



TRANSPARENCY AT EXCELSIOR

Master of Science in Health Care Administration

Program (Student) Outcomes: What Will I Learn?

1. Execute effective communication strategies within the health care environment and with external stakeholders.
2. Apply leadership techniques in various health care contexts to influence others and impact organizational challenges
3. Integrate principles of risk management and quality improvement to optimize desired outcomes.
4. Implement financial management and human resource practices commonly used by administrators.
5. Apply ethical standards to policy and legal issues in health care.
6. Analyze contemporary issues impacting the healthcare environment.

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	
	Capstone Course	Course-Embedded	Exit Alumni Survey	One-Year Post-graduation Alumni Survey*
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	≥ 90%		Mean ≥ 5%	
Meets Standard	80 - 89%		4.0 - 4.99	
Needs Improvement	< 80%		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.

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Program Outcome Achievement Results

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

Program Outcome		Direct Measure(s)				Indirect Measures	
1	Execute effective communication strategies within the health care environment and with external stakeholders.	HSC698: MS Capstone. M2.5 Part 1 Develop a Vision for Safety	HSC698: MS Capstone. M7.4 Part 4 Present the Operating Plan to Executive Team	HSC561: M7A1 Quality Assurance Paper Part II: Proposing Quality Improvements (written)	HSC516 M7.4 Strategic Plan Presentation (Oral)	Exit Survey	One-Year Survey
		67%	83%	85%	88%	*	*
		n = 30	n = 30	n = 13	n = 25		
2	Apply leadership techniques in various health care contexts to influence others and impact organizational challenges	HSC698: MS Capstone. M3A1: Part 2 Begin Developing your Operational Plan				Exit Survey	One-Year Survey
		80%				*	*
		n = 30					
3	Integrate principles of risk management and quality improvement to optimize desired outcomes.	HSC698: MS Capstone. M3A1: Part 2 Begin Developing Operational Plan	HSC698: MS Capstone. M5A1: Part 3 Continue Developing Operational Plan	HSC698: MS Capstone. M7A1: Part 4 Present the Operating Plan to Executive Team	HSC561 M7A1: Quality Assurance Paper Part II: Proposing Quality Improvements	Exit Survey	One-Year Survey
		70%	90%	97%	67%	*	*
		n = 30	n = 30	n = 30	n = 27		
4	Implement financial management and human resource practices commonly used by administrators.	HSC698: MS Capstone. M3A1: Part 2 Begin Developing your Operational Plan	HSC698: MS Capstone. M5A1: Part 3 Continue Developing Operational Plan	HSC528 M5A1: Create Budget	HSC528 M7A1: Propose Budget (presentation)	Exit Survey	One-Year Survey
		83%	47%	86%	97%	*	*
		n = 30	n = 30	n = 23	n = 23		
5	Apply ethical standards to policy and legal issues in health care.	HSC698: MS Capstone. M2A1: Part 1 Develop a Vision for Safety	HSC698: MS Capstone. M5A1 Part 3 Continue Developing Operational Plan			Exit Survey	One-Year Survey
		73%	80%			*	*
		n = 30	n = 30				
6	Analyze contemporary issues impacting the healthcare environment.	HSC698: MS Capstone. M7A1: Part 4 Present the Operating Plan to Executive Team	HSC517: White Paper Project: M5A1 Recommendations			Exit Survey	One-Year Survey
		97%	100%			*	*
		n = 30	n = 7				

*Insufficient n.