### Undergraduate Degree Program
- **Program**: CNHS Health Services Administration SLO (B)

### Mission Statement
The Bachelor of Health Services Administration's mission at Florida International University is to prepare diverse students to become health services managers and leaders in the delivery of high quality, accessible, culturally competent, evidence-based management of healthcare organizations within an ever changing, highly technological and global environment. This program focuses on a balance of evidence- and value-based approaches to healthcare management and policies that promote globally ethical community health and healthcare services with a special emphasis on interprofessional collaboration within our local and global multicultural populations.

### Health Services Administration Outcomes
FIU graduates should be able to achieve the following:

#### Content Knowledge and Skills (including Technology)
- **Procedure:**
- **Assessment Instrument:** Rubric
- **Assessment Method:** Two Health Services Administration faculty members review the final individual project, written proposal, and Pecha Kucha from the capstone class HSA 4113, Global Issues and Trends in Healthcare. Projects will be randomly selected.

<table>
<thead>
<tr>
<th>Rubric indicators assessed:</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Topic selection</td>
</tr>
<tr>
<td>- Determine the Extent of Information Needed</td>
</tr>
<tr>
<td>- Evaluate Information and its Sources Critically</td>
</tr>
<tr>
<td>- Conclusions/Recommendations</td>
</tr>
</tbody>
</table>

**Course Assessed:** HSA 4113

**Sampling:** A sample of at least 10% of students or a minimum of 10 students (whichever is greater) will be assessed in the capstone course.

**Minimum Criteria for Success:** Students will score a minimum of 3 on a 4-point rubric, per indicator.

#### Critical Thinking
- **Procedure:**
- **Assessment Instrument:** Rubric
- **Assessment Method:** Two Health Services Administration faculty members review the final individual project, written proposal, and Pecha Kucha from the capstone class HSA 4113, Global Issues and Trends in Healthcare. Projects will be randomly selected.

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<tr>
<td>- Issue or Problem</td>
</tr>
<tr>
<td>- Evidence</td>
</tr>
<tr>
<td>- Influence of context and assumptions</td>
</tr>
<tr>
<td>- Student’s position (perspective, thesis/hypothesis)</td>
</tr>
<tr>
<td>- Conclusions and related outcomes (implications and consequences)</td>
</tr>
</tbody>
</table>

**Course Assessed:** HSA 4113
### Sampling
A sample of at least 10% of students or a minimum of 10 students (whichever is greater) will be assessed in the capstone course.

### Minimum Criteria for Success
Students will score a minimum of 3 on a 4-point rubric, per indicator.

<table>
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<tr>
<th>Communication (Oral or Written)</th>
<th>Direct Measures</th>
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<td><strong>Written Communication</strong></td>
<td><strong>Procedure:</strong></td>
</tr>
</tbody>
</table>
| Students will be able to write their topic with a thorough understanding of context, audience, and purpose. Students will be able to successfully execute and demonstrate a wide range of conventions, skillful usage of high-quality and credible sources, proper syntax and mechanics. | **Assessment Instrument:** Rubric  
**Assessment Method:** Two Health Services Administration faculty members review the final individual project, written proposal, and Pecha Kucha from the capstone class HSA 4113, Global Issues and Trends in Healthcare. Projects will be randomly selected.  
Rubric indicators assessed:  
- Context of and Purpose for Writing  
- Content Development  
- Genre and Disciplinary Conventions  
- Sources and Evidence  
- Control of Syntax and Mechanics  
**Course Assessed:** HSA 4113  
**Sampling:** A sample of at least 10% of students or a minimum of 10 students (whichever is greater) will be assessed in the capstone course.  
**Minimum Criteria for Success:** Students will score a minimum of 3 on a 4-point rubric, per indicator. |

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<th><strong>Oral Communication</strong></th>
<th><strong>Procedure:</strong></th>
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</table>
| Students will be able to articulate an oral presentation with a cohesive organization pattern, a variety of supporting materials, proper sequencing of information, compelling central message, and delivery. | **Assessment Instrument:** Rubric  
**Assessment Method:** Two Health Services Administration faculty members review the final individual project, written proposal, and Pecha Kucha from the capstone class HSA 4113, Global Issues and Trends in Healthcare. Projects will be randomly selected.  
Rubric indicators assessed:  
- Organization  
- Language  
- Delivery  
- Supporting Material  
- Central Message  
**Course Assessed:** HSA 4113  
**Sampling:** A sample of at least 10% of students or a minimum of 10 students (whichever is greater) will be assessed in the capstone course.  
**Minimum Criteria for Success:** Students will score a minimum of 3 on a 4-point rubric, per indicator. |