**University of San Francisco**

**School of Management**

**Department of Public and Nonprofit Administration**

**Meeting Summary**

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| Date: 1-22-2013 |  | StartTime:10:30 |  | End Time:12:30 |  | Location:MH 310 |  |

**Present:** Michael O’Neill, chair, Jo-Ellen Radetich,staff: Larry Brewster, Rich Callahan, Kathleen Fletcher, Ron Harris, Monika Hudson, Tim Loney, Gleb Nikitenko, Tony Ribera, Richard Waters

**Excused**: Kim Connor (sabbatical), Richard Johnson

**Introduction of new faculty member Ron Harris:**

The meeting started with the introduction of new faculty member, Ron Harris. Ron has joined the School of Management this spring as an Associate Professor in the PNA Department. He earned his doctorate in Political Science at Washington University, Saint Louis and his M.A. in Political Science at Texas A&M University. He also has a B.S. in Public Administration from Eastern Michigan University.  Ron has extensive academic and professional experience in public administration and health policy, including teaching courses in health policy and law, the role of government in health and healthcare, health advocacy and community services. He brings to USF more than ten years of full-time research and evaluation experience and two decades in university teaching and administration. He is well published and has routinely received high student teaching evaluations. Prior to coming to USF, he was an Associate Professor in the Health Policy and Systems Management program, School of Public Health, at Louisiana State University.

**Approval of minutes:**

The minutes from the December 11, 2012 meeting were approved as mailed.

**Announcements regarding department members:**

Michael announced that Stan Buller has fully retired and will not be attending any more PNA meetings. Phil Hanson has been transferred to Arts and Sciences, Department of Rhetoric and Language, and therefore will not be at future PNA meetings.

**Michael’s announcements:**

Michael reviewed the MPA syllabi and was impressed by their relevance and quality. He also found very little overlap among the courses, contrary to some concerns that have been raised.

Michael and Catherine Horiuchi will co-chair a task force on staffing the MPA, among other things to implement our commitment to NASPAA that at least 50% of the courses be taught by full-time faculty at each location. Other task force members are Larry, Ron, Tim, and Gleb.

Michael has written to all FT faculty members asking them to update him on teaching preferences for summer and fall courses. He must submit all summer and fall course assignments to the dean’s office by March 1.

Michael is visiting all PA classes that he can in the spring semester. He won’t be able to visit some classes because of his own teaching schedule.

Michael recently concluded his third and final year on the SOM and USF promotion/tenure committees. He encouraged other faculty to serve on this committee if asked; it is an excellent way to become familiar with what our colleagues are doing around the university. He reported being impressed by the quality of the applicants.

Michael reported that the MNA lead faculty position description is close to being finalized, according to the dean. Once the position is posted and official, faculty can encourage qualified colleagues to apply. .A second MNA position is a possibility. The dean has stated his commitment to building a “critical mass” of FT faculty involved in the MNA program, with three new faculty lines.

Dean Webber is considering reorganizing the SOM departmental structure. Larry asked why; he is concerned about the stability of the school, given the frequent reorganizations.

Dean Webber says that MPA and MNA courses will most likely be taught in the 3rd floor of the 101 Howard building, perhaps as soon as summer 2013. Rich reported that he is impressed with the 101 Howard facility; however, a significant peak capacity problem exists for weeknights and Saturdays.

Some changes are being considered for the new BSM program. Michael had a long talk with Richard Stackman about this. Michael strongly emphasized to Richard that any decisions made regarding this program should be discussed with BSM program directors before any major changes are made. Richard has agreed to meet with the program directors and department chairs to discuss these possible changes.

Michael reported the following enrollment figures for new spring 2013 groups.

BSM: San Francisco—23; San Jose—16; Sacramento—12/13

MPA, Sacramento—14

MPA online—8

MNA--8

**Other reports and announcements:**

At the request of Dean Webber, Tony has been facilitating team-building workshops with San Francisco Police Department Commander Rich Correia. Commander Correia is an adjunct faculty in SOM and a highly respected member of the San Francisco Police Department.

Rich acknowledged “Tony Ribera Day” (January 7, 2013) authorized by San Francisco Mayor Ed Lee. Rich also praised Tony’s Law Enforcement Symposium this year as being a very successful high-profile event with an impressive line-up of speakers.

Catherine Horiuchi has asked Tony to facilitate a one-day conference on homeland security in May 2013. The objective of this one-day event is to test the waters for a future master’s degree in homeland security.

Gleb asked for input regarding celebration of the 30th anniversary of the MNA and 35th anniversary of the MPA. He, Danielle Glynn, and Margot Frey have met to discuss this. PNA members recommended one event instead of two and a spring rather than fall date. Monika suggested recruiting highly placed alums to help promote the event. Larry suggested putting the event on the SOM website ASAP for advanced publicity. Suggestions for a main speaker were invited; e.g., one person that has been suggested is Nancy Pelosi. Any further comments or questions should be directed to Gleb.

Rich reported briefly on his work as co-chair, with Catherine Horiuchi, of the SOM strategic planning committee. He also reported on the “Change the World from Here” lecture series, most recently featuring the third speaker, NAACP attorney Connie Rice; about 40 people attended this talk.

Tim continues to work with Embanet to develop the MPA online program. Tim feels that we need a stronger infrastructure for online student support, such as counseling, career coaching, financial aid and such. Pertinent questions regarding the online program are: What differentiates us from other online programs? How does USF branding make us stand out from other universities?

Larry announced that he has been working in collaboration with others on the Prison Arts Program. He pre-tested some instruments and design, and after reviewing the data, has decided to take a different direction with this project.

Monika had a case study published.

**Faculty ideas on program evaluation:**

The department discussed the question of how our programs should ideally be evaluated. Larry feels that we need an effective instrument for surveying alumni (e.g., 1, 3, and 5 years out). Also, a survey of employers would provide us with feedback about their needs and desired competencies of our MPA graduates.

Ron asked the following questions and had the following comments:

*What are our program evaluation goals?*

*How do we measure our students’ professional development and success?*

*Do we have adequate feedback from prospective employers?*

*We need to consider an exploration of our “interior landscape” as related to the stated values of the program and USF, and the impact of the program on students’ success. We may need to find ways to attribute student success to the program curriculum and instruction; this is an important but methodologically very challenging process.*

*Do we have an exit interview set up for graduating students*?

The need to identify specific program goals and measure achievement of these goals was discussed, possibly at different time points in the program. The program may need to have a process for measuring service delivery to find out if there are any issues.

Discussion ensued regarding the use of the portfolio process for checking student progress. Collecting student work as part of this portfolio process is a very good method to access program and individual performances, preferably by a faculty/expert panel. For example, Rich asks his students to produce 3- or 4-page reflection papers at the end of his courses. He offered to share some of those papers with faculty. He also implements course improvements on the basis of student feedback in these reflection papers.

Rich mentioned that employer feedback could also be collected via MPA graduates who have been recruited with the assistance of MPA faculty. Rich also stated that we need to be consistent in keeping track of students after they graduate; leveraging student networking is a priority.

Larry feels that our students should have better writing skills. To what extent are we improving students’ writing skills? What would be good measures of such effect? Could this be part of the capstone course?

Do we have feedback from employers regarding the quality of our alums?

To what extent do we track students after graduation, e.g., finding out what jobs they have now?

Have students compile a portfolio (e.g., including written assignments) from the beginning to the end of the program, then evaluate that.

Richard W. asked: What are the specific reasons prospective students do not choose USF? If we knew the reasons, we may be able to address these issues. We need to know why some students who were admitted did not end up enrolling. Also, we should be tracking student retention and graduation rates.

What assessment do we have of the quality of student advising from faculty and advising staff.

Michael said he recently discovered the existence of a USF-wide survey of graduate students, run by Bill Murry’s office. He passed out a summary of some “customer satisfaction” data on MPA and MNA students graduating 2010-2012. The entire MPA/MNA data were distributed to the department via email after the meeting.

The meeting adjourned at 12:30.