

California State University, Fresno
Department of Political Science:
Student Outcomes Assessment Plan (SOAP)
Undergraduate Public Administration Program

MISSION STATEMENT

The undergraduate degree in public administration program is committed to teaching students of all backgrounds the discipline of public administration and to foster modern administrative knowledge and creative problem solving, as well as serve the diverse communities of current and future public servants.

STUDENT LEARNING OUTCOMES

Goal 1: To prepare Public Administration students for management in the public and non-profit sectors.

Objective 1.1: Students should develop skills and knowledge to meet the changing needs of public and non-profit employers.

Goal 2: To demonstrate knowledge of various theoretical approaches to understanding organizational behavior.

Objective 2.1: Students should be able to synthesize and critique the predominant theories in the public administration field.

Objective 2.2: Students should be able to apply theoretical approaches to real world issues confronting public and non-profit agencies.

Goal 3: To develop professional skills that will produce effective leaders.

Objective 3.1: Students should be able to communicate clearly and effectively in writing and speaking.

Objective 3.2: Students should be able to analyze and assess problems in order to arrive at reasonable solutions.

Assessment Activity Planning

Instruments Used to Assess Outcome Measures:

To measure our success in meeting the B.A. in Public Administration mission and the objectives necessary to achieve that mission, the Department of Political Science has adopted the following instruments.

1. Employer survey

To assess how the Department is meeting the needs of potential employers of our graduates, we will conduct an employer survey to collect and analyze the following:

- The current and future needs of the agencies.
 - The value of our B.A. graduates in regard to their preparation, knowledge, and abilities.
 - What suggestions may be made by employers to strengthen the B.A. program
2. Content knowledge exam
To assess how well our students are developing content knowledge of the field, we will conduct a pre-test and post-test of student knowledge upon entry and exit to the major.
 3. Student portfolio of papers
To assess writing and critical thinking skills, as well as content knowledge, we will collect papers from students in the core classes, analyze the papers, and discuss ways to improve these skills and knowledge.
 4. Alumni survey
To assess how well students are prepared for their chosen careers, we will collect data on the following:
 - The value of the students' education in relation to employment.
 - The strengths and weaknesses of the B.A. program in preparing the students for employment.
 - Graduates' employment placement.
 - Graduates' pursuit of graduate education.
 5. Student enrollment/graduation records
To evaluate growth of the program and student progress towards graduation, we will review data on the number of majors, retention rates, and graduation rates.

COURSE OBJECTIVE MATRIX

	Objective 1.1	Objective 2.1	Objective 2.2	Objective 3.1	Objective 3.2
PLSI 181	I	I	I	I	I
PLSI 182	I	I	I	I	I
PLSI 183	R	R	R	R	R
PLSI 184	R	R	R	R	R
PLSI 185	R	R	R	R	R
PLSI 187	A	R	R	R	R
PLSI 188T	A	A	A	A	A
PLSI 189T	A	A	A	A	A
PLSI 190	A	A	A	A	A
PLSI 191	A	A	A	A	A

Key: I=Introduced; R=Reinforced; A=Advanced.

TIMELINE FOR SOAP IMPLEMENTATION

	Assessment Instrument Employed						
	Year 1 <u>2009-10</u>	Year 2 <u>2010-11</u>	Year 3 <u>2011-12</u>	Year 4 <u>2012-13</u>	Year 5 <u>2013-14</u>	Year 6 <u>2014-15</u>	Year 7 <u>2015-16</u>
Objective Measured	Portfolio	Content Knowledge Exam Alumni Survey	Portfolio	Content Knowledge Exam Student Enrollment/ Graduation Data	Employer Survey Portfolio	Alumni Survey	<u>Review Year</u>
1.1		x		x	x	x	
2.1	x	x	x	x	x		
2.2	x	x	x		x	x	
3.1	x		x		x		
3.2	x		x		x		