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| logo_1.jpg College of Letters, Arts, and Social Sciences (CLASS) MAJOR: HEALTH CARE ADMINISTRATION, M.S. CLASS FACT (Faculty Assessment Coordinator Team) |

**PROGRAM STUDENT LEARNING OUTCOMES**

2013

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| Students graduating with a M.S. in Health Care Administration from Cal State East Bay will be able to: | I.L.O Alignment |
| 1 | Demonstrate the ability to communicate clearly and concisely with internal and external customers, to establish and maintain relationships, and to facilitate constructive interactions with individuals and groups; | I.L.Os 2, 4 |
| 2 | Demonstrate the ability to inspire individual and organizational excellence, to create and attain a shared vision, and to successfully manage change to attain the organization's strategic ends and successful performance; | I.L.O.s 1, 6 |
| 3 | Demonstrate the ability to align personal and organizational conduct with ethical and professional standards that include a responsibility to the patient and community, a service orientation, and a commitment to lifelong learning and improvement; | I.L.O.s 5, 3 |
| 4 | Demonstrate an understanding of the health care system and the environment in which health care managers and providers function; and | I.L.O.s 6 |
| 5 | Demonstrate the ability to apply business principles to the health care environment; basic business principles include financial management, human resource management, organizational dynamics and governance, strategic planning and marketing, information management, risk management, and quality improvement.. | I.L.O.s 1, 6 |
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