<table>
<thead>
<tr>
<th>NASPAA Universal Competencies</th>
<th>MPA Learning Outcomes</th>
<th>2015-2016</th>
<th>2016-2017</th>
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</thead>
</table>
| To Communicate and Interact Productively with a Diverse and Changing Workforce and Citizenry | Communication and Relationship Management | Writing: Course Level  
Course: PPA 493 (Done every year)  
Instrument: MyWritingLabPlus Path Builder and Mastery Check Examinations.  
Students should improve on the mechanics of writing between the Path Builder and the Mastery Check by at least 10%.  
Team: Instrument: Team Cooperation Rubric  
Standard: 80% of MPA Students should achieve 82% from their fellow students (at least 8.4 on the 12-point rubric). Scores should improve significantly over the curriculum | Writing: Course Level  
Course: PPA 493 (Done every year)  
Instrument: MyWritingLabPlus Path Builder and Mastery Check Examinations.  
Students should improve on the mechanics of writing between the Path Builder and the Mastery Check by at least 10% |
| To Analyze, Synthesize, Think Critically, Solve Problems, and Make Decisions | Critical Thinking and Analytical Reasoning | Critical thinking assessment (Program)  
Instrument: Thesis completion percentage  
Standard: At least 80% of MPA Students who sign up for PPA 698 should complete the thesis with passing scores on both writing and critical thinking.  
Quantitative Reasoning: Course Level  
Instrument: Thesis completion percentage  
Standard: At least 80% of MPA Students who sign up for PPA 698 should complete the thesis with passing scores on both writing and critical thinking.  
Target: Significant (or at least two percentage point) improvement in design, analysis, and interpretation scores from four exercises and the final exam.  
Target: Students should improve by 40% on design, analysis, and interpretation between the pretest taken before course instruction and the post-test taken as part of the final exam.  
Implementation Plan (timeframe): Fall 2015, PPA 401  
Key/Responsible Personnel: Daniels  
PPA 401 Pretest-Posttest  
Details/Description: Cross-tabulation exercise at start of class and final exam.  
Implementation Plan (timeframe): Fall 2015  
Key/Responsible Personnel: Daniels  
Measure: Research Design Score  
Details/Description: Research design paper  
Target: At least 80% of graduate students should score at least 82% on the final research design.  
Implementation Plan (timeframe): Fall 2015, PPA 401  
Key/Responsible Personnel: Daniels  
Measure: Research Design Midterm Exam Score  
Details/Description: Research design midterm exam questions.  
Target: Eighty percent of graduate students in PPA 401 should receive at least 82% on the individual questions of the midterm exam.  
Implementation Plan (timeframe): Fall 2015  
Key/Responsible Personnel: Daniels | Critical thinking assessment (Program)  
Instrument: Thesis completion percentage  
Standard: At least 80% of MPA Students who sign up for PPA 698 should complete the thesis with passing scores on both writing and critical thinking.  
Quantitative Reasoning (Course - Same as 2015-2016)  
Critical thinking and problem solving  
Program level: Direct - Student Artifact  
Details/Description: Random sample of 10 MPA theses.  
Target: All 10 students in PPA 698 with signed theses should demonstrate competent critical thinking skills (scores of at least 4 on the department rubric).  
Implementation Plan (timeframe): Fall 2016 - 10 MPA theses from Spring 2016.  
Key/Responsible Personnel: All PPA faculty will evaluate the quality of the writing. |
| To Lead and Manage in Public Governance | Management and Leadership | Management and Leadership (Program Level) | Management and Leadership (Program Level)  
Instrument: Random sample of two page management and applied analysis papers from PPA 491 and PPA 680.  
Rubric: Effectiveness of management application rubric (to be developed).  
Target: Successful application should improve significantly between PPA 491 and PPA 680. Absolute standard: 80% of MPA students should score at least 82%. |
<table>
<thead>
<tr>
<th>To Participate in the Policy Process</th>
<th>Program Operations Assessment (Indirect)</th>
<th>BPA Exit Survey</th>
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<tbody>
<tr>
<td></td>
<td>Program Outcome Assessment (Indirect)</td>
<td>PPA Current Student Outcome Survey (coded for course completion status)</td>
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<td>Ethics</td>
<td>Measure: Ethics Writing Assignment</td>
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<td>Details/Description: Students will complete an ethics writing assignment in which they analyze a case for the various ethical components that are present and should be weighed in making a decision. The instructor will use an ethical scoring rubric (the James Madison Collaborative rubric, Christopher Meyer's rubric, or another rubric approved by the faculty) to evaluate the assignments. Comparisons will be made across courses if done in multiple courses. Target: At least 80% of graduate students should score 82% or more on the assignment. Implementation Plan (timeline): Fall 2015, Winter 2016, Spring 2016 PPA 491, PPA 493, PPA 680, PPA 691, PPA 698 Key/Responsible Personnel: Daniels, Martinez, Sun</td>
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| To Communicate and Interact Productively with a Diverse and Changing Workforce and Citizenry | Communication and Relationship Management | **WRITING: COURSE LEVEL**  
Course: PPA 493  
(Done every year)  
Instrument: MyWritingLabPlus Path Builder and Mastery Check Examinations.  
Standard: 80% of MPA students should achieve at least 82% on the Mastery Check.  
Students should improve on the mechanics of writing between the Path Builder and the Mastery Check by at least 10%.  
Communication (Program Level)  
Oral Communication Rubric  
PPA 491, 492, 493, 680.  
Standards: 80% of MPA Students should score at least 8 (2/3, 2/3, 2/3, and 2/3 in each of the four components of oral communication).  
Evaluation: All faculty. | **WRITING: COURSE LEVEL**  
Course: PPA 493  
(Done every year)  
Instrument: MyWritingLabPlus Path Builder and Mastery Check Examinations.  
Standard: 80% of MPA students should achieve at least 82% on the Mastery Check.  
Students should improve on the mechanics of writing between the Path Builder and the Mastery Check by at least 10%.  
Diversity (Program Level)  
Cultural sensitivity survey  
Instrument: University of Arkansas for Medical Sciences Cultural Sensitivity Survey.  
Target: MPA students sensitivity should increase over the course of the MPA curriculum.  
Implementation Plan (timeline): All students, Spring 2019 by SurveyMonkey link.  
Evaluation by all PPA faculty. |
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<td>Policy analysis, assessment, evaluation, and oversight</td>
<td>Instrument: Midterm (if available) and final exam questions in PPA 492, PPA 493, and PPA 691. Eighty percent of students should achieve at least 82% across all exam questions.</td>
<td>Implementation plan: Fall 2017, Spring 2018</td>
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<td>To Articulate and Apply a Public Service Perspective</td>
<td>Application of public administration disciplinary knowledge (including theory, methods, and processes)</td>
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<td>Public management applications (human resources, risk, strategy, and stakeholder relations)</td>
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<td>Target: At least 80% of graduate students should score 82% or more on the assignment.</td>
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<td>Political, historical, and economic context of public administration</td>
<td>Instrument: Appropriate final exam questions in PPA 491, PPA 610, PPA 611, 680. 80% of MPA students should achieve at least 82% across all relevant exam questions.</td>
<td>Target:</td>
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<td>Political, historical, and economic context of public administration</td>
<td>Key/Responsible Personnel: Daniels, Martinez, Sun</td>
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