



Operational Excellence and Assessment Support

Academic Learning Compacts

**College of Health and Public Affairs
Academic Learning Compact for Posting**

Health Services Administration

UCF Health Services Administration graduates 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. Ability to use research in the field of Health Services Administration.

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 with physicians, nurses, other healthcare professionals and patients.
8. Proficiency of working in teams and building the professional relationships that are required of them as employees in a healthcare environment.

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 Management and Informatics.