### Intended Program Outcomes

#### Specific Content Knowledge: Students will demonstrate an understanding of knowledge, concepts and theories related to health care management

**Criteria for Success**
- Direct Measure: Seventy-five percent of BSHCM students will earn a mean score of 70% or better on learning activities measuring content knowledge.
  - Direct Method: HCM faculty will grade and assess reports, analyses and exams demonstrating content knowledge.
- Indirect Measure: Preceptors will rate intern’s health care management knowledge at the 3.5 level on a 5-point Likert scale.
  - Indirect Method: Preceptors will rate the knowledge level of interns using a Likert scale from 1-5 to ascertain appropriate knowledge.

#### Technology Literacy: BSHCM students will demonstrate proficiency in the use of presentation, spreadsheet programs, advanced word processing technologies and the ability to access and retrieve information from electronic databases.

**Criteria for Success**
- Direct Measure: Ninety percent of students will earn a mean score of 70% or better on projects, examinations and assignments utilizing Excel, PowerPoint, MS Word, and other software programs.
  - Direct Method: HCM faculty will grade students’ ability to use presentations, spreadsheets and other technologies.
- Indirect Measure: Ninety percent of preceptors will indicate that interns have demonstrated technological proficiency appropriate for undergraduate students.
  - Indirect Method: Preceptors will rate the ability of interns to create presentations, use spreadsheets and utilize various technologies.

#### Professional Behavior: Students will demonstrate appropriate behavior in areas of ethics, attitude, business etiquette, and maturity.

**Criteria for Success**
- Direct Measure: Ninety percent of students will earn a mean score of 70% or better on projects, examinations and assignments in areas of ethics, attitude, business etiquette, and maturity.
  - Direct Method: HCM faculty will grade and assess reports, analyses and exams projects, in areas demonstrating application of ethics, attitude, business etiquette, and maturity.
- Indirect Measure: Preceptors’ evaluation of interns will indicate that students demonstrate appropriate professional behavior at a level of 4.5 on a 5 point Likert scale.
  - Indirect Method: Preceptors’ evaluation of interns will indicate a professional behavior level of at least 4.5 on a 5-point Likert scale.
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<th>Intended Program Outcomes</th>
<th>Methods of Assessment and Criteria for Success</th>
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<tr>
<td><strong>Oral Communication Skills:</strong> Students will demonstrate proficiency in oral communication, including presentation skills.</td>
<td><strong>Criteria for Success</strong></td>
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<td>Direct Measure: Eighty percent of graduating students will receive a mean score of 70% in oral communication skills.</td>
<td>Direct Method: HCM faculty will perform at a 70% level in conducting presentations and in other forms oral communication.</td>
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<td>Indirect Measure: Written communication skills of the interns will be evaluated by Preceptors. Survey results will indicate an oral communication skill level of at least 3.5 on a 5-point Likert scale.</td>
<td>Indirect Method: Preceptors will rate the written communication skills of interns using the undergraduate BSHCM Preceptor’s Evaluation of Intern performance tool that rates the student’s performance on a scale of 1-5, with 5 being Exceptional and 1 being Poor.</td>
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<td><strong>Critical Thinking Skills:</strong> Students will demonstrate the ability to use critical and strategic thinking skills in analyzing, evaluating, and synthesizing when applied to various types of cases, reports and research publications in addressing issues in health care management.</td>
<td>Direct Measure: Seventy-five percent of students will earn a mean score of 70% on learning activities that require analysis, evaluating or creating. Learning activities include various types of cases, reports, and research publications addressing issues in Health Care Management.</td>
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<td>Indirect Measure: Eighty percent of Preceptors surveyed will indicate that interns demonstrate a critical thinking skill level of at least 3.5 on a 5-point Likert scale.</td>
<td>Indirect Method: Preceptors will rate the critical thinking ability of interns using the BSHCM Preceptor’s Evaluation of Intern performance tool that rates the student on a scale from 1-5, with being Exceptional and 1 being Poor.</td>
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