

San Antonio College

Degree or Certificate Program and Concentrations

Learning Outcomes & Measures

Date: November 30, 2005

Division: Professional & Technical Education **Dean:** Dr. Lula W. Pelayo

Department/Discipline: Business/Public Administration

Chair/Director: Vernell E. Walker **Program Coordinator:** Sylvia DeLeon

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- I. **Degree, Certificates or Concentration or Unit in Support of:**
Labor Studies Certificate
- II. **Expected Program/Unit Learning Outcomes:** Students who successfully complete the Labor Studies Certificate will be able to
 - Provide the student with knowledge, skills, and the technique required to be effective within public-sector field of employment.
 - Work with interrelated concepts of public management, civil service systems, labor relations, human resources, collective bargaining, ethical decision making, organizational planning, and development.
- III. **Measures of Program/Unit Learning Outcomes:**
 - Capstone
 - Satisfaction Surveys (Alumni, Employees, Grad School Admissions, Parents, etc.)
 - Locally Developed Exams and Assignments
 - Syllabus Audit
 - A. To ensure that our program/unit reaches these goals, our faculty members pursue the following outcomes.
 - Use critical thinking to analyze contemporary issues.
 - Demonstrate effective oral and/or written communication of ideas, informed opinions, and/or values.

- Demonstrate the ability to work effectively independently and/or in collaborative problem-solving groups.
- Identify principles and applications of personal, civic, and/or economic responsibility.
- Participate actively (class discussion, volunteerism, presentations, etc.) in issues significant to citizenship in contemporary society.
- Recognize the importance of diversity of opinion, abilities and cultures.

B. To achieve these program/unit outcomes, faculty members employ the following strategies:

- Update degree plans and certificates to respond to changes in each discipline
- Improve departmental advisement by providing information sheets for adjunct faculty.
- Share course offerings and changes with current students
- Hold open house or career information sessions for specific programs

IV. List of Courses in Degree, Certificate or Concentration Program or Unit in Support of: Labor Studies Certificate

PBAD 2305 Public Sector Management
 PBAD 2341 Legal Aspects of Public Management
 PBAD 2339 Human Resource Management in the Public Sector
 PBAD 2301 Public Administration
 HRPO 1392 Special Topics in Labor/Personnel Relations & Studies
 HRPO 1305 Management and Labor Relations
 PBAD 2364 Practicum
 Or
 PBAD 2365 Practicum

V. Department Faculty and Staff

Chair: Vernell E. Walker

Full-Time	Part-Time
Sylvia DeLeon, Professor	Fred Adams, Instructor

APPROVED: _____ **Date:** _____
 (Signature of Dean)

Five Year Review Assessments:

The Five Year Review Assessments and recommendations were addressed by increasing enrollment through out-reach activities in the community and at the college, improving department faculty advisement by cross-training full-time faculty in all program, and continuously monitoring departmental performance and efficiency.