

2004 – 2005 B.S. in Administration Program Outcomes Measurements

Goal	Objective	Program Outcome	Expected Measures
1. Administrative Concepts & Theories – Comprehension and demonstration of the concepts and theories related to administrative functions of profit and non-profit agencies.	A. The student will have knowledge and understanding of the scope of administration through a profit and non-profit agency setting, and will:	1. Comprehend concepts and theories as it relates to administration, economics, accounting, marketing, and finance.	Common core assignments or embedded test questions, evaluated by rubric or other grading schema, for percent correct per outcome.
		2. Analyze organizational structures.	
		3. Recognize and identify social trends in business.	
	B. The student will have knowledge and be able to demonstrate basic research techniques and practices, and will:	1. Demonstrate ability to conceptualize research ideas and construct a research agenda.	
		2. Demonstrate proficiency in applying software technology to report the research data.	
		3. Demonstrate research outcomes through oral communication methods.	
2. Administration & Decision-Making - Demonstrate the knowledge and ability to administer, manage, and promote organizational programs, services, and activities.	A. The student will have knowledge and understanding of administrative/management issues and features of profit and non-profit organizations, and will:	1. Comprehend cultural factors in organizations.	
		2. Strengthen interpersonal relations and discover and understand applicable decision-making theories and strategies.	
		3. Gain insight of an agency policy development.	
	B. The student will have the ability to apply administrative techniques and strategies to lead an organization and/or its units e.g., financial, human resources, marketing, legal. The student will:	1. Apply basic accounting practices to support organizational success.	
		2. Utilize basic administrative skills in an organizational setting.	
		3. Be able to use software packages to support unit/departmental needs.	
3. Professional Competencies - Demonstrate and practice professional competencies needed for a career in administration.	A. The student will gain the knowledge and have the ability to demonstrate various competencies in various profit and/or non-profit profession, and will:	1. Comprehend professional and environmental ethics and practices.	
		2. Assess professional behaviors in the workplace.	
		3. Explain the roles of related professional associations.	
		4. Explain the value of multicultural diversity in the organization.	
	B. The student will communicate, design, and deliver presentations by using software technology, and will:	1. Demonstrate intelligible verbal presentation and communication skills.	
		2. Demonstrate mastery of written communication skills.	
3. Exhibit appropriate technical writing skills (i.e., professional business letters and e-mails)			

2004 – 2005 B.S. in Administration Concentration Outcomes Measurements

Goal	Concentration Outcome	Expected Measures
A graduate of the BAA degree program with a Building Code Administration concentration will be able to:	A. Understand and be able to explain the basic principles of building code requirements, enforcement, regulatory law, and state and local government regulations as it pertains to building code administration.	Common core assignments or embedded test questions, evaluated by rubric or other grading schema, for percent correct per outcome.
	B. Analyze the appropriateness of code requirements, enforcement, regulatory law, and the impacts of state and local policy.	
	C. Affect, insure or improve the appropriateness of managerial activity, safety, production and planning, computer applications, enforcement of building code requirements.	
A graduate of the BAA degree program with a concentration in Guest Services Administration will be able to:	A. Understand and be able to explain business and organizational practices within a guest services environment.	
	B. Analyze managerial decisions and actions as to their appropriateness to a guest services environment.	
	C. Formulate managerial decisions and take actions which are appropriate within a guest services environment.	
A graduate of the BAA degree program with an Industrial Administration Concentration will be able to:	A. Understand and be able to explain the basic principles of industrial management, industrial safety, production and planning, computer applications in industry, quality control and process control.	
	B. Analyze the appropriateness of managerial activity, safety, production and planning, computer applications, quality control and process control in an industrial setting.	
	C. Affect, insure or improve the appropriateness of managerial activity, safety, production and planning, computer applications, quality control and process control in an industrial setting.	
A graduate of the BAA degree program with a concentration in Organization Administration will be able to:	A. Understand and be able to explain the basic principles of administration, leadership and computer applications in industry.	
	B. Analyze the appropriateness of managerial activity, employee production and planning, computer applications, employee satisfaction in an administrative setting.	
	C. Affect, insure or improve the appropriateness of managerial activity and planning, computer applications, employee satisfaction in an administrative setting.	
A graduate of the BAA degree program with a concentration in Service Sector Administration will be able to:	A. Understand and explain business and organizational practices within the service sector.	
	B. Analyze managerial decisions and actions as to their appropriateness to the service sector.	
	C. Formulate managerial decisions and take actions that are appropriate to the service sector.	