

## MPA Mission

The Master of Public Administration program at California State University, San Bernardino provides student centered learning that prepares students to become effective public service professionals and citizens. We serve students and communities, primarily from the Inland Empire region of Southern California and surrounding areas through enhancing the knowledge of public affairs, administration, and policy of a highly diverse population. We are committed to teaching ethical behavior, democratic values and the practical complexities of governance. To sustain and constantly enrich our educational offerings, we support faculty efforts to remain current in their fields and to develop and disseminate knowledge of public administration and pedagogy through applied and basic research.

### California State University, San Bernardino MPA Learning Objectives

#### **Competency: to lead and manage in public governance.**

Objective 1: Demonstrate knowledge of and ability to achieve predetermined goals in diverse groups or organizational settings

Objective 2: Demonstrate self-awareness and empathy toward others while assessing contextual challenges and opportunities and facilitating effective public governance and democratic values

Objective 3: Demonstrate knowledge of leadership styles and contemporary management techniques for public sector agencies.

Objective 4: Demonstrate ability to manage financial, human, and information resources of public sector organizations

#### **Competency: to participate in and contribute to the public policy process**

Objective 1: Identify major policy areas

Objective 2: Articulate the policy-making process and its political context

Objective 3: Apply the key steps of policy management

Objective 4: Demonstrate ability to make policy recommendations supported by rationale

#### **Competency: to analyze, synthesize, think critically, solve problems and make decisions**

Objective 1: Identify challenges, opportunities and stakeholder interests in public sector decision-making situations

Objective 2: Critique and evaluate alternatives for decisions.

Objective 3: Select appropriate tools for decision making to meet management objectives.

Objective 4: Recommend an action supported by evidence and reasoning

#### **Competency: to articulate and apply a public service perspective.**

Objective 1: Identify distinctive features in the environment of the public sector

Objective 2: Articulate the unique responsibilities and dilemmas of public service professionals

Objective 3: Define public service motivation and explain how to support that motivation

Objective 4: Apply ethical and public service values to policy and management

#### **Competency: to communicate and interact productively with a diverse and changing workforce and citizenry**

Objective 1: Demonstrate empathy, sensitivity, and responsiveness to people with diverse characteristics.

Objective 2: Articulate the concepts, skills, and procedures for managing diverse work forces.

Objective 3: Present information, in writing or in speech, in both in-person and virtual environments, accurately, and clearly tailored to the audience's needs.

Objective 4: Demonstrate an understanding of how to productively work in teams demonstrating professionalism while understanding the concerns of others.