

Master of Professional Communication (MPC)
Department of Communication

meeting how diversity is a topic that is covered in course readings and many courses. For example, it may not be obvious to outsiders based on the course description that MPC 6100 Team Building and Facilitation might cover cultural competence, but it was noted that course readings do cover this area. This means that the course description and the syllabus may not be as explicit making it clear that these topics are covered.

Action Plan:

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Standard E—Faculty

Review team commended the strength of faculty energy and engagement with strong growth since the last review. No weakness was identified.

Action Plan:

- Continue to identify diverse talent as a priority as hiring continues.
- Continue to monitor service workload and course rotations for faculty members in the department.

Standard F—Support

Review team commended the strong support staff with loyalty to the program. We also value the expertise and energy of both the MPC and Department of Communication support staff. Recommendations were made to clarify the admissions process and put the application process in Box.

Action Plan:

- Parts of the admissions process is beyond our control as the application is hosted by the university admissions office. A meeting was conducted between the support staff and director to clarify the challenges to solve for the future with the application process being fully online now. As a result, we will follow up on the required materials needed for the application.
- Applicants for Fall 2020 were coordinated using Box folder and the meeting occurred via Zoom. The files were accessible to all and could easily be shared on the screen during the meeting as well. We will continue to revisit the process, but feedback from support

people on the current advisory board are MPC alumni and they can be noted more explicitly as a resource for the MPC program.

- Explore and discuss the idea of graduate students completing internships as part of the MPC 6900 project class. Currently, students have not regularly expressed a desire to complete an internship as part of their educational program. However, students do regularly engage in applied projects with community partners in the 6900 class. We are happy to discuss what an appropriate internship might look like that might meet similar learning outcomes going forward.

Standard H—Results of Previous Reviews

Challenge 1: Continue to work on assessment as noted above.

Challenge 2 & 3: Still no recruitment coordinator beyond the support staff and director. Continue to explore recruitment opportunities and resources on campus.

Challenge 4: No evidence of problematic overlap.

Closing

Overall, the program review process is beneficial to reflect on the program by first preparing the initial report. The campus visit and review team report will allow us to continue to improve in areas like consistency and being more explicit in our mission and continuing to refine assessment. We do agree with the review team that the flexibility of the hybrid courses is a strength of the program. As noted, we will continue to reflect and examine delivery trends. We thank the review team for their insights, comments, and time. The feedback will be helpful as we move forward with our action plan informed by the review evaluation team.