



Course PA 2325.0W1 Introduction to Public Service
Professor Kwang Bin Bae, Ph.D.
Term Fall 2015
Meetings This is an ONLINE class offered over the Internet. All course materials can be found on UTD's eLearning site at <http://www.utdallas.edu/elearning/>

Professor's Contact Information

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Office Hours By appointment

Other Information Please check 'Announcements' and 'Discussions' sections on eLearning frequently as I will be posting information online throughout the semester. You can contact me through email if you have any questions or concerns regarding the course. If you need to set up a meeting with me, please send an email to set up an appointment.

General Course Information

Pre-requisites, Co-requisites, & other restrictions N/A

Course Description This course is an online course designed to provide students with an understanding of public service. The course addresses several aspects of public service, such as meaning of public service, public service motivation, leadership, the challenges of being a public servant, and diversity in the public sector. Through this course, students will explore methods for career development in the public and nonprofit sector. In addition, a range of topics will be covered from actors and institutions involved in public service, ethics, social entrepreneurship, and social media and public service.

By the end of this course, students should be able to:

- Understand public services as a concept, its underlying values, and of issues such as public service motivation, leadership, ethics, social entrepreneurship, and social media.

Learning Outcomes

- Differentiate among public, private and non-profit sectors.
- Understand the challenges and triumphs of working and collaborating with politicians, press, and government boards.
- Explore possible careers in public service.

Required Texts & Materials Kenneth Ashworth. 2001. *Caught Between the Dog and the Fireplug, or How to Survive Public Service*. Georgetown Press. ISBN-10: 0878408479
ISBN-13: 978-0878408474

Paul light. 2010. *Driving Social Change: How to Solve the World's Toughest Problems*. John Wiley & Sons. (Available online at UTD McDermott Library)

Suggested Texts, Readings, & Materials

Other readings as assigned will be posted on eLearning.
Students are not required to print material available electronically.

Course Policies

	Weekly participation and discussions (13 discussion posts)	30 points
	Quiz (6 quizzes)	30 points
	Career Development Assignment	10 points
	Final Exam	30 points
Grading (credit) Criteria	A+ 97-100	A 94-96
	B+ 87-89	B 84-86
	C+ 77-79	C 74-76
	D+ 67-69	D 64-66
	F 59 and below	

Discussion Board

There will be 13 discussion topics posted throughout the course of this semester. **Students will be required to write 10 original posts over the course of the semester (minimum of 150 meaningful words each week for the first post). Direct quotes from the material do not count towards the 150 words. Late submissions are not accepted.** Students are expected to participate in all discussions. Students are required to comment on their post for the week at least twice.

Quizzes

Online quizzes are a great way to check the understanding of the materials and your progress throughout the semester. You are required to take 6 quizzes that are worth 30 % of your final grade. Each quiz will consist of multiple choice and True/False questions. **There will be no make ups for quizzes.**

Course Requirements

Career Development Assignment

Students are required to complete a career development assignment. Using the federal government website (<https://www.usajobs.gov/>) or public service career website (<http://publicservicecareers.org/>) choose one job for which you are currently qualified or would be interested in applying. Prepare a one page resume and a one page cover letter for the job describing why you would be the best fit for the job. The career development assignment will be due **October 11 by 11:59pm.**

Final Exam

The final exam will cover all course materials and will consist of multiple choice and True/False questions. **An open book final exam will be distributed on December 7th and will be due December 13th at 11:59pm.** There will be no make-up exams unless under extenuating circumstances, and only for legitimate reasons.

Assignments & Academic Calendar

Weeks	Topics and Readings	Activity Due Dates
Week 1: 8/24-8/30	<p><u>Introduction</u></p> <p>ALL STUDENTS SHOULD GO TO THE DISCUSS BOARD UNDER INTRODUCTION and post a brief introduction of themselves. Please do not post any personal addresses or contact information. You can share information such as your major, interests, past work experience if any, and your interest in taking this class.</p>	Week 1 Discussion Board due on 8/30 by 11:59 pm
Week 2: 8/31-9/6	<p><u>What is Public Service?</u></p> <p>Read chapter – Bonafide bureaucratic Behavior – Ken Book Pages 121-133</p> <p>The value of public service: Cultivating communities http://icma.org/en/Article/101980/The_Value_of_Public_Service_Cultivating_Communities</p> <p>The value of public service: Priceless http://icma.org/en/Article/102560/The_Value_of_Public_Service_Priceless</p> <p>Video: Who should take responsibility? http://www.ted.com/talks/jennifer_pahlka_coding_a_better_government.html</p>	Week 2 Discussion Board: due on 9/6 by 11:59 pm
Week 3: 9/7-9/13	<p><u>Public, private, and non-profit partnerships</u></p> <p>Hal G. Rainey. Chapter3 – What makes public organizations distinctive</p> <p>Why Government Should not be Run Like a business? http://www.onlinemba.com/blog/video-why-government-should-not-run-like-a-business/</p> <p>A quick introduction to public-private partnership https://www.youtube.com/watch?v=snNdAwRmZ6k</p> <p>The Emerging Fourth Sector http://www.fourthsector.net/learn/fourth-sector</p> <p>Video: The privatization of public services' in one minute https://www.youtube.com/watch?v=WUh_jRn98FY</p>	Week 3 Discussion Board: due on 9/13 by 11:59 pm Quiz #1 due on 9/13 by 11:59 pm
Week 4: 9/14-9/20	<p><u>Public Service Motivation (PSM)</u></p> <p>Perry, J. L., & Wise, L. R. 1990. “The motivational bases of public service.” [Available on eLearning]</p>	Week 4 Discussion Board: due on 9/20 by 11:59 pm

	<p>Being a public servant is a high calling http://www.ci.woodburn.or.us/?q=content/being-public-servant-high-calling</p> <p>In Service to Public Servants: http://fccma.org/wp-content/uploads/2012/08/Miller-InServicetoPublicServants.pdf</p> <p>Video: Why public service? http://www.youtube.com/watch?v=2xVBEOhR3rM&feature=youtu.be</p>	
Week 5: 9/21-9/27	<p><u>Actors and Institutions</u></p> <p>Kenneth Ashworth Pages 1-33 and 89-120</p> <ul style="list-style-type: none"> • Working with politicians • Working with the press • Relations with the governing boards • More on governing boards 	<p>Week 5 Discussion Board: due on 9/27 by 11:59 pm</p> <p>Quiz #2 due on 9/27 by 11:59 pm</p>
Week 6: 9/28-10/4	<p><u>People Skills</u></p> <p>Kenneth Ashworth Pages 45-62</p> <ul style="list-style-type: none"> • Dealing with unpleasant and difficult people • More on unpleasant people <p>Berman and Berman (2012). Communication. In People Skills at Work. Taylor and Francis. Boca Raton: FL.</p>	<p>Week 6 Discussion Board due on 10/4 by 11:59 pm</p>
Week 7: 10/5-10/11	<p><u>Careers in Public Service</u></p> <p>Why public service? http://publicservicecareers.org/why-public-service/</p> <p>Job search advice http://publicservicecareers.org/career-resources/additional-resources/job-search-advice/</p> <p>Resume advice http://publicservicecareers.org/career-resources/additional-resources/resume-advice/</p> <p>Browse through the various career options available in public service: http://www.usa.gov/Citizen/Topics/PublicService.shtml</p> <p>Public service career http://publicservicecareers.org/</p> <p>Career development assignment: Using the federal government website (https://www.usajobs.gov/) or public</p>	<p>Week 7 Discussion Board due on 10/11 by 11:59 pm</p> <p>Career Development Assignment due on 10/11 by 11:59 pm</p> <p>Quiz # 3 due on 10/11 by 11:59 pm</p>

	<p>service career website (http://publicservicecareers.org/) choose one job for which you are currently qualified or would be interested in applying. Prepare a one page resume and a one page cover letter for the job describing why you would be the best fit for the job.</p>	
	<p><u>Public Service Leadership</u></p> <p>Kenneth Ashworth Pages 145-151, and 168-177</p> <p>Leadership Character: The role of empathy http://www.washingtonpost.com/blogs/guest-insights/post/leadership-character-the-role-of-empathy/2011/04/04/gIQAQXVGQM_blog.html</p> <p>The empathic leader http://danblackonleadership.info/archives/3281</p> <p>A four-part video on “Soul of Leadership” http://www.youtube.com/watch?v=N-xUqOaOLDI</p>	<p>Week 8 Discussion Board due on 10/18 by 11:59 pm</p>
<p>Week 8: 10/12-10/18</p>		
	<p><u>The Challenges of Being a Public Servant – Working with Politicians and the Press</u></p> <p>Kenneth Ashworth Pages 1-22</p> <ul style="list-style-type: none"> • Working with politicians <p>Kenneth Ashworth Pages 23-32</p> <ul style="list-style-type: none"> • Working with the Press <p>Brewer, G. A., & Maranto, R. A. 2000. “Comparing the roles of political appointees and career executives in the US federal executive branch.” [Available on eLearning]</p>	<p>Week 9 Discussion Board due on 10/25 by 11:59 pm</p> <p>Quiz # 4 due on 10/25 by 11:59 pm</p>
<p>Week 9: 10/19-10/25</p>		
	<p><u>The Challenges of Being a Public Servant – Bureaucratic Structure and Behavior</u></p> <p>Kenneth Ashworth Pages 121-133</p> <ul style="list-style-type: none"> • Bona Fide Bureaucratic Behavior <p>Hatch Act http://hatchact.uslegal.com/</p> <p>Video: The Bureaucracy https://www.youtube.com/watch?v=VoU-QusvIFs</p>	<p>Week 10 Discussion Board due on 11/1 by 11:59 pm</p>
<p>Week 10: 10/26-11/1</p>		
	<p><u>Diversity in the Public Sector</u></p> <p>Selden, S. C., & Selden, F. (2001). “Rethinking diversity in public organizations for the 21st century moving toward a multicultural model.” [Available on eLearning]</p>	<p>Week 11 Discussion Board due on 11/8 by 11:59 pm</p>
<p>Week 11: 11/2-11/8</p>		

	Kellough, J. E., & Naff, K. C. 2004. "Responding to a wake-up call an examination of federal agency diversity management programs." [Available on eLearning]	Quiz # 5 due on 11/8 by 11:59 pm
	Broadnax, W. D. 2010. "Diversity in public organizations: A work in progress." [Available on eLearning]	
Week 12: 11/9-11/15	<u>Ethics in the Public Service</u> Kenneth Ashworth Pages 82-87 and 152-167 <ul style="list-style-type: none"> • The kinds of pressures and influence used on you • Ethics and morality in the public service 	Week 12 Discussion Board due on 11/15 by 11:59 pm
Week 13: 11/16-11/22	<u>Social Entrepreneurship</u> Light, Paul. 2010. Driving Social Change: How to Solve the World's Toughest Problems (can be accessed online through the library website) - Introduction & Chapter 1 Paul Light: "Driving social change in troubled times" https://www.youtube.com/watch?v=DXZ2tI4b-oE	Week 13 Discussion Board due on 11/22 by 11:59 pm Quiz # 6 due on 11/22 by 11:59 pm
Week 14: 11/23-11/29	Happy Thanksgiving!	
Week 15: 11/30-12/6	<u>Social Media and Public Service</u> Social Media in the Public Sector http://www.governing.com/blogs/bfc/social-media-public-sector.html How social networking is changing politics and public service http://www.usnews.com/news/articles/2010/10/15/how-social-networking-is-changing-politics-and-public-service Using the social media to bridge the public with local government and city services http://sixty4media.com/2009/03/22/using-social-media-to-bridge-the-public-with-local-government-and-city-services/	Week 15 Discussion Board due on 12/6 by 11:59 pm
Week 16: 12/7-12/13	Final exam	Final Exam Due on 12/13 by 11:59 pm

The descriptions and timelines contained in this syllabus are subject to change at the discretion of the Professor.

<p>eLearning System</p>	<p>This class uses UTD’s eLearning System to manage the online contents. You should log in to your eLearning account before the first day of class to ensure that you have no problems assessing the site. Once you are logged in, you will find links to <u>eLearning student tutorials</u>. You can get help by calling <u>1-866-588-3192</u> or visiting <u>eLearning-The University of Texas at Dallas</u>.</p>
<p>Internet Assess</p>	<p>All reading assignments will be provided electronically on the Internet. Activities will include streaming and watching videos as well as completing online exams and assignments. These activities will require high-speed Internet connection. Remember computer technology can be unreliable, so plan ahead.</p> <p>Quizzes and exams will be timed, and once you start your quiz or exam, you cannot reset the clock – the exam must be completed within the allotted time period. If you are booted off or experience a slow connection, you will not be able to start over. If you run into trouble, send me an email IMMEDIATELY to document the problem. Or you may send an email to the UTD Computing Help Desk (assist@utdallas.edu) and copy me on the email. If your problem is related specifically to eLearning, call the help desk anytime at 1-866-588-3192 and ask for an email copy of your ticket, which you can then forward to me for verification.</p>
<p>UT Dallas Syllabus Policies and Procedures</p>	<p>Please check the following link: UT Dallas Policies: http://go.utdallas.edu/syllabus-policies for information about UTD class policies</p> <p><u>Technical support</u></p> <p>If you experience any issues with your UT Dallas account, contact the UT Dallas Information Resources Help Desk: assist@utdallas.edu or call 972-883-2911.</p> <p>UT Dallas provides eLearning technical support 24 hours a day/7 days a week. The services include a toll free telephone number for immediate assistance (1-866-588-3192), email request service, and an online chat service. Please use this link to access the UTD eLearning Support Center: http://www.utdallas.edu/elearninghelp.</p> <p><u>Student Conduct and Discipline</u></p> <p>The University of Texas System (Regents' Rule 50101) and The University of Texas at Dallas have rules and regulations for the orderly and efficient conduct of their business. It is the responsibility of each student and each student organization to be knowledgeable about the rules and regulations which govern student conduct and activities. General information on student conduct and discipline is contained in the UT Dallas online catalogs (http://catalog.utdallas.edu).</p> <p>The University of Texas at Dallas administers student discipline within the procedures of recognized and established due process. Procedures are defined and described in the Student Discipline and Conduct, UTDSP5003 (http://policy.utdallas.edu/utdsp5003). Copies of these rules and regulations are available to students in the Office of the Dean of Students, where staff members are available to assist students in interpreting the rules and regulations (SSB 4.400, 972-883-6391) and online at http://www.utdallas.edu/deanofstudents.</p> <p>A student at the University neither loses their rights nor escapes the responsibilities of citizenship. He or she is expected to obey federal, state, and</p>

local laws as well as the Regents' Rules, university regulations, and administrative rules. Students are subject to discipline for violating its standards of conduct whether such conduct takes place on or off campus, or whether civil or criminal penalties are also imposed for such conduct.

Academic Integrity

Academic Dishonesty: The faculty expects from its students a high level of responsibility and academic honesty. Because the value of an academic degree depends upon the absolute integrity of the work done by the student for that degree, it is imperative that a student demonstrates a high standard of individual honor in his or her scholastic work.

Academic dishonesty can occur in relation to any type of work submitted for academic credit or as a requirement for a class. It can include individual work or a group project. Academic dishonesty includes, plagiarism, cheating, fabrication and collaboration/collusion. In order to avoid academic dishonesty, it is important for students to fully understand the expectations of their professors. This is best accomplished through asking clarifying questions if an individual does not completely understand the requirements of an assignment.

Additional information related to academic dishonesty and tips on how to avoid dishonesty may be found here:

<http://www.utdallas.edu/deanofstudents/maintain/>.

Copyright Notice

It is the policy of the University of Texas at Dallas to adhere to the requirements of the United States Copyright Law of 1976, as amended, (*Title 17, United States Code*), including ensuring that the restrictions that apply to the reproduction of software are adhered to and that the bounds of copying permissible under the fair use doctrine are not exceeded. Copying, displaying, reproducing, or distributing copyrighted material may infringe upon the copyright owner's rights. Unauthorized distribution of copyrighted material, including unauthorized peer-to-peer file sharing, may subject students to appropriate disciplinary action as well as civil and criminal penalties. Usage of such material is only appropriate when that usage constitutes "fair use" under the Copyright Act. For more information about the fair use exemption, see <http://copyright.lib.utexas.edu/copypol2.html>. As a UT Dallas student, you are required to follow UT Dallas' copyright policy (UTDPP1043 at <http://policy.utdallas.edu/utdpp1043>) and the UT System's policy at <http://www.utsystem.edu/ogc/intellectualproperty/copyrighthome.htm>.

Email Use

The University of Texas at Dallas recognizes the value and efficiency of communication between faculty/staff and students through electronic mail. At the same time, email raises some issues concerning security and the identity of each individual in an email exchange. All official student email correspondence will be sent only to a student's UT Dallas email address and UT Dallas will only consider email requests originating from an official UT Dallas student email account. This allows the University to maintain a high degree of confidence in the identity of each individual's corresponding via email and the security of the transmitted information. The University of Texas at Dallas furnishes each student with a free email account that is to be used in

all communication with university personnel. The Department of Information Resources provides a method for students to have their UT Dallas mail forwarded to other email accounts. To activate a student UT Dallas computer account and forward email to another account, go to <http://netid.utdallas.edu>.

Withdrawal from Class

The administration at UT Dallas has established deadlines for withdrawal from any course. These dates and times are published in the Comet Calendar (<http://www.utdallas.edu/calendar>) and in the Academic Calendar (<http://www.utdallas.edu/academiccalendar>). It is the student's responsibility to handle withdrawal requirements from any class. In other words, a professor or other instructor cannot drop or withdraw any student unless there is an administrative drop such as the following:

- Have not met the prerequisites for a specific course
- Have not satisfied the academic probationary requirements resulting in suspension
- Judicial affairs request
- Have not made appropriate tuition and fee payments
- Enrollment is in violation of academic policy
- Was not admitted for the term in which they registered

It is the student's responsibility to complete and submit the appropriate forms to the Registrar's Office and ensure that he or she will not receive a final grade of "F" in a course if he or she chooses not to attend the class after being enrolled.

Student Grievance Procedures

Procedures for student grievances are found in university policy UTDSP5005 (<http://policy.utdallas.edu/utdsp5005>). In attempting to resolve any student grievance regarding disputes over grades, application of degree plan, graduation/degree program requirements, and thesis/and dissertation committee, adviser actions and/or decisions, evaluations, and/or other fulfillments of academic responsibility, it is the obligation of the student first to make a serious effort to resolve the matter with the instructor, supervisor, administrator, or committee with whom the grievance originated.

Incomplete Grade Policy

As per university policy, incomplete grades may be given, at the discretion of the instructor of record for a course, when a student has completed at least 70% of the required course material but cannot complete all requirements by the end of the semester. An incomplete course grade (grade of 'I') must be resolved completed within the time period specified by the instructor, not to exceed eight (8) weeks from the first day of the subsequent long semester. Upon completion of the required work, the symbol 'I' may be converted into a letter grade (A through F). If the grade of Incomplete is not removed by the end of the specified period, it will automatically be changed to F.

Access Ability Services

It is the policy and practice of The University of Texas at Dallas to make reasonable disability-related accommodations and/or services for students with documented disabilities. However, written notification from the Office of Student AccessAbility (OSA) is required (see

<http://www.utdallas.edu/studentaccess>). If you are eligible to receive disability-related accommodations and/or services and to ensure accommodations will be in place when the academic semester begins, students are encouraged to submit documentation four to six weeks in advance. Students who have questions about receiving accommodations, or those who have, or think they may have, a disability (mobility, sensory, health, psychological, learning, etc.) are invited to contact the Office of Student AccessAbility for a confidential discussion.

The Office of Student AccessAbility provides:

1. Academic accommodations for eligible students with a documented permanent physical, mental or sensory disability
2. Facilitation of non-academic and environmental accommodations and services
3. Resources and referral information, and advocacy support as necessary and appropriate.

OSA is located in the Student Services Building, suite 3.200. They can be reached by phone at 972-883-2098, or by email at studentaccess@utdallas.edu.

Religious Holidays

The University of Texas at Dallas will excuse a student from class or other required activities, including examinations and travel time for the observance of a religious holy day for a religion whose places of worship are exempt from property tax under Section 11.20, of the *Texas Tax Code*.

Students are encouraged to notify the instructor or activity sponsor as soon as possible regarding the absence, preferably in advance of the assignment.

Excused students will be allowed to take missed exams or complete assignments within a reasonable time after the absence: a period equal to the length of the absence, up to a maximum of one week. A student who notifies the instructor and completes any missed exam or assignment may not be penalized for the absence. A student who fails to complete the exam or assignment within the prescribed period may receive a failing grade for that exam or assignment.

If a student or an instructor disagrees about the nature of the absence [i.e., for the purpose of observing a religious holy day] or if there is similar disagreement about whether the student has been given a reasonable time to complete any missed assignments or examinations, either the student or the instructor may request a ruling from the President of UT Dallas or from the President's designee. The chief executive officer or designee must take into account the legislative intent of *Texas Education Code 51.911(b)*, and the student and instructor will abide by the decision of the chief executive officer or designee.
