



Operational Excellence and Assessment Support

Academic Learning Compacts

College of Health and Public Affairs Academic Learning Compact

Health Services Administration

Graduates in Health Services Administration will demonstrate:

Discipline Specific Knowledge, Skills, Behavior and Values Outcomes

1. Adequate knowledge of the field and marketable skills to succeed in their chosen profession (i.e. Healthcare Management, Healthcare Finance, Community Health, Healthcare Ethics, Healthcare Information Systems, and Health Law).
2. Adequate preparation for internships and demonstrate proficiency in the field.
3. Management/supervision skills relating to human resources management and be able to deal with the cultural differences (i.e. diversity) and/or ethical issues that are a part of the health care environment.
4. Understanding of the healthcare system and the environment in which healthcare managers and providers function.

Critical Thinking Outcomes

5. Ability to identify, analyze, and present the cogent issues relating to a managerial problem or topic in a written paper.
6. Critical thinking and analysis skills relative to the healthcare industry.

Communication Outcomes

7. Necessary skills to communicate clearly and concisely with internal and external customers including clinical health care professionals, community partners, and other key stakeholders.
8. Necessary skills to facilitate constructive interactions within groups.

Assessment of Health Services Administration Outcomes

These outcomes will be assessed using a variety of assessment methods including:

- Tests
- Papers
- Projects
- Employer surveys
- Graduating senior survey

Outcomes will be posted in PDF format on the Program in Health Services Administration web site and be available in hard copy in the Department of Health Professions.