Bachelor of Science in Health Care Management

Program (Student) Learning Outcomes: What Will I Learn?

1. Implement management practices in health care settings that reflect leadership and organizational theories.
2. Apply resource management principles within diverse health care organizations.
3. Explain the role of the manager in maintaining a legal and ethical environment.
4. Determine effective communication strategies when interacting with stakeholders.
5. Use evidence-based practice to guide decision making and promote quality in health care settings.

Assessment Methodology

Metrics, Assessments, and Levels of Achievement

The table below provides a brief overview of the measures selected to assess program outcomes for the degree program. Assessment of program outcomes includes both direct and indirect measures. Benchmarks have been established to differentiate between three levels of program outcome achievement (highly achieved, meets standard, and needs improvement). These three levels of achievement are color coded and used in the section below to indicate the level of achievement for each measure, for each learning outcome.

Metric Type	Direct Measures		Indirect Measures	
Assessments	Capstone Course	Course-Embedded	Exit Alumni Survey	One-Year Post-graduation Alumni Survey*
Metrics	The percentage of students who receive a grade of B or better on the Capstone Rubric for its designated program outcome.	The percentage of the students who receive a grade of B or better on selected course embedded assessments.	The mean of the graduates' perceptions of their achievement of the related program outcomes (on a 6-pt Likert-type scale).	The mean of the graduates' perceptions of their achievement of the related program outcomes (on a 6-pt Likert-type scale).
Highly Achieved	≥ 85%		Mean ≥ 5%	
Meets Standard	70 - 84%		4.0 - 4.99	
Needs Improvement	< 70%		Mean < 4	

Note: The results of the one year post-graduation survey are used as a reference to provide a longitudinal perspective on students' attainment of program (student) outcomes.

Program Outcome Achievement Results

Summer I (May) 2021 Term to Spring II (March) 2022 Term

Program Outcome	Direct Measures			Indirect Measures	
1 Implement management practices in health care settings that reflect leadership and organizational theories.	HSC470 Capstone M2A1: Effective Communication and Team Building	BUS311 Organizational Behavior: M7A1 Strategic Planning Case Study	BUS311 Organizational Behavior: M6A1 Workplace Engagement Paper	Exit Survey	One-Year Survey
	90%	NA	86%	*	*
	n = 10		n = 37		
2 Apply resource management principles within diverse health care organizations.	HSC470 Capstone M4A1: Human Resource Management	HSC414 Budget and Finance M7A1: Final Case Analysis		Exit Survey	One-Year Survey
	88%	82%		*	*
	n = 20	n = 19			
3 Explain the role of the manager in maintaining a legal and ethical environment.	HSC470 Capstone M6A1: Regulatory Oversight	HSC330 Legal and Regulatory M7A1: Final Case Analysis		Exit Survey	One-Year Survey
	88%	83%		*	*
	n = 20	n = 32			
4 Determine effective communication strategies when interacting with stakeholders.	HSC470 Capstone M2A1: Effective Communication and Team Building	HSC305 Critical Issues in Health Care M8A1: Op-Ed Resolving Critical Issues in Health Care		Exit Survey	One-Year Survey
	90%	83%		*	*
	n = 10	n = 28			
5 Use evidence-based practice to guide decision making and promote quality in health care settings.	HSC470 Capstone M8A1: Business Review	HSC305 M8A1/ HSC302 M5A1: Op-Ed Resolving Critical Issues in Health Care		Exit Survey	One-Year Survey
	70%	84%		*	*
	n = 10	n = 28			

*Insufficient n.