PADM 5365.B01 Seminar in Public Administration: Capstone

Tuesday 7 – 9:30pm  Dr. Dan Jorgensen
CI 122
Fall 2019
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2:00pm to 4:00pm

It is best to contact me via email with the course name PADM 5365 Capstone in the subject line for a timely response.

Course Description: The capstone course for the MPA program is an integrative approach applying the skills, knowledge and values considered, discussed and acquired throughout the core courses to selected public and administrative problems through analytical exercises and case studies. All other core courses must be completed prior to enrollment in the capstone. This is the exit requirement for the MPA program. This course must be taken during the last semester prior to graduation. (3 credit hour seminar)

Student Learning Outcomes/Course Objectives: To complete the MPA program at TAMUCC students will demonstrate the ability to:

- Lead and manage in public governance by utilizing different theories and decision tools to identify and analyze management and public sector problems.

- Participate in and contribute to the policy process by successfully analyzing policy alternatives and use policy models, instruments and management tools to address social problems.

- Analyze, synthesize, think critically, solve problems and make decisions by utilizing analytical tools to analyze, present, and interpret data, including appropriate design, statistical, and evaluative techniques for both organizational decision making and policy decisions.

- Articulate and apply a public service perspective to administrative and policy decisions and actions by engaging public service principles that include inclusiveness; shared power and responsibility; public deliberation; accountability; aspiring to do the “right” thing rather than just do things right; respect and appreciation for diverse values and perspectives; wise stewardship of public resources, and an appreciation for lifelong learning.
• Communicate and interact productively with a diverse and changing workforce and citizenry by effectively communicating issues to a diverse set of stakeholders, in a manner that is accurate, clear, and concise, while also being tailored to varied audiences.

Class Meets: Tuesdays 7:00-9:30pm in Center for Instruction 122 & in Blackboard. This course is hybrid and will have 50-84% instruction online.

Course Materials: The following textbook is required and may be purchased through the university bookstore:

TOOLS FOR DECISION MAKING -- AMMONS

- EDITION: 2ND 09
- PUBLISHER: SAGE
- ISBN: 9780872895973
- REQUIRED

There will also be additional required readings and resources accessible electronically in Blackboard or through the University Library.

Course Requirements: In order to meet the listed objectives, students will complete the following assignments.

<table>
<thead>
<tr>
<th>Assignment Type</th>
<th>Total Possible Point Value</th>
<th>Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Discussion Boards</td>
<td>100</td>
<td>On-going</td>
</tr>
<tr>
<td>Research Certification &amp; Resume</td>
<td>100</td>
<td>September 10</td>
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<td>Midterm</td>
<td>100</td>
<td>October 15</td>
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<tr>
<td>Reflection Portfolio</td>
<td>200</td>
<td>On-going</td>
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<tr>
<td>Participation</td>
<td>100</td>
<td>On-going</td>
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<td>Capstone Project</td>
<td>400</td>
<td>December 10</td>
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Total Possible Earned Points in Course: 1,000.
All grades will be on a ten-point scale. (100-90% A, 89-80% B, 79-70% C, 69-60% D, 59-0% F)

• Discussion Boards: During online class meetings, students will participate in online discussion boards, available in Blackboard. Throughout the semester, there will be a total of five discussion boards, which are listed in the course schedule. Each discussion board is worth 20 points, making the total possible score for the discussion boards 100 points. Your grade will reflect not only your participation, but the quality of your posts. A comprehensive guide with details and online expectations will be forthcoming.

• Research Training and Certification: Since all students will be participating in the Capstone Project, CITI certification is required. Students will submit their professional
resume (50 points) and complete the CITI training (50 points). Visit http://research.tamucc.edu/compliance/citi.html to access instructions to the CITI training.

- **Midterm exam:** Students will have their comprehension assessed in a midterm exam, which is worth 100 points. Details will be forthcoming.

- **Reflection Portfolio:** Students will write a total of five portfolio entries reflecting on the core competencies of public administrators and discuss how their skills, knowledge, and abilities will be useful in serving the public. The first set of entries (3 entries) will be due October 29th and the final set of entries (2 entries) will be due. The total possible score for the portfolio is worth 200 points, which includes student presentations of the portfolio to be held in class on April 1st.

- **Participation:** Students active participation in class is mandatory. You are expected to engage fully in classroom discussion and activities. Failure to engage in active participation and/or have an unexcused absence will result in a ten point deduction for each class period.

- **Capstone Project:** Students will work on a capstone project throughout the course to help solve a public problem in local/regional government. Projects will incorporate theory building, methodological approaches, practices in civic engagement, community outreach, community improvement and policy recommendations. The theme of the project is civic engagement. This project will be on-going throughout the semester and conclude at the end of the semester with a written report and presentation worth 400 points.

*A few important notes regarding written assignments:*

For written assignments, please use standard font, such as Times New Roman, 12- point font, 1-inch margins, and double-spacing, unless otherwise instructed. Citations and note style should be consistent throughout, using APA Style citations. Papers should be of professional quality, thoroughly proofread, and clear of spelling and grammatical errors. Deductions will be made for such infractions.

References or sources of information for papers must consist of scholarly (peer-reviewed) articles or journals, government reports, or the readings for the class. The use of Wikipedia or other Internet encyclopedia for any paper is not acceptable for graduate level work and will not be accepted.

For more information on APA style citations, access this useful guide: https://owl.english.purdue.edu/owl/section/2/10/

Submissions must be turned in via the appropriate Blackboard assignment portal on time! Do NOT email or personally deliver a hard copy without prior approval! Late submissions will be subject to a ten percentage deduction per day late.
Course Policies:

Class Attendance: Attendance is compulsory. Excused absences will be granted with documentation only (university-related functions, medical, etc.) You are responsible for any class work missed. Professional etiquette is expected at all times in the classroom. Respect one another by listening when others are speaking, avoiding the use of cell phones or any other disruptive behavior.

Drop Date: I hope that you never find it necessary to drop this or any other class. However, events can sometimes occur that make dropping a course necessary or wise. Please consult with your academic advisor, the Financial Aid Office, and me, before you decide to drop this course. Should dropping the course be the best course of action, you must initiate the process to drop the course by going to the Student Services Center and filling out a course drop form. Just stopping attendance and participation WILL NOT automatically result in your being dropped from the class. November 8, 2019 is the last day to drop a class with an automatic grade of “W” this term.

Academic Misconduct: University students are expected to conduct themselves in accordance with the highest standards of academic integrity. Academic misconduct of any kind is unacceptable. THERE ARE NO EXCEPTIONS. Consequences for academic misconduct or complicity in an act of academic misconduct on an assignment or test will result in an automatic F (0 points) for that assignment/test. If academic misconduct is suspected on any assessment, the instructor reserves the right to impose restrictions on future assessments for an individual or the entire class as needed. Please note that the university requires faculty members to formally report all instances of academic misconduct via an Academic Misconduct Incident Form.

Academic misconduct includes, but is not limited to, cheating, plagiarism, multiple submissions, collusion, and fabrication. Cheating is intentionally using or attempting to use unauthorized materials, information, notes, study aids or other devices or materials in any academic exercise.

Cheating also includes: 1) the dependence of sources beyond those authorized by the instructor in writing papers, preparing reports, solving problems, or carrying out other assignments or 2) the possessing, using, buying, stealing, transporting, selling or soliciting in whole or in part items including, but not limited to, the contents of an un-administered test, test key, homework solutions or possession at any time of current or previous test materials without the instructor’s permission. Plagiarism is intentionally, knowingly, or carelessly presenting the work of another as one’s own without proper acknowledgement of the source, with the exception of information that is generally accepted as common knowledge. Plagiarism also includes: 1) the use by paraphrase or direct quotation of the published or unpublished work of another person without full and clear acknowledgment or 2) the unacknowledged use of materials prepared by another person or agency engaged in the selling or distribution of term papers or other academic materials. Multiple submissions is the submission of substantial portions of the same work (including oral reports) for credit more than once without authorization from instructors of the class for which the student submits the work. Collusion is intentionally or knowingly helping or attempting to help another to commit an act of academic dishonesty. This includes, but is not limited to, the unauthorized collaboration with another individual in progressing forward on academic assignments. Fabrication, falsification, or misrepresentation is the intentional altering or inventing of any information or citation that is used in assessing academic work.
If you have questions about the university’s policy on academic misconduct, please see the Student Code of Conduct and Procedure for Academic Misconduct Cases.

**Academic Advising:** The College of Liberal Arts requires that students meet with an Academic Advisor as soon as they are ready to declare a major. Degree plans are prepared in the CLA Academic Advising Center. The University uses an online Degree Audit system. Any amendment must be approved by the Department Chair and the Office of the Dean. All courses and requirements specified in the final degree plan audit must be completed before a degree will be granted. The CLA Academic Advising Office is located in Driftwood #203. For more information please call 361-825-3466.

**Grade Appeals Process:** As stated in University Procedure 13.02.99.C2.03, *Student Grade Appeals*, a student who believes that he or she has not been held to appropriate academic standards as outlined in the class syllabus, equitable evaluation procedures, or appropriate grading, may appeal the final grade given in the course. The burden of proof is upon the student to demonstrate the appropriateness of the appeal. A student with a complaint about a grade is encouraged to first discuss the matter with the instructor. For complete details, including the responsibilities of the parties involved in the process and the number of days allowed for completing the steps in the process, see University Procedure 13.02.99.C2.03, *Student Grade Appeals*. These documents are accessible online at: [http://academicaffairs.tamucc.edu/rules_procedures/assets/13.02.99.C0.03_student_grade_appeals.pdf](http://academicaffairs.tamucc.edu/rules_procedures/assets/13.02.99.C0.03_student_grade_appeals.pdf). For assistance and/or guidance in the grade appeal process, students may contact the Associate Dean’s office in the college in which the course is taught. For complete details on the process of submitting a formal grade appeal in CLA, please visit the College of Liberal Arts website, [http://cla.tamucc.edu/about/student-resources.html](http://cla.tamucc.edu/about/student-resources.html).

**Disability Services:** The Americans with Disabilities Act (ADA) is a federal anti-discrimination statute that provides comprehensive civil rights protection for persons with disabilities. Among other things, this legislation requires that all students with disabilities be guaranteed a learning environment that provides for reasonable accommodation of their disabilities. If you believe you have a disability requiring an accommodation, please call or visit Disability Services at (361) 825-5816 in Corpus Christi Hall, Room #116.

If you are a returning veteran and are experiencing cognitive and/or physical access issues in the classroom or on campus, please contact the Disability Services office for assistance at (361) 825-5816.

**Recording Policy:** In this class, students may not make audio or video recordings of any course activity unless the student has an approved accommodation from the Office of Disability Services permitting the recording of class meetings. In such cases, the accommodation letter must be presented to the instructor in advance of any recording being done and all students in the course will be notified whenever recording will be taking place. Students who are permitted to record classes are not permitted to redistribute audio or video recordings of statements or comments from the course to individuals who are not students in the course without the express permission of the faculty member and of any students who are recorded. Distribution without permission is a violation of educational privacy law.
Course Schedule:

This schedule is subject to change. Stay abreast of class announcements in Blackboard.

Week 1: August 27th – In Class Meeting -- Introduction to the course. Review the Syllabus, functions of Blackboard, discuss how course will progress, the use of the textbook, the portfolios, and Capstone Project.

Week 2: September 3rd – In Class Meeting -- Understanding the Capstone project and goals. Be sure to have read;
   a. Creating the Ultimate Government Experience
   b. Government’s Customer Experience Playbook
   c. Making a Business Case for Customer Experience in Government
   d. Eight Steps to Great Customer Experiences for Government Agencies
   e. Applying Customer Service Metrics to Improve Customer Experience
   f. Measuring Customer Experience – The CX Metrics to Think About.

Week 3: September 10th – In Class Meeting -- Working toward a project outline and assignments of responsibility.
   a. Certification of CITI online training due
   b. Resume due

Week 4: September 17th – On-line Meeting – Discussion Board #1 – Use materials posted on Blackboard for the week and what you have learned from the MPA program to carry on a directed discussion regarding leading and managing public governance in the context of 2019.

Week 5: September 24th – In Class-Meeting -- Moving on with the Capstone project. Beginning ideas on division of labor and create a data gathering plan and schedule.

Week 6: October 1st – On-Line Meeting – Discussion Board #2 – Use materials posted on Blackboard for the week and what you have learned from the MPA program to carry on a directed discussion regarding public administrators participating in and contributing to the policy process through use of policy analysis, policy models, instruments and management tools.

Week 7: October 8th – In Class Meeting – Experience with data gathering and deciding what direction to take for further data and analysis.

Week 8: October 15th – On-Line Meeting – Discussion Board #3 – Use materials posted on Blackboard for the week and what you have learned from the MPA program to carry on a directed discussion regarding evidenced based decision making for public administrators.
   a. Mid-term Exam due October 15th at 11:59PM.
Week 9: October 22nd – In Class-Meeting – Data analysis and discussion of where the findings seem to be pointing.

Week 10: October 29th – On-Line Meeting – Discussion Board # 4 -- Use materials posted on Blackboard for the week and what you have learned from the MPA program to carry on a directed discussion regarding the articulation and application of a public service perspective to administrative and policy decisions and actions.
   a. First Three Portfolio Entries Due by October 29th, 11:59pm.

Week 11: November 5th – In Class Meeting -- Discussion of project findings, paper and presentation strategies.

Week 12: November 12th – On-Line Meeting – Discussion Board # 5 -- Use materials posted on Blackboard for the week and what you have learned from the MPA program to carry on a directed discussion regarding productively communicating and interacting within a diverse and changing society.
   a. Submit first draft of Capstone paper and presentation by November 12th at 11:59pm.

Week 13: November 19th – In Class Meeting – First dry run of Capstone Project presentation and determine the necessary revisions.
   a. Submit draft PowerPoint by November 18th at 11:59pm.

Week 14: November 26th – On-Line Meeting – Work among students to complete Capstone Project and Presentation.
   a. Last 2 Portfolio Entries Due by November 26th, 11:59PM
   b. Submit 2nd draft of Capstone paper and presentation by November 26th at 11:59pm.

Due to the strange schedule, the Capstone class does not technically meet the week of December 3rd. On that Tuesday evening, Thursday classes will meet. However, I would like to try and get everyone together some time that week to do a second dry run of the Capstone Project Presentation to determine if there are any other necessary revisions.

Week 15: December 10th – Student’s Present their Capstone Project.
   a. Submit final paper on Capstone Project with PowerPoint Presentation by December 9th at 11:59pm.