



**COLLEGE OF
BUSINESS ADMINISTRATION
& PUBLIC POLICY**

Fall 2023

Program website: <http://mpa.csudh.edu>

**Master of Public Administration
Student Handbook**

Program policies are subject to change.

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Academic Program Information

The Master of Public Administration (MPA) degree provides students with the educational background and professional competencies needed to secure upper level administrative/managerial positions in a variety of public sector and nonprofit organizations or in firms with close ties to governments, such as utilities or defense contractors.

The majority of MPA students at Dominguez Hills are already employed by public agencies when they begin their graduate education and use their Master's degrees for professional advancement within their organizations. Other students with little or no work experience, or those with no managerial experience, use the MPA degree to obtain entry-level administrative or management positions. Students also use the MPA degree as preparation for doctoral study and careers in teaching and research.

Faculty Profiles

Hugo D. Asencio, Ph.D, Assistant Professor of Public Administration	
Hometown	Guatemala City, Guatemala (Central America).
Grad school(s)/degree/field	Auburn University (Auburn, Alabama). Ph.D. in Public Administration and Public Policy.
Courses taught	PUB 501 - Public Management, PUB 508 - Public Human Resource Management, PUB 512 - Foundations of Ethical Administration. Electives: PUB 520 - Leadership in the Public Sector, PUB 580 - Nonprofit Leadership and Management, PUB 584 - Fundraising and Development for Nonprofit Management.
Research interests	Public-sector ethics, public management, public human resource management, nonprofit organizations, e-government.
Current residence	Buena Park, Orange County.
Favorite thing about CSUDH	The culture in the Department of Public Administration.
Fun/interesting things	I love spending time at home or outdoors with my wife (Myriam), two sons (Hugo and David), and two dogs (Blacky and Lily). My first language is Spanish. I played professional soccer in Guatemala and was part of Guatemala's U-17 and U-20 National Soccer Teams. My favorite types of music are House, Dance, and Classical. To relax at night, I watch TV shows on Netflix and Amazon Prime. In addition to my academic career, I am an entrepreneur currently working on agricultural ventures in Guatemala.

Diego Avalos, Ph.D, Assistant Professor of Criminal Justice Administration	
Hometown	Pasadena, CA
Grad school(s)/ degree/field	M.A., Sociology - California State University, San Marcos; Ph.D., Justice Studies – Arizona State University
Courses taught	Undergraduate Courses
Research interests	U.S. Borderlands and Border Enforcement (Anti-Border Cartographies, Resistance, and Social Movements); Border Ethnographies and Activist Research Methods
Favorite thing about CSUDH	Our students' commitment to their studies.
Fun/interesting things	I enjoy binge watching the home improvement reality TV series <i>This Old House</i> , following the football English Premier League, and listening to the Wu-Tang Clan. On Wednesdays, during the summer months, my friends and I would get together for 'Wu-Tang Wednesdays' to watch the series <i>Wu-Tang: An American Saga</i> and nerd out on Wu-Tang trivia.

Shari Berkowitz, Ph.D, Assistant Professor of Criminal Justice Administration	
Grad school(s)/ degree/field	University of California, Irvine - Ph.D. in Criminology, Law & Society
Courses taught	CJA 566 - Issues in Homeland Security and Terrorism
Research interests	Eyewitness memory, false memory, false confession, and the causes and consequences of wrongful convictions
Favorite thing about CSUDH	Being in the classroom with my students! I feel so fortunate to get to teach students about the areas that I'm so passionate about, and I especially enjoy when the students are able to apply the very research we learn about in class to real-world events.

Sarah Britto, Ph.D., Assistant Professor of Criminal Justice Administration	
Grad school(s)/ degree/field	Ph.D. in Criminology & Criminal Justice from Florida State University
Courses taught	PUB 527: Qualitative Research Methods
Research interests	Crime-related public perceptions, media representations of justice, restorative justice, gender inequality and violent crime, and research methods.
Current residence	Long Beach, California
Favorite thing about CSUDH	Seeing students develop their own research ideas and projects!

Theodore Byrne, J.D., Associate Professor of Criminal Justice Administration	
Hometown	Seattle, WA
Grad school(s)/ degree/field	J.D. (Pepperdine University - School of Law); LL.M. (Loyola Law School); M.B.A. (Pepperdine University Graziadio Business School); Ph.D Candidate (Walden University).
Courses taught	CJA 563 - Administrative Law and Policy; CJA 595 (Special Topics - Effective Labor-Management Relations in Government); CJA 565 - Police Administration & Ethics; and in the past have taught PUB 512 (Foundations of Ethical Administration).
Research interests	Government Ethics and Leadership; Public Policy primarily focused on aviation safety programs.
Current residence	Redondo Beach, CA
Favorite thing about CSUDH	Graduation!!! I really enjoy seeing our amazing students successfully complete their education at CSUDH.
Fun/interesting things	I am a FAA certificated commercial pilot and flight instructor and love flying throughout California and the United States.

Qiyuan (Roger) Jin, Ph.D, Assistant Professor of Public Administration	
Hometown	Luoyang, China
Grad school(s)/ degree/field	MPP, UC Irvine; PhD in Public Administration & Policy, University of Georgia
Courses taught	PUB 504 Quantitative Research Methods PUB 502 Administrative Theory and Behavior
Research interests	government performance, organizational reputation, public personnel management, and E-governance.
Favorite thing about CSUDH	Students and colleagues!
Fun/interesting things	Watching TV shows, football and basketball, hiking, building computers

Elena Kulikov, Ph.D, Associate Professor of Public Administration, Dept. Chair.	
Hometown	Moscow, Russia & New York City, N.Y.
Grad school(s)/ degree/field	Russian Academy of Sciences, Maxwell School of Citizenship and Public Affairs, Syracuse University
Courses taught	PUB 504 Quantitative Research Methods (on-campus and online) PUB 506 Administration and Public Policy Analysis (on-campus and online); PUB 592 Capstone: Integrative Seminar in Public Administration
Research interests	Social policy, quantitative research methodology, organizational performance, and intellectual history of public administration.
Current residence	Redondo Beach, CA
Favorite thing about CSUDH	Students' success.
Fun/interesting things	I love travelling. I enjoy hiking with my family and friends.

Hui (Cynthia) Li, Ph.D, Assistant Professor of Public Administration.	
Hometown	Lianyungang, China & Singapore
Grad school(s)/ degree/field	PhD in Public Administration & Policy, School of Public and International Affairs, University of Georgia
Courses taught	PUB 300 Foundations of Public Administration; PUB 302 Public Financial Administration; PUB 339 Research Methods and Communication in Criminal Justice Administration
Research interests	Fiscal decentralization, local government finance and governance, and corruption and development in emerging economies.
Current residence	Irvine, CA
Favorite thing about CSUDH	The opportunity to help students understand the operation of government and master practical managerial skills, to engage them to participate actively in community and public affairs, and to inspire them to think critically about broad issues of governance in a democratic society.
Fun/interesting things	I love food. My favourite food is chili crab.

Jennifer Macy, Ph.D., Assistant Professor of Criminal Justice Administration	
Grad school(s)/ degree/field	MA, Criminal Justice - Rutgers University; PhD, Criminology, Law and Society - University of California, Irvine.
Courses taught	PUB 595: Qualitative Research Methods
Research interests	Corrections (Policy, Practice, & Culture); Intersections between gender, sexuality and the criminal justice system; comparative criminal justice; qualitative research methods.
Current residence	Santa Monica, California
Favorite thing about CSUDH	Students, Students, Students!

C Augustus “Gus” Martin, J.D., Ph.D, Professor of Criminal Justice Admin.	
Hometown	Pittsburgh, Pennsylvania
Grad school(s)/ degree/field	J.D., Duquesne University Law School; Ph.D., University of Pittsburgh Graduate School of Public and International Affairs.
Courses taught	Now: Terrorism and Extremism; Criminal Law and Justice Administration; Capstone Past: Juvenile Justice Process; Criminal Justice and the Community; Administrative Law
Research interests	Modern Terrorism and Extremist Movements; Homeland Security
Current residence	Los Angeles, California
Favorite thing about CSUDH	The energy, curiosity, and commitment exhibited by our students.
Fun/interesting things	I greatly enjoy ironic, wry, and dry humor--feel free to test your material on me!

Marie Palladini, J.D., Associate Professor of Criminal Justice Administration, Director, Public Policy Institute	
Hometown	Pittsburgh, Pennsylvania
Grad school(s)/ degree/field	Southwestern University Law School
Courses taught	Ethics and Police Administration
Research interests	Ethics and law enforcement; discretion in the criminal justice
Current residence	Seal Beach, California
Favorite thing about CSUDH	The students.
Fun/interesting things	I love to go hiking and bicycle riding

Fynn Prager, Ph.D., Assistant Professor of Public Administration, Co-Director, Economics Institute	
Hometown	Leeds, UK
Grad school(s)/degree/field	University of Southern California (Price School of Public Policy)
Courses taught	PUB 500 (Environment and Practice of Public Administration), PUB 502 (Administrative Theory and Practice), CJA 566 (Issues in Homeland Security and Terrorism), PUB 595 (Economics for Public Sector Managers).
Research interests	Policy and Economics of Disasters: Homeland Security/Terrorism, Natural Disasters, Climate Change
Current residence	Santa Monica, California
Favorite thing about CSUDH	Hard to say – there is so much to like. The students, fellow colleagues, administrators are all great!
Fun/interesting things	I love to play my guitar (my wife calls my Maton EGB808 my second baby; our 6-year old daughter is my first baby ☺).

Rui Sun, Ph.D., Assistant Professor of Public Administration	
Hometown	Zhengzhou, Henan Province, China
Grad school(s)/degree/field	Ph.D. in Policy Studies from the University of Maryland, College Park.
Courses taught	PUB500, 502, 510, 582, 592
Research interests	Fiscal federalism, state and local government budgeting and finance, and nonprofit financial management
Current residence	Anaheim, California
Favorite thing about CSUDH	The people I work with at the CSUDH
Fun/interesting things	My favorite reality TV shows are <i>Chopped</i> and <i>Project Runway</i> .

Zheng Yang, Ph.D., Assistant Professor of Public Administration	
Hometown	Mudanjiang, China
Grad school(s)/ degree/field	North Carolina State University (Ph.D.); Beijing Institute of Technology (M.A.)
Courses taught	Research methodology of political science; Public Management Systems; Public Personnel Administration (fall semester)
Current residence	San Pedro, CA
Favorite thing about CSUDH	The nice people around (looking forward to finding more things as new semester starts :)
Fun/interesting things	I have a cat named Monkey, she was born at my house when I was helping my friend to take care of her cat during her vacation, and of course she didn't know her cat was pregnant. Monkey travelled across the country with me from North Carolina and moved to California.

Concentration Description

Each student must select one of the following concentrations:

Public Management (online or on-campus)
Criminal Justice Administration (online)
Healthcare Management (online)
Public and Non-Profit Management (online)

Public Management concentration

The Public Management concentration is designed to provide the Master of Public Administration program with an emphasis in the structure, functioning, and skill competencies required for contemporary managers in the public and nonprofit sectors. This concentration offers our students a program that addresses the social, political, and economic landscape of the public sector, and its history and role in American Society. This concentration provides a broad examination of theoretical perspectives, the environmental context, and management functions that can be used to analyze organizations and to improve organizational effectiveness. The concentration combines applied and conceptual readings and provides students with opportunities to apply concepts and techniques to issues experienced in various workplace settings.

Criminal Justice concentration

The Criminal Justice Administration concentration was developed to meet the needs of our students and the expanding opportunities in the criminal justice field. This curriculum offers students a specialized program that addresses federal, state and local needs by preparing them for administrative, managerial, or other professional positions in criminal justice organizations and law enforcement. This concentration provides students with an excellent opportunity to apply their acquired knowledge and skills to gain positions or professional advancement within the field of justice administration, criminal justice policy, and law enforcement. The CJA concentration also addresses local community needs by providing our students with an opportunity to gain skills necessary to succeed in careers that address local, state, and national issues of importance in the criminal justice arena. Graduates will demonstrate knowledge, competencies, and values associated with criminal justice theories, procedures, organizations, and processes in a variety of sectors involving the administration of justice.

Healthcare Management

This program is designed to provide a quality graduate professional education for individuals entering or currently employed in health services agencies. It prepares graduates for careers in health services administration, planning, policy, evaluation, consulting, and related careers.

Public and Non-Profit Management

Nonprofit Management concentration was developed to meet the needs of the growing nonprofit arena. This concentration offers students a program that addresses the social, political, and economic landscape of the sector, its origin, size, composition, and its role in American Society and elsewhere. The coursework will review the size, scope, and dimensions of the U.S. nonprofit sector and examine theories of the sector and its conceptual underpinnings in some depth along with historical and religious foundations. This concentration also looks at such issues as why people organize, give financial support, and donate time. The concentration examines key aspects of the fundraising process for nonprofit organizations, major theoretical foundations, and general fundraising principles as well as a variety of marketing and fundraising techniques, sources of donations, and aspects of managing the fundraising process. The concentration combines applied and conceptual readings and provides students with opportunities to apply concepts and techniques through a series of service-learning portfolio assignments in collaboration with area nonprofit organizations.

Concentration Formats

<p>Public Management Online</p>	<p>Specialized Concentrations (Criminal Justice, Healthcare, Non- Profit Management) Online</p>	<p>Public Management On- Campus</p>
<p>Students may take one to three classes each session (up to 9 units a session).</p> <p>Classes are held in four 12-week sessions a year Session 1 is in Spring, Session 2 is in Summer, and Sessions 3 and 4 are both in Fall.</p> <p>Program typically takes 2-3 years to complete but can be taken in as little as 24 months (schedule permitting, highly unusual) and extended to 5 years, depending on how many classes a student takes each term.</p>	<p>Students take one class at a time with the exception of the first two terms if they need bridge courses (which most students do). This program follows a cohort model; students must follow a set schedule every term.</p> <p>Classes are held over 8 week terms. Each 16-week session (Fall, Spring, and Summer) is divided into two terms.</p> <p>Program takes 2 years and 8 weeks to complete.</p>	<p>Students will take two 500-level classes at a time. This program follows a cohort model; students must follow a set schedule every semester.</p> <p>Classes are held during the university's Spring and Fall semesters, which last mid-January through mid-May and mid-August through mid-December. Classes are Tuesdays and Thursdays from 7:00-9:45pm or on Saturdays morning or afternoon. This is subject to change.</p> <p>Program takes 3 years to complete.</p>

<p>Students must be continuously enrolled in Spring and Fall semesters to remain active students. Students may take the summer term (Session 2) off and one of the two fall sessions (Session 3 or 4) to maintain active student status. Students who do not maintain continuous active student status will need to reapply to the program.</p> <p>Tuition for the 2021/2022 academic year is \$497/unit (\$1,491 for each 3-unit core or elective course). Tuition subject to change.</p>	<p>Students must be continuously enrolled fall and spring sessions but may take off the summer session to remain as an active student. Students who do not maintain continuous active student status will need to reapply to the program.</p> <p>Tuition for the 2021/2022 academic year is \$600/unit (\$1,800 for each 3-unit core or elective course). Tuition subject to change.</p>	<p>Students must be continuously enrolled fall and spring semesters to remain active students. Students do not take classes in the summer semester. Students who do not maintain continuous active student status will need to reapply to the program</p> <p>Students follow the general on-campus tuition and related student fees for graduate students found here: http://www.csudh.edu/admissions/cost/index. Tuition for online courses are separate from on campus courses. Contact Program Director for details.</p>
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Transfer Requirements

Students transferring from another MPA program may request transfer credit for equivalent MPA courses. Transfer credit for MPA course work is limited to twelve or less semester units (30% of the unit degree requirements) and only for equivalent courses taken at an accredited university or college and for which the student received a grade of "B" or higher. Graduate courses from another conferred degree cannot be used as transfer credit towards the MPA degree at CSUDH.

All MPA coursework, if taken as part of the MPA program, and including transfer coursework, must be completed within five years of expected graduation date to meet the College of Business Administration and Public Policy graduation requirements.

Curriculum Requirements

A. Core Curriculum (33 units)

Core courses are designed to give a thorough background in each of the major areas of Public Administration. All courses are three units.

PUB 500: Environment and Practice of Public Administration

History and development of the field of public administration, and the context of operations and the functions of management. The practice of management will focus on the political environment, management theory, planning, organizational structure, resources, decision-making and policy analysis.

PUB 501: Public Management

Structural overview of the functioning and skill requirements for contemporary managers in public and nonprofit sectors; examination of the basic management functions from a comparative perspective; emphasis on communication and critical thinking through action-based approaches.

PUB 502: Administrative Theory and Behavior

(Prerequisites: PUB 500 and PUB 501)

Historical overview of Organizational Theory and Public Administrative Theory and analysis of the theoretical perspectives that have characterized these fields; discussion of various theories, concepts, and models that can be used to analyze organizations and to improve organizational effectiveness.

PUB 503: Introduction to Research Methods in Public Administration

***New course for incoming Fall 2021 students*

Introduction to empirical research design in the social sciences, and public administration in particular. Students will learn to assess the use of both qualitative and quantitative research in social sciences and discuss the epistemological principles that underlie different approaches to research.

PUB 504: Quantitative Methods in Public Administration I

The first course in a two-course sequence on quantitative methodology in Public Administration (the subsequent course is PUB 505). The goal of this two-course sequence is to explore a variety of statistical methods that are useful for managerial planning, decision-making, and public policy analysis.

PUB 505: Quantitative Methods in Public Administration II

(Prerequisite: PUB 504)

***New course for incoming Fall 2021 students*

This is the second course in a two-course sequence on quantitative methodology in Public Administration (the previous course is PUB 504). The goal of this two-

course sequence is to explore a variety of statistical methods that are useful for managerial planning, decision-making, and public policy analysis.

PUB 506: Administration and Public Policy Analysis

(Prerequisite: PUB 505)

Application of analytical tools to the solution of public management problems, introduction to general models of policy analysis, integration of solutions into administrative processes in government; policy studies cases.

PUB 508: Public Human Resource Management

Managing the human resources of a public agency with emphasis on selected activities of recruiting, staffing, evaluating, compensating, motivating and training the work force. Procedures and legal requirements for collective bargaining, affirmative action, and equal opportunity will be explored. Three hours of seminar per week.

PUB 510: Public Budgeting

Examination of methods, processes and problems in the budgeting and administration of public revenues, revenue generation, forecasting, cost control; emphasis on the political, economic and managerial aspects of public budgeting.

PUB 512: Foundations of Ethical Administration

Examination of the foundations of ethical administration, including evaluation and application of ethical theories to public sector issues. Course provides opportunities for students to think reflectively, recognize ethical problems, and gain skills to effectively deal with political and administrative problems.

PUB 592: Capstone: Integrative Seminar in Public Administration

(Prerequisite: Completion of MPA Core courses)

Integrative course that emphasizes the interrelationships between the academic field of public administration and administrative practice. Course includes case study analysis and individual and group integrative projects. Three hours of seminar per week.

OR

PUB 599: Honors Thesis

Prerequisite: Consent of MPA Program Director and grade point average above 3.80

Thesis relating to public administration. CR/NC

B. Concentration Electives

In addition to the 33 units of core courses, 9 elective units are required. The specific elective requirements and options vary based on program concentration.

Public Management:

- PUB 520. Leadership in the Public Sector (3)
- PUB 522. Financial Management in the Public Sector (3)
- PUB 524. Strategic Management and Planning in Public and Non-Profit Organizations (3)
- PUB 526 Collaborative Governance (3)
- PUB 527. Fundamentals of Qualitative Research (3)
- PUB 528. Economics for Public Managers
- PUB 570: Administration of Health Care Organizations (3)
- PUB 572: Health Care and American Public Policy (3)
- PUB 574: Legal Issues in Health Care Administration (3)
- PUB 580 Nonprofit Leadership and Management (3)
- PUB 582 Public and Nonprofit Financial Management (3)
- PUB 584 Fundraising and Fund Development for Nonprofit Management (3)
- PUB 594. Independent Study (3)
- PUB 595. Special Topics in Public Administration (3)
 - *Note that students are able to take up to three different topics and have it applied to degree requirements
- PUB 596. Internship Seminar and Practicum (3)
- CJA 540: Advanced Criminal Justice Issues (3)
- CJA 563: Administrative Law and Policy Analysis (3)
- CJA 565: Issues in Police Administration and Ethics (3)
- CJA 566: Issues in Homeland Security and Terrorism (3)
- CJA 595: Special Topics in Criminal Justice and Administration (3)
- CJA 596: Internship Practicum (3)

Criminal Justice Policy and Administration:

- CJA 540: Advanced Criminal Justice Issues (3)
- CJA 563: Administrative Law and Policy Analysis (3)
- CJA 565: Issues in Police Administration and Ethics (3)
- CJA 566: Issues in Homeland Security and Terrorism (3)
- CJA 595: Special Topics in Criminal Justice and Administration (3)
- CJA 596: Internship Practicum (3)

Nonprofit Management Concentration:

- PUB 580 Nonprofit Leadership and Management (3)
- PUB 582 Public and Nonprofit Financial Management (3)
- PUB 584 Fundraising and Fund Development for Nonprofit Management (3)

Health Care Policy and Administration

PUB 570: Administration of Health Care Organizations (3)

PUB 572: Health Care and American Public Policy (3)

PUB 574: Legal Issues in Health Care Administration (3)

Program Requirements

In order to receive an MPA degree, the following is required in addition to the curriculum requirements:

1. A grade point average of 3.0 or better for all coursework used to satisfy degree requirements; 3.0 in major coursework and 3.0 for cumulative university coursework.
2. A grade of “C” or better in all core and elective courses taken for the degree, and a grade of “B” or better in all bridge courses. Classes in which a grade of “C-” or lower is earned must be repeated and repeating the class will not cancel the lower grade. While a “C” grade is passing, the GPA in the major and cumulative coursework must be 3.0 or above.
3. An MPA student may be placed on probation if, in any semester, he or she has failed to earn a cumulative grade point average of 3.0 in a given semester. During the subsequent probationary semester the student must achieve a grade point average sufficiently high enough to bring the cumulative grade point average to 3.0 or higher. MPA students must meet with the MPA Program Director to discuss the probationary status and remediation steps to remove the probationary status. Students are subject to academic dismissal after one semester of academic probation.
4. Completion of all program requirements within five years from beginning of core or transferred graduate coursework. Students must be in good academic standing in final semester of attendance to apply for graduation.
5. Under no circumstances can a student get credit for taking a class that they took as an undergraduate student either the subject matter or the same course number.

Graduation Requirements

In the semester prior to the semester of expected graduation, students must officially apply for graduation. To apply for graduation, a student must complete a graduation application “Application for Graduation Master’s Degree,” and pay a \$85.00 fee to the cashier’s office. The form may be obtained on the Forms page of the MPA website <http://mpa.csudh.edu>. After completing the form, scan and email it to the MPA Program Director to review and approve. The student will receive a signed Application and submits the paperwork to the graduation evaluators in the Records and Registration office.

Deadlines to apply for graduation are as follows:

Fall Semester: July 1
Spring Semester: October 1
Summer Session: February 1

NOTE: *Failure to complete the above procedure on time will delay graduation. Students must be enrolled the semester in the intended semester of graduation. All MPA coursework must be completed within five years of the intended semester of graduation.*

Other Policies

Please note: All university policies are in the University catalog. The catalog and addendums can be found at www.csudh.edu/catalog. Below is a summary of helpful policies and information:

- **Academic integrity policy:** The University encourages students to develop critical reading skills, effective communication and intellectual honesty. All academic work submitted by a student should be in his or her own style, words, and form. Any work submitted that is not original work is considered plagiarism. Plagiarism is considered a gross violation of the University's academic and disciplinary standards. Plagiarism includes the following: copying work by another and claiming it, false presentation of individual work as author or creator, falsely taking credit for another's unique method or expression, falsely representing oneself as the source of creative and academic work, or not properly crediting another's work within the individual's own academic work. Plagiarism is cause for formal University discipline and instructors can assign a lower or failing grade for the course where plagiarism has occurred.
- **Billing and Payments:**
 - Campus Students - Contact the Cashier's Office on the 2nd floor of Welch Hall, 310-243-2063, or www.csudh.edu/cashiers.
 - Online Students – Contact Registration Services within the College of Extended and International Education, 310-243-3741, or ceereg@csudh.edu.
- **Continuous Enrollment:** Students pursuing a graduate degree must be enrolled every semester until completion of all degree requirements; this includes the first semester of acceptance. Students who do not enroll in a regular class may maintain their continuous status by enrolling in PUB 600 Graduate Continuation course in Spring or Fall semesters. Approval must be obtained from the Program Director.
- **Department Website:** Please reference the MPA website <http://mpa.csudh.edu> frequently as it has a wealth of information on the program.

- **Email:** A Toromail email address is assigned to all students by the Admissions and Records office. MPA students are required to use their student email account to communicate with the staff and faculty at CSUDH.
- **Financial Aid:** Financial aid is available to eligible students. Students must be US citizens or permanent residents, did not default on previous student loans, and be enrolled at least six units per University semester. Students must submit a [FAFSA](#) in order for the [Office of Financial Aid](#) to process financial aid funds. For all Financial Aid questions, contact Michelle Matthews, Financial Aid Specialist, at mmatthews@csudh.edu or 310-243-3618. Ms. Matthews is the designated Financial Aid advisor for MPA students.
- **Grade Appeals:** Students must first seek to resolve the matter informally with the instructor of record. Students may also discuss the issue with the Assistant Dean, Graduate and Professional Programs. Students must demonstrate that a meeting with the instructor of record was done within one regular semester session of the course in question. If the matter is not worked out informally within five classroom days, the student or student representative may send a grade appeal in writing to the Assistant Dean. If the matter cannot be resolved within the College, the appeal is forwarded to the Student Grade Appeals Board. For more information on the grade appeal process, please [click here](#) and review the University Catalog.
- **Professional Comportment:** CSUDH recognizes the importance of personal and professional competencies in addition to traditional academic skills. As MPA students, all members of the learning community holistically evaluate individual behaviors on standards of professional performance, development, and functioning that include, but are not limited to, their interpersonal and professional competence (e.g. consistently establishing positive interpersonal relationships, demonstrating an active commitment to education and training, communicating professionally within the course and outside, demonstrating integrity, acknowledging individual and cultural differences); their self-awareness and self-reflection (e.g. awareness of your role in diverse contexts, recognizing limitations and training/learning needs, awareness of own cultural values); their openness to feedback; and their proactive, engaged resolution of issues that may interfere with their professional development may be evaluated both within and outside of the classroom (physical or virtual), and regardless of whether it is specifically tied to a school activity.

Concerns about a student's professional comportment should be directed to the department chair or Assistant Dean, Graduate and Professional Programs and the Associate Vice President and Dean of Students. Student Services Department can be reached 310.243.3784. Students will be alerted to concerns about professional performance, functioning, and development (i.e. professional comportment) and receive advisement, mediation, and support as deemed necessary and appropriate. If there is a question that the student's problems in the area of professional

comportment cannot be resolved in a reasonable time period and/or rises to the level of potential disciplinary action, the matter will be referred to the Division of Enrollment Management and Student Affairs.

- **Registration:** Registration instructions and dates vary by program format. Please refer to the Registration page of the MPA website for the most current information and instructions. It is the student's responsibility to check the website each term for upcoming registration information and deadlines each semester.
- **Student Rights and Responsibilities:** A description of students' rights and responsibilities is available online at <https://www.csudh.edu/student-affairs/>. Students should review and become familiar with this information.
- **Tech Support:** Please review all sections of the Tech Support section of the MPA website thoroughly for technology requirements and guidelines.
- **Textbooks:** A list of textbooks is listed on the Textbooks page of the MPA website. Students must have textbooks before the first day of class.
- **University Resources:** You are encourage to utilize the university's resources such as the library, student union, multicultural center, career office, etc. Please explore the Campus Life and Student Services sections of the CSUDH website <https://www.csudh.edu/student-support/>.