



**BAKER COLLEGE**  
**STUDENT LEARNING OUTCOMES**

**HUS 4210 Human Services Administration**  
**3 Semester Credit Hours**

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**Student Learning Outcomes and Enabling Objectives**

1. Examine the organizational structures and processes in the human services field.
  - a. Differentiate the levels of administration within human services agencies.
  - b. Describe the various communication structures and mechanisms within the organization.
  - c. Explore the role of collaboration within and among community agencies.
  - d. Explain the importance of professional development opportunities for leadership/staff/volunteers within the organization.
2. Examine administrative leadership and supervision.
  - a. Differentiate leadership styles and their effectiveness.
  - b. Explore volunteer management.
  - c. Discuss human resources management and the supervision of staff.
  - d. Explain components of positive employee relations.
3. Analyze the components of administrative planning.
  - a. Explain risk management within the human services field.
  - b. Explore regulatory bodies and regulatory standards.
  - c. Explain the legal and ethical concerns of running a human services organization.
4. Evaluate the components of financial management for a human service organization.
  - a. Investigate the various funding sources for a human services organization.
    - i. Grants
    - ii. Community Fundraising
    - iii. Private Pay versus Insurance
    - iv. Revenue building ventures
  - b. Produce a budget and organizational financial plan.
5. Summarize program evaluation within administration.
  - a. Examine the role of research findings in program development.
  - b. Explain the components for the evaluation of program design and implementation.

## Big Ideas and Essential Questions

### Big Ideas

- Organizational processes
- Leadership and supervision
- Administrative planning
- Funding and Budgets
- Program Evaluation

### Essential Questions

1. What factors need to be considered when establishing a human services organization?
2. How do stakeholders impact the administration and organization of an agency?
3. What impact does leadership/supervision style have on organizational functioning?
4. What are possible financial sources for agency and program funding?
5. What role does an administrator have in program evaluation?

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These SLOs are not approved for experiential credit.

**Effective: Fall 2023**