



## PROGRAM OUTCOMES

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### APPLIED INDUSTRIAL TECHNOLOGY (HEALTHCARE AND INSTITUTIONAL FACILITIES MAINTENANCE)

1. Communication. Listen, ask questions, and confirm issue; communicate processes and procedures to effectively respond, follow instructions, and interact with diverse customers and co-workers.
2. Documentation. Record time, materials, and costs according to institutional processes, procedures, and protocols and regulatory requirements.
3. Customer Service. Meet or exceed the expectations of customer in a courteous and professional manner.
4. Self-Management/Professionalism. Prioritize, organize, and work as a member of building maintenance team.
5. Mechanical Specialty. Ensure mechanical system reliability; analyze malfunctions using advanced diagnostic tools and equipment to rectify condition in a safe and healthy manner.
6. Leadership. Direct the activities of colleagues and co-workers to facilitate repair and maintenance activities.