

Department: Health Professions and Physical Therapy
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Program Name & CIP Code: 51.0701 Level: MS-Health Services Administration

Example of Linkage between Expanded Statement of Institutional Purpose,
 Departmental/Program Intended Outcomes/Objectives, Assessment Criteria and Procedures,
 Results, and Use of Results at our University.

| Expanded Statement of Institutional Purpose | Departmental/Program Intended Outcomes/objectives | Assessment Criteria & Procedures | Assessment Results | Use of Results |
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| <p>UCF is a metropolitan university committed to providing the finest undergraduate education in Florida, achieving international prominence in key graduate educational and research programs, promoting a global perspective, fostering inclusiveness and diversity, and becoming America's leading partnership university.</p> <p>The mission of the graduate program in Health Services Administration is to educate and train mid-level administrators who are prepared to function in a wide variety of treatment environments. The faculty strive to assist in the development of intelligent leaders who are responsive to the health care needs of the State of Florida and the United States through reflectivity, celebration, creativity, problem-solving and critical analysis.</p> | <p>1. Graduates will demonstrate knowledge and competency in the field of HSA.</p> <p>2. Graduates will be employed in health care related professions.</p> <p>3. Graduates will be experienced in management and finance theory related to the health care delivery.</p> | <p>1a. Ninety percent of students will successfully complete a comprehensive examination taken during their last semester of study.</p> <p>1b. Seventy-five percent of graduates will "Agree" they received relevant theory and knowledge on an Alumni Survey at two years following graduation.</p> <p>2a. Seventy-five percent of the graduate of the program will be employed in mid-level or senior management positions in healthcare related professions as reported on Alumni Survey at two years following graduation.</p> <p>2b. Ninety percent of graduates will express satisfaction when asked to respond to Graduate Alumni Survey at two years following graduation.</p> <p>3a. Ninety percent of students will identify related experience(s) during an Exit Interview, conducted during their last semester of study by the Chair of the Department.</p> <p>3b. Ninety percent of students will receive a passing grade on the comprehensive examination related to management and finance during their last semester of study.</p> | <p>1a. Ninety-two percent of the graduate students passed the comprehensive examination after the first attempt. Finance/managed care was the area of greatest difficulty.</p> <p>1b. Sixty-six percent of the graduate students responding indicated agreement on this issue.</p> <p>2a. Eighty-nine percent of the graduates are employed as mid-level managers in local health care facilities.</p> <p>2b. Sixty-three percent were satisfied with the preparation they received in the masters program.</p> <p>3a. One hundred percent of the students who graduated related the appropriate experiences during the interview.</p> <p>3b. Although only seventy-two percent passed the respective sections on the first attempt, one hundred percent passed after the second attempt.</p> | <p>1a. Target met. Faculty discussed ways to enhance statistical, finance, and accounting skills. Continue to monitor.</p> <p>1b. Target not met. Students were evaluating instruction where forty-five percent was delivered by adjunct faculty. Two faculty have been hired since. Continue to monitor.</p> <p>2a. Target met. Faculty are pleased to support the healthcare community of Central Florida. Continue to monitor.</p> <p>2b. Target not met. The students who expressed dissatisfaction with the program indicated they wanted a greater hospital-oriented experience or a public health experience.</p> <p>3a. Target met. Students have been able to relate appropriate experiences from the curriculum. Continue to monitor.</p> <p>3b. Target not met. Students evidenced a strength on the management component of the curriculum. The finance managed care and research design areas remain a challenge. The faculty is considering increasing prerequisite requirements. Continue to monitor.</p> |