriptor.

Everyone, from friends to previous coworkers to mentors to managers, would say that i am busy; as a mother, student and responsible adult. They would also say that I show strength of character, strong work ethic, and compassion with understanding because that is who I am.