<table>
<thead>
<tr>
<th>Intended Program Outcomes</th>
<th>Methods of Assessment and Criteria for Success</th>
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| **Communication Skills:** Students will demonstrate proficiency in written and oral communication, including presentation skills. | **Direct Measures:** Eighty percent of students will receive a mean score of 75% in written communication projects in designated HCM courses. Eighty percent of students will receive a mean score of 75% in oral communications projects including presentations, in designated HCM courses.  
**Indirect Measures:** Communication skills of the interns will be evaluated by Preceptors. Eighty percent of interns will demonstrate communication skill levels of at least 3.75 on a 5-point Likert scale. |
| **Critical Thinking Skills:** Students will demonstrate the ability to use critical and strategic thinking in analyzing, synthesizing, and evaluating various types of cases, reports and research publications. | **Direct Measures:** Seventy-five percent of students will earn a mean score of 70% or better on critical thinking coursework and assigned learning activities.  
**Indirect Measures:** Critical thinking skills of the interns will be evaluated by Preceptors. Seventy-five percent of interns will demonstrate critical thinking performance level of at least a 3.5 on a 5-point Likert scale. |
| **Specific Content Knowledge:** Students will demonstrate an understanding of knowledge, concepts and theories related to health care management. | **Direct Measures:** Seventy-five percent of students will earn a mean score of 75% or better on coursework and assigned learning activities.  
**Indirect Measures:** Content knowledge of interns will be evaluated by Preceptors. Eighty percent of students will demonstrate content knowledge appropriate for the internship experience indicated by a 3.75 on a 5-point Likert scale. |
| **Technology Literacy:** Students will demonstrate proficiency in the use of presentation, spreadsheet programs and advanced word processing technologies. | **Direct Measures:** Seventy-five percent of students will earn a mean score of 75% or better on projects, examinations and assignments utilizing Excel, PowerPoint, MS Word, and other software programs.  
**Indirect Measures:** Preceptors’ evaluation of interns will indicate that 75% of students demonstrate appropriate competency using various technology. |
| **Professional Behavior:** Students will demonstrate appropriate behavior in areas of health care ethics, attitude, work ethic, business etiquette, and maturity. | **Direct Measures:** Ninety percent of students will perform at a minimum of 80% on behavioral exercises and assignments.  
**Indirect Measures:** Preceptors’ evaluation of interns will indicate that 90% of students demonstrate appropriate professional behavior. |