**Southern University at Shreveport, Louisiana**

**Program Student Learning Outcomes by Program**

**Accounting**

At completion of the Associate of Science in Accounting at Southern University at Shreveport, students will be able to:

1. Prepare financial statements (Income Statement, Balance Sheet, and Statement of Owner’s Equity & Statement of Cash Flow) by utilizing GAAP (General Accepted Accounting Principles) for a sole proprietorship, partnership and a corporation form of business.
2. Complete a comprehensive, computerized accounting project for a Corporation form of business applying the accounting cycle concepts of the account register, trial balance, Inventory Profitability Report, and payroll register.
3. Complete a comprehensive, computerized accounting project for a Corporation form of business applying the accounting cycle concepts of the income statement, balance sheet, and statement of retained earnings.
4. Analyze, demonstrate and prepare a federal tax return as it relates to a given case for a federal income tax return.
5. Explain ethics and standards that support the accounting profession's responsibilities.

**Accounting Technology Clerk**

At completion of the Certificate of Technical Studies in Accounting Technology Clerk at Southern University at Shreveport, students will be able to:

1. Record business transactions and prepare financial statements for various forms of business entities.
2. Prepare and reconcile a bank statement
3. Use computers and software to prepare a financial statement for a complete calendar or fiscal year.
4. Calculate inventory using LIFO, FIFO, average cost and lower cost of market methods.

**Administrative Technology Specialist**

At completion of the Certificate of Technical Studies in Administrative Technology Specialist at Southern University at Shreveport, students will be able to:

1. Perform office accounting and recordkeeping functions as relate to the organization, business, including computerized applications.
2. Prepare standard types of business documents.
3. Demonstrate appropriate critical thinking and human relations skills and analyze effective strategies for solving various situations that arise in today’s office workforce (including ethical practices and professional telephone/customer service etiquette, as well as demonstrating chain of command and effective time management strategies).
4. Demonstrate appropriate technological skills including: operating systems word processing (including keyboarding), spreadsheets, database management and the Internet as a research tool in a technological environment.
5. Create, evaluate, and transcribe from oral dictation letters, reports, statistical data and calculations into a mail-ready format (stressing grammatically correct and professional formatted documents from such dictation; memoranda, letters, spreadsheets, agendas/itineraries, PowerPoint, reports, involving entering in data from a variety of sources, filling in missing pieces meeting with others to gain critical information).

**AIRFRAME/POWERPLANT MAINTENANCE TECHNOLOGY**

At completion of the Technical Diploma in Airframe/Powerplant Maintenance Technology at Southern University at Shreveport, students will be able to:

1. Students will complete aircraft maintenance records in accordance with aviation regulation standards.
2. Students will troubleshoot airframe electrical systems.
3. Students will perform operational checks of powerplant components.

**Biology**

At completion of the Associate of Science in Biology at Southern University at Shreveport, students will be able to:

1. Define and explain major concepts in the biological sciences, to include the stages of a disease process on a specific organ system (reproductive, digestive, circulatory, nervous system).
2. Use scientific reasoning and scientific methods to make observations, answer questions, and gather and interpret data.
3. Demonstrate the ability to read, understand, and critically review scientific information.
4. Demonstrate proper and safe laboratory practice, proper use of equipment, and the ability to use basic techniques.

**Business Management**

At completion of the Associate of Science in Business Management at Southern University at Shreveport, students will be able to:

1. Create and prepare a business plan that is appropriate utilizing technology.
2. Create and complete an electronic career portfolio that is appropriate to the given audience utilizing technology.
3. Create and complete a stock portfolio.
4. Write a short essay in response to a given topic on the major concepts of business organization from the following: Management, Marketing, Finance, Human Resources, Economics, Legal Forms of Business Ownership, and International/Global Environments.
5. Analyze and explain human relations and their implications for management and their employees.

**Certified Nursing Assistant**

At completion of the Certified Nursing Assistant program at Southern University at Shreveport, students will be able to:

1. Provide basic care under the supervision of a Registered Nurse and a Licensed Practical Nurse.
2. Communicate and interact competently on an individual basis with residents as part of the team implementing care.
3. Demonstrate sensitivity to the resident's emotional, social and mental health needs through skillful, directed interactions.
4. Assist residents in attaining and maintaining functional independence.
5. Exhibit behavior to support and promote the rights of residents.
6. Demonstrate proficiency in the skills needed to support the assessment of the health, physical condition and well-being of residents.

**CHILD DEVELOPMENT**

At the completion of the Certificate of Technical Studies in Child Development at Southern University at Shreveport, students will be able to:

1. Accurately interpret and discuss current research findings on new methods in facilitating the growth and development of children.
2. Plan and implement developmentally appropriate lessons for children that address cognitive, social, and emotional growth.
3. Recognize circumstances in children such as illnesses and abuse and respond accordingly.

**COMPUTER INFORMATION SYSTEMS**

At the completion of the Certificate of Applied Science in Computer Information Systems Program at Southern University at Shreveport Louisiana (SUSLA), students will be able to:

1. Students will be able to use and configure essential office applications including word processing, spreadsheets.
2. Students will describe essential operation systems skills including how to use, setup, configure, troubleshoot and maintain a current microcomputer operating system.
3. Students will be able to apply scientific reasoning to critically analyze topics in computer information system**.**
4. Students will demonstrate knowledge of technologies and protocols used on the Internet, and how to effectively use Internet tools technologies including current web-based applications, e-mail, and social networking tools; developing searching strategies; and basic web authoring.
5. Students will be able to apply communication skills in the computer information systems.

**COMPUTER SCIENCE**

At the completion of the Associate of Science in Computer Science program at Southern University at Shreveport Louisiana (SUSLA), students will be able to:

1. Students will be able to demonstrate fluency in at least one programming language
2. Students will be able to describe the fundamentals of a computer programming process.
3. Students will demonstrate a fundamental understanding of social, professional, ethical, legal, and security issues in computing.
4. Students will display an understanding and range of experience from hardware and system level programming to application software involving multiple components and distributed systems.
5. Students will be able to apply scientific reasoning to critically analyze topics in computer science.

**CRIMINAL JUSTICE ADMINISTRAITON**

At the completion of the Associate of Applied Science in Criminal Justice Administration at Southern University at Shreveport, students will be able to:

1. Describe policing operations within law enforcement agencies, including various roles of police, probation officers, and city marshals.
2. Identify the major sociological theories that may explain criminal behavior and delinquency.
3. Explain the basic structure and functions of the American Criminal Justice System, including the juvenile justice system.

**DENTAL HYGIENE**

At the completion of the Associate of Applied Science in Dental Hygiene at Southern University at Shreveport, students will be able to:

1. Systematically perform the collection and interpretation of a patients, medical/dental history, vital signs, dental x-rays, extraoral and intraoral examination for the child, adolescent, adult, geriatric dental and special needs patient.
2. Design and implement a comprehensive care plan which includes treatment for periodontal/gingival health, dental caries control, and preventive interventions.
3. Communicate effectively verbally and in writing.
4. Administer proper dental hygiene care for all types of classifications of periodontal disease including patients who exhibit moderate to severe periodontal disease.
5. Make and defend reasonable ethical judgments.
6. Demonstrate proper life support measures for medical emergencies that may be encountered in dental hygiene practice.
7. Apply the dental hygiene process of care in assessing, planning, implementing and evaluating community-based oral health programs.
8. Continually practice self-assessment skills to maintain professional standards and encourage life-long learning.
9. Evaluate current scientific literature for evidenced-based clinical applications and use evidence based practice and a patient-centered care philosophy in all aspects of dental hygiene practice.
10. Engage in the process of inquiry and analysis in solving problems related to dental hygiene care.

**Dialysis Technician**

At the completion of the Certificate of Technical Studies in Dialysis Technician at Southern University at Shreveport, students will be able to:

1. Describe the normal kidney structure and normal functions, the acute or slow progression to different stages of renal failure, and the possible preventive measures.
2. Monitor vital signs of a patient during dialysis and maintain reports and records
3. Utilize patient’s hemodialysis prescription to accurately calculate treatment goals and recognize deviations to standard limits.
4. Differentiate the different vascular access areas for hemodialysis, associated complications and their preventive measures.
5. Demonstrate ability to adhere to clinical rules and regulations and to utilize professional deportment while communicating with patients, families and multidisciplinary team members.

**Emergency Medical Technician – Basic**

At the completion of the Certificate of Technical Studies in Emergency Medical Technician-Basic at Southern University at Shreveport, students will be able to:

1. Demonstrate knowledge of anatomy, physiology, and pathophysiology of sudden illness or injury while performing patient evaluation.
2. Develop skills in patient evaluation and all emergency treatment procedures short of those rendered by physicians.
3. Demonstrate professional behavior including, but not limited to, integrity, empathy, self-motivation, appearance/personal hygiene, self-confidence, communications, time management, teamwork/diplomacy, respect and patient advocacy.
4. Students will demonstrate the ability to report and document appropriate assessment patient data and interventions.

**HEALTH CARE ACCESS ASSOCIATE**

At the completion of the Certificate of Technical Studies in Health Care Access Associate at Southern University at Shreveport, students will be able to:

1. Perform patient registration and scheduling processes in compliance with professional association guidelines.
2. Conduct insurance verification on patients with commercial health insurance plans, managed care health insurance plans, and government-sponsored health insurance plans.
3. Demonstrate professional and communication skills expected on a professional practice experience in accordance with program / clinical site / national association professional ethics and conducts.

**HEALTH INFORMATION TECHNOLOGY**

At the completion of the Associate of Applied Arts in Health Information Technology at Southern University at Shreveport, students will be able to:

1. Apply regulatory / accrediting standards in the analysis of health records to ensure complete, accurate, and current health record documentation.
2. Apply clinical coding guidelines to accurately code and sequence diagnoses and procedures in the health record.
3. Apply certification standards in the analysis of the electronic health record.

**Human Services**

At the completion of the Associate of Science in Human Services at Southern University at Shreveport, students will be able to:

1. Explain the role of the human services worker in a variety of social service settings.
2. Examine current social issues and their impact on society, including substance abuse and dependence.
3. Compare and contrast a variety of family systems and multi-dimensional systems in relation to human behaviors and the environments.
4. Apply case management skills, including documentation, assessment, treatment planning, crisis intervention and the ability to make appropriate referrals.
5. Examine the history, nature, and scope of human services and the role family, community, and human services plays in society and the economy.
6. Identify and access human services resources, including on-line data bases, directories, and referral centers.

**MEDICAL CODING SPECIALIST**

At the completion of the Certificate of Applied Science in Medical Coding at Southern University at Shreveport, students will be able to:

1. Apply regulatory / accrediting standards in the analysis of health records to ensure complete, accurate, and current health record documentation.
2. Apply clinical coding guidelines to accurately code and sequence diagnoses and procedures in the health record.
3. Demonstrate professional and communication skills expected on a professional practice experience in accordance with program / clinical site / national association professional ethics and conducts.

**Medical Laboratory Technician**

At the completion of the Associate of Applied Science in Medical Laboratory Technician at Southern University at Shreveport, students will be able to:

1. Collect and process biological specimens for analysis.
2. Perform analytical tests on body fluids, cells, and products.
3. Analyze specimens and procedures for Quality Assessment factors that affect patient results and perform actions to make corrections.
4. Perform preventive and corrective maintenance of equipment and instruments or referring to appropriate source for repairs.
5. Model professional conduct, ethics, critical thinking, and interpersonal communi­ca­tion skills with patients, laboratory personnel, other health care professionals, and with the public.
6. Monitor and evaluate quality control, practice safety, and regulatory compliance in the laboratory.
7. Apply modern clinical methodologies including problem solving and troubleshooting according to predetermined criteria.
8. Relate laboratory findings to common disease processes.
9. Recognize and act upon individual needs for continuing education as a function of growth and maintenance of professional competence.

**Nursing**

At the completion of the Associate of Science in Nursing at Southern University at Shreveport, students will be able to:

1. Demonstrate safety and quality when implementing holistic care using nursing judgments that are based on respect for preferences, values and needs and that promote positive outcomes for diverse individuals, families and groups.
2. Demonstrate therapeutic communication, caring, and professionalism that fosters collaboration with the interdisciplinary team and working relationships with individuals, families, groups, and peers.
3. Demonstrate use of legal and ethical standards of the nursing profession when incorporating current evidence-based practices and facilitating education that empowers individuals, families, and groups to develop behaviors which foster positive patient outcomes.
4. Demonstrate lifelong learning by expanding nursing knowledge through the examination of evidence and best practices and the use of current technology to improve the quality of care for individuals, families, and groups.

**Phlebotomy**

At the completion of a Certificate of Technical Studies in Phlebotomy at Southern University at Shreveport, students will be able to:

1. Employ proper blood collection techniques (venipuncture and micro-collection) and follow standard operating procedures to collect, transport, and process blood specimen for analysis.
2. Collect, transport, and process all types of biological specimens for analysis.
3. Follow safety and infection control procedures for protection of patients, self, and others.
4. Demonstrate professional behavior, utilizing effective verbal and nonverbal communication techniques and interpersonal interaction skills with patients, members of the interdisciplinary healthcare team, and the general public.
5. Provide considered and respectful care of patients by complying with patient rights.
6. Follow HIPPA guidelines for the protection of patient confidentiality.

**Respiratory Therapy**

At the completion of the Associate of Applied Science in Respiratory Therapy at Southern University at Shreveport, students will be able to:

1. Demonstrate effective written and oral communication skills in their roles as advanced-level respiratory therapist.

2. Demonstrate behaviors appropriate to a professional respiratory therapist in a clinical setting, including but not limited to interactions with patients and their families.

3. Demonstrate technical proficiency in all skills necessary to fulfill their roles as advanced-level respiratory therapist. Graduates must demonstrate these skills include but are not limited to the ability to administer oxygen, aerosolized medication, mechanical ventilation, bronchial hygiene and lung volume expansion therapies according to standard protocol.

4. Demonstrate their ability to comprehend, apply, and evaluate clinical information relevant to their roles as advanced-level respiratory therapist. These includes but is not limited to the evaluation of a patient’s current condition and response to the therapy using physical examination, laboratory data and other clinical information.

5. Perform respiratory diagnostic tests and be able to recommend, interpret, and communicate results of diagnostics and related therapeutic modalities.

**Sterile Processing**

At the completion of a Certificate of Technical Studies in Phlebotomy at Southern University at Shreveport, students will be able to:

1. Apply scientific principles and industry standards in the decontamination and processing of sterile instruments, supplies and equipment.
2. Utilize a variety of methods to demonstrate competency in the storage, inventory and distribution of equipment and supplies.
3. Demonstrate interpersonal communication skills necessary to successfully interact with peers, administrative and departmental personnel.
4. Demonstrate professional comportment and practices in clinical practice that prepares the candidate to achieving success in a work environment.
5. Correlate surgical instruments with the correct procedures to assist departments with their usage and stock needs.

**Surgical Technology**

At the completion of the Associate of Applied Science in Respiratory Therapy at Southern University at Shreveport, students will be able to:

* 1. Work effectively with the surgical team to set-up a sterile environment and practice sterile techniques for the safest possible outcome of the surgical patient.
  2. Apply knowledge of human anatomy, physiology, surgical procedures and techniques in order to anticipate the needs of the surgeon.
  3. Demonstrate effective communication skills using correct medical terminology to interact with other health care team members and to log and describe assigned surgical cases during clinical hands-on practice.
  4. Apply the principles of aseptic technique, including methods of decontamination and sterilization, and take responsibility in carrying out strict aseptic technique in a clinical setting.
  5. Demonstrate proper preoperative preparation of the surgical suite with instruments, equipment and supplies to be used in the OR and the ability to use them appropriately.
  6. Demonstrate the ability to function in the perioperative setting. Identify specialized roles, as well as, moral, legal and ethical responsibilities to the patient; all while performing duties of a surgical technologist in a perioperative setting.

**WEB DEVELOPMENT**

At the completion of the Certificate of Applied Science in Web Development at Southern University at Shreveport Louisiana (SUSLA), students should be able to:

1. Students will be able to demonstrate basic skills in creating web pages, considering design, software, service and access providers.
2. Demonstrate knowledge in theory and principles relative to E-Commerce and various business applications using oral and written presentations.
3. Students will be able to engage in research by assessing electronic data bases.
4. Students will be able demonstrate professional and ethical deportment in assigned activities.
5. Students will be able to design and critique web pages using knowledge and skills learned and in consideration of topics and issues relative to web design.

**UNIVERSITY STUDENT LEARNING OUTCOMES**

Southern University at Shreveport identifies college-level competencies within the general education core appropriate to its goals and mission. The student learning outcomes for the institution are defined below:

**1. Written and Oral Communication**

*The graduate from Southern University at Shreveport should be able to:*

Demonstrate proficiency in written and oral communication by composing and presenting structured texts in a variety of oral and written forms according to purpose, audience, and occasion with implementation of thesis, supporting details, and idea development.

* Write and speak fluently and concisely, applying standard English conventions in grammar, mechanics, usage and punctuation
* Adapt speaking and writing to context, considering opposing viewpoints
* Present ideas coherently and logically without plagiarism
* Employ principles to influence attitudes, beliefs and actions when appropriate
* Summarize, analyze, and interpret oral and written texts, with the ability to identify assumptions and differentiate fact from opinion.

**2. Critical Thinking and Quantitative Reasoning**

*The graduate from Southern University at Shreveport should be able to:*

Solve problems by interpreting, analyzing, evaluating and applying known information received from statistical and other data, past experience, problem-solving techniques, inference, the scientific method, mathematical equations, graphics, etc., to make decisions, judgments, and predictions, constructing well-supported and sustained arguments to justify conclusions.

* Demonstrate background knowledge of subject sufficient to understand the nature of a problem
* Define a problem verbally or by means of numerical or geometrical representatives of real-world phenomena
* Determine and employ solution techniques appropriate to solve a problem
* Make deductions from consequences
* Formulate alternatives
* Predict outcomes
* Verify solution satisfies the requirement of the problem

**3. Technological Competency**

*The graduate from Southern University at Shreveport should be able to:*

Effectively utilize various modes and media using technology such as computers, computer software applications, the internet, and other technology to produce documentation, data and graphical presentations appropriate to various academic and professional arenas/venues.

* Create documents using various word processing, data management, and spreadsheet technology for written presentations
* Create presentations using PowerPoint technology to accompany oral presentations
* Relay information through data or graphical representation.

**4. Research and Information Literacy**

*The graduate from Southern University at Shreveport should be able to:*

Conduct research, synthesize and evaluate information to develop arguments and to organize evidence into a presentation using proper discipline-specific formats to cite and document primary and secondary sources.

* Explore scientific and academic topics using specific electronic search engines, i.e. Medline, iLink, OPAC, and LOUIS online databases
* Research scientific and academic topics utilizing various resources presented in the library, to include but are not limited to: books, periodicals, newspapers, microfilm, microfiche, audio and video cassettes, encyclopedias, atlases, and other reference material, special collection and special services, necessary in constructing a thesis/term paper, white paper or other informational document.
* Apply appropriate discipline-specific citation format, i.e. APA/MLA, to document sources used in the research of information.

**5. Professional Deportment**

*The graduate from Southern University at Shreveport should be able to:*

Demonstrate professional and ethical behavior as required by discipline-specific codes of conduct and as needed in a diverse and global workforce or in the articulation to a four-year college or university program.

* Model professional and ethical conduct
* Demonstrate responsible behavior and self-directed actions
* Accept supervision and work effectively with supervisory personnel
* Habituate promptness
* Display integrity in practices and reporting of information.