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# CBPM\_2018-2019\_Public\_Administration\_MPA\_Academic\_Assessment\_Report

## **Abstract**

CBPM 2018-2019 Public Administration MPA Academic Assessment Report

## **Keywords**

CBPM, Public Administration MPA, Assessment Report

**COLLEGE: College of Business and Public Management**

**ENTER PROGRAM NAME: Master of Public Administration**

**ACADEMIC YEAR: 2018-2019**

**REPORT AUTHOR: Dr. Bok Gyo Jeong**

**PROGRAM STUDENT LEARNING OUTCOMES:**

The MA Public Administration program aims to enhance the five universal competencies of KEAN MPA students recommended by the Network of Schools of Public Policy, Affairs, and Administration (NASPAA).

- SLO 3 Ability to analyze, synthesize, think critically, solve problems, and make decisions
- SLO 4 To articulate and apply a public service perspective
- SLO 5-S Increase global awareness and cultural competency in understanding and engaging public management and policy issues.

**DIRECT MEASURE:**

- SLO 3 Ability to analyze, synthesize, think critically, solve problems, and make decisions
  - **SLO- Sub-student-learning-outcomes for measurement**
    - Develop expertise in techniques used in managing government operations
    - Appraise the concepts of social science research methods, statistical analysis/techniques; apply the skills
    - Create networked/collaboration solution to complex problems
    - Identify, evaluate, and model best practices
    - Develop professional capacity in basic skills
  - **The assessment rubric:**
    - The SLO 3 will be assessed using a rubric approved by the MPA faculty. The final paper is assessed on 6 criteria: i) Quality of information/evidence, ii) Support of thesis/analysis, iii) Organization/development of thesis, iv) Grammar/usage/mechanics, v) Citation format, and vi) Presentation (style/clarity/voice/time management).
  - **PA 5990 Research Seminar**

- In Research Seminar, the learning outcome will be assessed based on i) students' regular, active and informed participation in seminar discussions (15%) and ii) completion of the research project (85%).

- **PA 5988 Analytical Methods for Public Management**

- In Analytical Methods for Public Management, the learning outcome will be assessed based on i) students' regular, active and informed participation in class discussions (10%), ii) two exams (midterm 30% + final 30%), and iii) policy analysis project (30%).

□ SLO 4 To articulate and apply a public service perspective

- **SLO- Sub-student-learning-outcomes for measurement**

- Develop respect and demonstrate methods for authentic interaction
- Value and demonstrate commitment to professionalism and integrity in serving the public
- Communicate public interest based on ethical reasoning and democratic participation
- Critique instrumental reasoning in order to promote social and economic equity and justice
- Incorporate and value principles of democracy, public transparency, and consensus building

- **Foundations in Public Administration**

- In Foundations in Public Administration, the learning outcomes will be assessed based on i) in-class presentation of case studies articles (10%), ii) article evaluation (20%), iii) two tests (respectively 30%), and iv) class participation (10%).

□ SLO 5-S Increase global awareness and cultural competency in understanding and engaging public management and policy issues.

- **SLO- Sub-student-learning-outcomes for measurement**

- Understanding and being aware of various cultures and their impact on local and global society
- Respecting and accepting cultural differences in local and global environments.
- Being culturally sensitive in engaging public management and public policy issues.

- **The assessment rubric:** The student learning outcome will be assessed using a rubric approved by the MPA faculty. The final paper is assessed on the following criteria:

1. Knowledge of culture worldview
  2. Knowledge of cultural frameworks
  3. Skills – Empathy
  4. Skills - Verbal and Non-verbal communication
  5. Attitudes- Open-ness to diversity
  6. Attitudes- Curiosity about diversity
- **Foundations in Public Administration**
    - In Foundations in Public Administration, the learning outcomes will be assessed based on i) in-class presentation of case studies articles (50%) and ii) article evaluation (50%).

### **TARGET:**

A rubric criterion score of 4 or higher on each of the selected criteria was established as a proficiency standard for student learning by Kean MPA Faculty. The expectation is that 80% of students would achieve a score of 4 or higher on each criterion.

### **DATA COLLECTION AND RESULTS:**

#### **☐ SLO 3 Ability to analyze, synthesize, think critically, solve problems, and make decisions**

**Semester:** Fall 2018

**Course Number:** PA 5988 Analytical Methods for Public Administration

**Number of students:** 12

**Number of sections:** 1

The mean score for each of the criteria is as follows:

- i) Quality of Information/Evidence/Data (4.58)
- ii) Analysis (4.52)
- iii) Development of Thesis (4.48)
- iv) Grammar/Usage/ Mechanics (4.77)
- v) Citation Format (4.33)

The class met the proficiency standard in all 5 areas (quality of information/evidence/data, analysis, development of the thesis, grammar/usage/mechanics, citation format, and presentation).

**Semester:** Fall 2019

**Course Number:** PA 5990 Capstone Seminar

**Number of students:** 14

**Number of sections:** 1

The mean score for each of the criteria is as follows:

- i) Quality of Information/Evidence/Data (4.78)
- ii) Analysis (4.68)
- iii) Development of Thesis (4.48)
- iv) Grammar/Usage/ Mechanics (4.80)
- v) Citation Format (4.43)
- vi) Presentation: Style/clarity/voice/time management (4.83)

The class met the proficiency standard in 6 areas (quality of information/evidence/data, analysis, development of the thesis, grammar/usage/mechanics, citation format, and presentation). Students demonstrated highest strength in presentation, while more improvement could be made in development of thesis and citation formatting skills.

**□ SLO 4 To articulate and apply a public service perspective**

**Semester:** Spring 2019

**Course Number:** PA 5001 Global Foundations of Public Administration

**Number of students:** 20

**Number of sections:** 1

- 1) Respect for democratic values 3.2  
% class scoring 3 or higher=90%
- 2) Identify distinguishing features of public governance and organizations 3.25  
% class scoring 3 or higher=95%
- 3) Exercise professional judgement 3.15  
% class scoring 3 or higher=90%
- 4) Evaluation of ethical issues 3.05  
% class scoring 3 or higher=85%

Students successfully demonstrated their learning in call categories of evaluation including respect for democratic values, identifying distinguishing features of public governance and organizations, exercising professional judgement, and evaluation of

ethical issues. Out of these five components, students showed lowest evaluation score in ethical issues evaluation.

**Semester:** Fall 2019

**Course Number:** PA 5990 Capstone Seminar

**Number of students:** 14

**Number of sections:** 1

The mean score for each of the criteria is as follows:

- i) Understanding and application of main themes from the course to the case (4.61)
- ii) Understanding the knowledge in public policy process (4.48)
- iii) Quality of Information/Evidence (4.61)
- iv) Consideration of the political/administrative feasibility (4.63)

The class met the proficiency standard in all 4 areas (understanding and application of main themes, understanding the knowledge in public policy process, quality of information/evidence, and consideration of the political/administrative feasibility)

**☐ SLO 5-S Increase global awareness and cultural competency in understanding and engaging public management and policy issues.**

**Semester:** Spring 2019

**Course Number:** PA 5001 Global Foundations of Public Administration

**Number of students:** 20

**Number of sections:** 1

The class met the proficiency standard

1.Knowledge of cultural worldview 3.15

% class scoring 3 or higher=85%

2.Knowledge of cultural frameworks 3.2

% class scoring 3 or higher=85%

3.Skills – Empathy 3.3

% class scoring 3 or higher=85%

4. Skills- Verbal and Non-verbal communication 3.25

% class scoring 3 or higher=90%

5.Attitudes- Open-ness to diversity 3.15

% class scoring 3 or higher=80%

6. Curiosity about diversity 3.35  
% class 3 scoring or higher=85%

Students successfully demonstrated their learning in all categories of evaluation including knowledge of culture/world views, knowledge of cultural frameworks, skills (empathy), skills (verbal and non-verbal communication), attitudes (openness to diversity), and curiosity about diversity. Out of these components, students showed the highest evaluation score in curiosity about diversity and lowest evaluation score in knowledge of cultural world views and openness to diversity.

### **Discussion/ Curricular Actions/Closing the Loop:**

#### PA 5001

- Students successfully demonstrated their potential, skills, and attitudes to embrace the global awareness through their learning. However, the overall score of the assessed elements are not significantly high, which leaves significant room for improvement. The faculty discussed providing more components in global components in the PA curriculum for students' enhanced global awareness. PA faculty will continue to organize global events including UN-Kean Joint event, global guest speaker series, and global case study during the courses.
- PA faculty will also include the PA 5550 Global Issues in Comparative Public Administration course as additional assessment point for the evaluation of global awareness learning outcome given that this course is specialized in enhancing students' global awareness and raising their skills in the rapidly changing global environment.

#### PA 5988 FA 2018

- The assessment result was discussed at the faculty meeting and the following recommendations were made.
- The assessment rubric may be revised in the way to reflect the NASPAA competencies
- The MPA Faculty will discuss the revision of rubric and assessment criteria at the next MPA Faculty meeting.

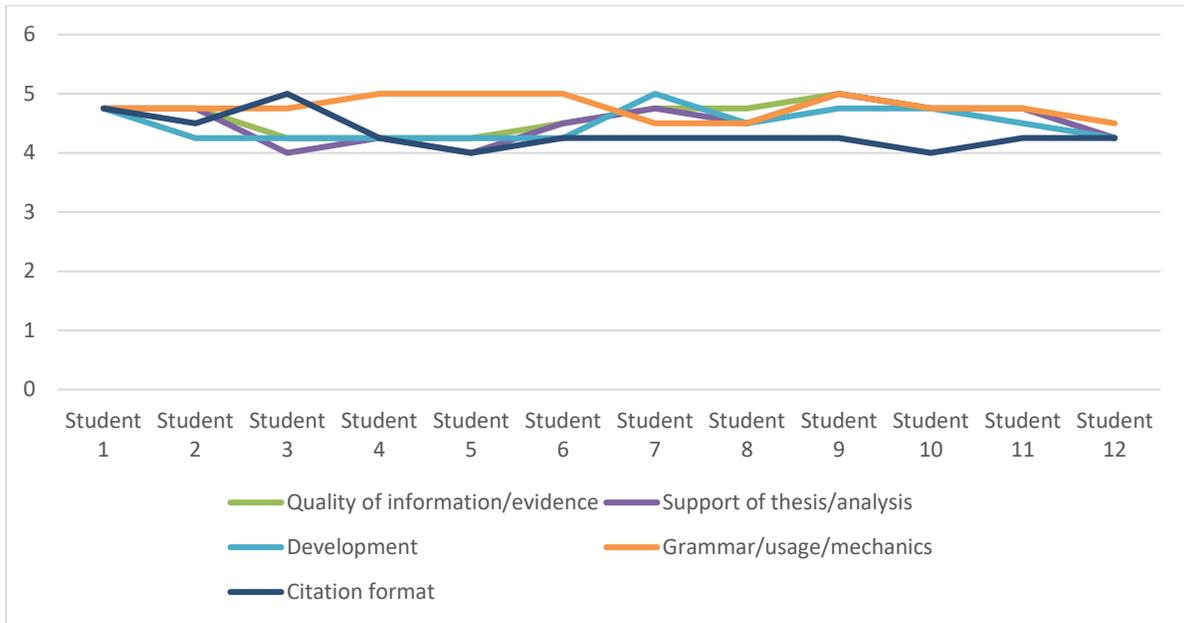
#### PA 5990 FA 2018

- The assessment result was discussed at the MPA faculty meeting and the following recommendations were made.
- Writing Center can be used to improve students' writing skills

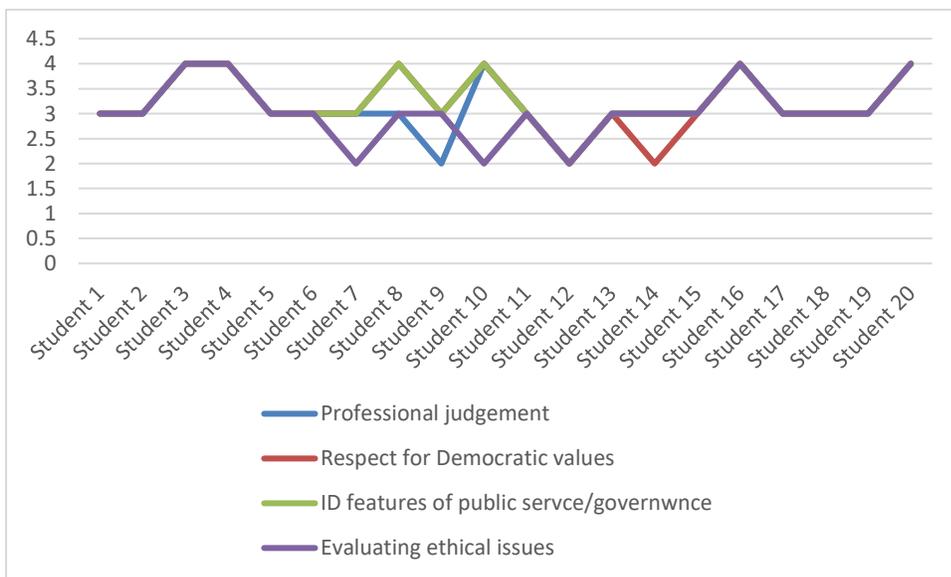
- MPA Faculty will collaborate with the Writing Center and invite them to the Kean MPA Students Information Session

**Supporting Evidence (Data)**

**[PA 5988]**



**[PA 5990]**



[PA 5001]

