



PA 2325

INTRODUCTION TO PUBLIC SERVICE

Fall 2016

Course Information

This is an ONLINE class offered over the Internet. All course materials can be found at UTD's eLearning site at <https://elearning.utdallas.edu>.

This is an introductory course, thus there are no prerequisites or restrictions to take it.

Contact Information

Instructor: Aikaterini Anestaki, Ph.D Candidate

Office Location: GR 2.512

Office Hours: Available by appointment

E-mail: anestaki@utdallas.edu

Communication with the Instructor

I will communicate with the students mainly using the e-mail, 'Announcements' and 'Discussions' tools on eLearning. Even though this is not the traditional class setting where you can ask questions in class at any time, I encourage you to send me an email with any questions, comments, or concerns you might have. If you would like to meet with me, please plan in advance and send me an email to schedule an appointment.

If there is something that needs my immediate attention, send me an email with URGENT-PA 2325 in the subject line. Should you encounter any course context related issues, please contact with me immediately. For any technical issues, please contact the eLearning technical support immediately.

Course Description

This online course introduces students to the concept of public service. The course addresses several topics in public service, such as the meaning of public service in the United States, delivery of public service by private or non-profit organizations, motivation, leadership, ethics, diversity and civic engagement in public service. Throughout the semester students will also get an understanding of the challenges of being a public servant, working with multiple stakeholders and developing a career in public service. The course further explores the adoption of social

media by public service institutions and highlights the importance of social entrepreneurship as a driver of change.

Learning Objectives:

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

- Understand the concept of public service and its underlying values.
- Get engaged in discussions on public service related topics and develop their writing and analytical skills.
- Differentiate among the public, private and non-profit sectors.
- Understand the complexities involved in being a public servant in the United States.
- Understand the challenges of working with multiple actors involved in public service, such as the media, politicians and governing boards.
- Develop tools for successful motivation and leadership in public service.
- Understand practical aspects of public service delivery.
- Examine possible career paths in public service.

Required Textbooks and Materials:

1. 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.
2. Paul Light. 2011. *Driving Social Change: How to Solve the World's Toughest Problems*. John Wiley & Sons. ISBN-10: 0470922419 | ISBN-13: 978-0470922415 (Available **online** at UTDallas McDremott library).
3. All other assigned readings will be posted on eLearning. Students are not required to print material available electronically.

Grading Scale

97-100: A+	94-96: A	90-93: A-
87-89: B+	84-86: B	80-83: B-
77-79: C+	74-76: C	70-73: C-
67-69: D+	64-66: D	60-63: D-
< 59: F		

Course Assignments and Grading

Weekly participation (13 discussion posts)	30%
(6) Quizzes	30%
Career development assignment	10%
Final exam	30%
Total	100%

Class Format and Expectations

This course is entirely web-based and all work will be completed online through eLearning, therefore, there will be no meeting in person in the class. Although we will not be holding discussions in a traditional classroom setting, we will have virtual conversations on the online discussion board, and all exams and assignments will be submitted online. Also, even though there will not be any face-to-face meetings, students are responsible for reading the assigned course material each week, so that they can participate in online discussions successfully.

Detailed Description of Course Assignments**A. (13) Discussion Boards (30 %):**

There will be 13 discussion topics posted throughout this semester. In order to receive full credit for this component of the course, students need to **participate in all discussion boards and write one post for each topic**. Each post should include a **minimum of 150 meaningful words - direct quotes from the material do not count towards the 150 words**.

All posts will be due every Sunday of each week, by 11:59 p.m. Late submissions will not be accepted – no exceptions.

B. (6) Quizzes (30 %):

Quizzes are a great way to demonstrate your understanding of the material and track your progress throughout the semester. Students are required to take 6 quizzes during the semester (weeks 3, 5, 7, 9, 12 and 15). The format of the quizzes will be multiple choice and True/False questions.

C. Final Exam (30 %):

The final exam will cover all course materials and will consist of multiple choice, True/False and short essay-type questions. **The final exam will be distributed on December 5th, and will be due on December 11th, at 11:59pm.**

D. Career development assignment (10 %):

Students are required to complete a career development assignment. Using the federal government website (<https://www.usajobs.gov/>), or, the public service career website (<http://publicservicecareers.org/>) choose one job that you would be interested in applying, and you are qualified for. Then, prepare a one-page resume and a one-page cover letter, describing why you would be the best candidate for the specific job.

The career development assignment is due **November 6th, by 11:59 p.m.**

Important Notes:

- **Late assignments will NOT BE accepted**, except under documented circumstances (like a medical emergency) at the sole discretion of the instructor, and documentation is required. The students will receive **NO credit** for any work not turned in by the due date/time.
- **NO extra credit** is available for this course and missed exams will not be repeated. There will **NO make-ups** for the quizzes or the final exam.

Technical Requirements

- **Course access and navigation:** The course can be accessed using the UT Dallas NetID account at: <https://elearning.utdallas.edu>. Please see the course access and navigation <http://www.utdallas.edu/elearning/students/getting-started.html#courseaccessandnav> section of the site for more information. Please be sure that you know how to access your UTD email account and check it regularly.
- **Required software:** You must have access to Microsoft Office software (Word, PowerPoint and Excel) version 2007 or higher. Teachers and UTD students are eligible for significant discounts on software at the UTD Tech Store. You also must have Adobe's Acrobat Reader and Apple's Quick Time Player, which are both available through free downloads.
- **eLearning:** In addition to a confident level of computer and Internet literacy, certain minimum technical requirements must be met to enable a successful learning experience. You should log in to your eLearning account before the first day of class to ensure that you have no problems accessing the site. The [eLearning student tutorials](#) will help you become familiar with the eLearning tool.
UT Dallas provides eLearning technical support 24 hours a day/7 days a week. The eLearning Support Center <http://www.utdallas.edu/elearninghelp> services include a toll free telephone number for immediate assistance (1-866-588-3192), email request service, and an online chat service.
- **Computer literacy and internet access:** Students need to computer literate regular access to a computer and have a basic understanding of the internet. If you do not consider yourself to be computer literate, please consider taking a traditional class instead. All coursework, reading assignments will be provided electronically on the Internet. Activities will include streaming and watching videos as well as completing exams and assignments online. These activities are not possible on anything other

than a high-speed Internet connection. **Remember that computer technology can be unreliable, so plan ahead.**

Quizzes and exams will be timed, and that 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.

Class Schedule

Weeks	Topic and Readings	Assignments Due
Week 1: 8/22-8/28	Introduction	Discussion board due on 8/28 by 11:59 p.m.
Week 2: 8/29-9/4	What Is Public Service? <ul style="list-style-type: none"> Ashworth, pp. 121-133: Bonafide Bureaucratic Behavior The value of public service: Cultivating communities http://icma.org/en/Article/101980/The_Value_of_Public_Service_Cultivating_Communities The value of public service: Priceless http://icma.org/en/Article/102560/The_Value_of_Public_Service_Priceless The challenges that set public service apart http://www.governing.com/columns/smart-mgmt/columns-set-public-service-apart.html Video: Street level bureaucrats with Michael Lipsky https://www.youtube.com/watch?v=ZX1livgPspA 	Discussion board due on 9/4 by 11:59 p.m.
Week 3: 9/5-9/11	Partnerships in Public Service Delivery <ul style="list-style-type: none"> Rainey, H. 2009. What Makes Public Organizations Distinctive (chapter 3) [Available on eLearning] The pros and cons of privatizing government functions http://www.governing.com/topics/mgmt/pros-cons-privatizing-government-functions.html The emerging fourth sector: 	Discussion board due on 9/11 by 11:59 p.m. Quiz #1 due on 9/11 by 11:59 p.m.

	<p>http://www.fourthsector.net/learn/fourth-sector</p> <ul style="list-style-type: none"> Video: Why government should not be run like a business? http://www.onlinemba.com/blog/video-why-government-should-not-run-like-a-business/ Video: A quick introduction to public-private partnership https://www.youtube.com/watch?v=snNdAwRmZ6k 	
Week 4: 9/12-9/18	<p>Public Service Motivation (PSM)</p> <ul style="list-style-type: none"> Perry, James L., and Lois R. Wise. 1990. "The Motivational Bases of Public Service." [Available on eLearning] Lewis, Gregory B., and Sue A. Frank. 2002. "Who Wants To Work For Government" [Available on eLearning] Being a public servant is a high calling http://www.ci.woodburn.or.us/?q=content/being-public-servant-high-calling In Service to Public Servants http://fccma.org/wp-content/uploads/2012/08/Miller-InServicetoPublicServants.pdf Public Service Profiles: Unsung Heroes http://patimes.org/public-service-profiles-unsung-heroes-2/ 	Discussion board due on 9/18 by 11:59 p.m.
Week 5: 9/19-9/25	<p>Challenges for Public Servants: Working with Politicians and the Press</p> <ul style="list-style-type: none"> Ashworth, pp. 1-22: Working with politicians Ashworth, pp. 23-33: Working with the press Brewer, Gene A., and Robert A. Maranto. 2000. "Comparing the roles of political appointees and career executives in the US federal executive branch." [Available on eLearning] 	Discussion board due on 9/25 by 11:59 p.m. Quiz #2 due on 9/25 by 11:59 p.m.
Week 6: 9/26-10/2	<p>Challenges for Public Servants: Actors and Institutions</p> <ul style="list-style-type: none"> Ashworth, pp. 82-88: The kinds of pressures and influence used on you Ashworth, pp. 89-101: Relations with a governing board Ashworth, pp. 102-120: More on governing boards Video: The Bureaucracy https://www.youtube.com/watch?v=VoU-QusvIFs 	Discussion board due on 10/2 by 11:59 p.m.

Week 7: 10/3-10/9	Managing the Public Workforce: Skills and Challenges <ul style="list-style-type: none"> Ashworth, pp.45-53: Dealing with unpleasant people Ashworth, pp. 54-62: More on unpleasant people The Challenge of Building the Workforce the Government Needs http://www.governing.com/columns/smart-mgmt/col-challenge-building-workforce-government-needs.html Why governments workers are harder to motivate https://hbr.org/2014/11/why-government-workers-are-harder-to-motivate 	<p>Discussion board due on 10/9 by 11:59 p.m.</p> <p>Quiz #3 due on 10/9 by 11:59 p.m.</p>
Week 8: 10/10-10/16	Leadership in Public service <ul style="list-style-type: none"> Ashworth, pp. 145-151: Delegating, or working for your subordinates Ashworth, pp. 168-177: A few thoughts on leadership 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 Characteristics needed for effective leadership http://patimes.org/characteristics-needed-effective-leadership/ Take the Online Quiz – Leadership Style: http://sites2.theginsystem.com/gkfiu/files/201302132304011272_e_emerging_leaders_roundtable_-_leadership_style_quiz.pdf 	<p>Discussion board due on 10/16 by 11:59 p.m.</p>
Week 9: 10/17-10/23	Ethics in Public Service <ul style="list-style-type: none"> Ashworth, pp. 152-167: Ethics and morality in public service Cooper, Terry. 2004. “Big Questions in Administrative Ethics: A Need For Focused, Collaborative Effort.” [Available on eLearning] Needed: a new approach to ethics in government http://www.huffingtonpost.com/terry-newell/needed-a-new-approach-to-_b_844070.html A culture of ethics that the public sector needs http://www.governing.com/columns/smart-mgmt/col-culture-ethics-public-sector-needs.html 	<p>Discussion board due on 10/23 by 11:59 p.m.</p> <p>Quiz #4 due on 10/23 by 11:59 p.m.</p>
Week 10: 10/24-10/30	Diversity in Public Service <ul style="list-style-type: none"> Broadnax, Walter D. 2010. “Diversity in Public 	<p>Discussion board due on</p>

	<p>Organizations: A Work in Progress.” [Available on eLearning]</p> <ul style="list-style-type: none"> ▪ Riccucci, Norma M. 2009. “The pursuit of social equity in the federal government: A road less traveled?” [Available on eLearning] ▪ Selden, Sally C., and Frank Selden. 2010. “Rethinking diversity in public organizations for the 21st century moving toward a multicultural model.” [Available on eLearning] 	10/30 by 11:59 p.m.
Week 11: 10/31-11/6	<p>Careers in Public Service</p> <ul style="list-style-type: none"> ▪ Why public service? http://publicservicecareers.org/why-public-service/ ▪ Resume advice http://publicservicecareers.org/career-resources/additional-resources/resume-advice/ ▪ Job search advice http://publicservicecareers.org/career-resources/additional-resources/job-search-advice/ ▪ Browse through the various career options available in public service: http://www.usa.gov/Citizen/Topics/PublicService.shtml 	<p>Discussion board due on 11/6 by 11:59 p.m.</p> <p>Career development assignment due on 11/6 by 11:59 p.m.</p>
Week 12: 11/7-11/13	<p>Social Entrepreneurship</p> <ul style="list-style-type: none"> ▪ Light, Paul. 2010. Driving Social Change: How to Solve the World's Toughest Problems [Available Online at the UTD library]: Introduction & Chapter 1 (pp. 1-59) ▪ Video: Paul Light - Driving social change in troubled times https://www.youtube.com/watch?v=DXZ2tI4b-oE 	<p>Discussion board due on 11/13 by 11:59 p.m.</p> <p>Quiz #5 due on 11/13 by 11:59 p.m.</p>
Week 13: 11/14-11/20	<p>Civic Engagement</p> <ul style="list-style-type: none"> ▪ ICMA. 2011. “How civic engagement transforms community relationships.” [Available on eLearning] ▪ Strengthening our civic skills https://www.td.org/Publications/Magazines/The-Public-Manager/Archives/2010/04/Strengthening-Our-Civic-Skills ▪ Making Citizens Part of Government http://www.governing.com/columns/mgmt-insights/cities-making-citizens-part-of-government.html 	Discussion board due on 11/20 by 11:59 p.m.

	<ul style="list-style-type: none"> Video: New models for civic engagement https://www.youtube.com/watch?v=NpCzIniPZDU 	
Week 14: 11/21-11/27	Thanksgiving - Fall Break ☺	
Week 15: 11/28-12/4	Social Media in Public Service <ul style="list-style-type: none"> Kavanaugh, Andrea L. et al. 2012. "Social media use by government: From the routine to the critical." [Available on eLearning] Hrdinová, Jana and Natalie Helbig. 2011. "Designing social media policy for government." [Available on eLearning] 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 Does social media help the government-citizen relationship? Depends who you ask http://www.govtech.com/social/Does-Social-Media-Help-the-Government-Citizen-Relationship-Depends-Who-You-Ask-.html 	Discussion board due on 12/4 by 11:59 p.m. Quiz #6 due on 12/4 by 11:59 p.m.
Week 16: 12/5-12/11	Final Exam	Final Exam due on 12/11 by 11:59 p.m.

UT Dallas Syllabus Policies and Procedures

The information contained in the following link constitutes the University's policies and procedures segment of the course syllabus. Please go to <http://go.utdallas.edu/syllabus-policies> for these policies.

UTD Policy on Cheating

Students are expected to be above reproach in all scholastic activities. Students who engage in scholastic dishonesty are subject to disciplinary penalties, including the possibility of failure in the course and dismissal from the university. "Scholastic dishonesty includes but is not limited to cheating, plagiarism, collusion, the submission for credit of any work or materials that are attributable in whole or in part to another person, taking an examination for another person, any act designed to give unfair advantage to a student or the attempt to commit such acts." Regents' Rules and Regulations, Part One, Chapter VI, Section 3, Subsection 3.2, Subdivision 3.22.

A very useful statement on plagiarism (with good definitions, etc.) is available at <http://www.rbs2.com/plag.htm>.

Student Resources

Access to many University resources are available to students. Some sources of interest include:

- **UTD Distance Learning:** <http://www.utdallas.edu/distancelearning/students>
- **McDermott Library:** Distance Learners (UTD students who live outside the boundaries of Collin, Dallas, Denton, Rockwall, or Tarrant counties) will need a UTD-ID number to access all of the library's electronic resources (reserves, journal articles, ebooks, interlibrary loan) from off campus. For UTD students living within those counties who are taking online courses, a Comet Card is required to check out materials at the McDermott Library. For more information on library resources go to <http://www.utdallas.edu/distancelearning/students/libraries.html>

Comet Creed

This creed was voted on by the UT Dallas student body in 2014. It is a standard that Comets choose to live by and encourage others to do the same:

“As a Comet, I pledge honesty, integrity, and service in all that I do.”

The descriptions and timelines described above are subject to change at the discretion of the Instructor.