

San José State University
School/Department
URBP/PADM 214, Public Management, Spring, 2012

Instructor:	Dan Goodrich
Office Location:	Clark Hall 404F
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Email:	
Office Hours:	Wednesdays, 4:30-5:30 pm
Class Days/Time:	Wednesday, 6:00-8:45 pm
Classroom:	Clark Hall 306
Prerequisites:	Statistics

Course Description

A study of current theory, techniques and practices for effectively managing public service organizations. Emphasis on planning, implementation and evaluation processes.

Course Goals and Student Learning Objectives

Upon successful completion of this course, students will be able to:

LO1- structure a public or non-profit organization to comply with its established mandates within its resource constraints

LO 2 -establish mechanisms for monitoring the program for performance and continuous improvement

LO 3 - accept direction from elected bodies and implement their policies and programs within the constraints of the organization's legal structure

LO4 - recognize the ethical issues related to public and non-profit agency work

Required Texts/Readings

Textbook

Starling, G. (2011) *Managing the Public Sector*. 9th Edition ISBN: 978-0-495-83319-2

OR

Starling, G. (2008) *Managing the Public Sector*. 8th Edition ISBN: 978-0-495-18995-4

Other Readings

Other readings will be identified and sent via e-mail.

Wireless Laptop Program:

The MPA program is part of the University's Wireless Laptop Program. **ALL MPA STUDENTS ARE REQUIRED TO HAVE A WIRELESS LAPTOP FOR USE DURING CLASS.** Financial aid for the purchase of a wireless laptop up to \$2,000 is available to qualified students through FAFSA funding. See the Wireless Laptop Project page at <http://www.sjsu.edu/faso/services/wirelesslaptopproject/> for more information. The MPA director must sign the financial request form before submission.

Library Liaison

Crystal Goldman, 408.808.2015
Crystal.Goldman@sjsu.edu

Classroom Protocol

Students may be called upon by name to address concepts from the readings. Students should take the time and effort to read the materials when they are assigned, and be prepared to actively participate in discussion of the topics, using both citations of the readings and their own defended views. Regular attendance is expected and will enhance your grade simply because you will have knowledge necessary to answer the case questions that might not otherwise be available except from class discussion.

Dropping and Adding

Students are responsible for understanding the policies and procedures about add/drop, grade forgiveness, etc. Refer to the current semester's [Catalog Policies](http://info.sjsu.edu/static/catalog/policies.html) section at <http://info.sjsu.edu/static/catalog/policies.html>. Add/drop deadlines can be found on the [current academic calendar](http://www.sjsu.edu/academic_programs/calendars/academic_calendar/) web page located at http://www.sjsu.edu/academic_programs/calendars/academic_calendar/. The [Late Drop Policy](http://www.sjsu.edu/aars/policies/latedrops/policy/) is available at <http://www.sjsu.edu/aars/policies/latedrops/policy/>. Students should be aware of the current deadlines and penalties for dropping classes.

Information about the latest changes and news is available at the [Advising Hub](http://www.sjsu.edu/advising/) at <http://www.sjsu.edu/advising/>.

Assignments and Grading Policy

Grading Components:

Participation in class activities/discussion	23 points
Cases= 4@15 and 1 @ 17	77 points
TOTAL	100 points
Extra credit for attending the Edwards Lecture and Writing a 2 page summary/reflection paper	5 points

Grade Values:

A+	99 and above
A	93-98
A-	90-92
B+	88-89
B	83-87
B-	80-82
C	75-79
D	70-74
F	69 and below

Make-Up Policy:

Serious personal or dependent family illness that can be documented is the only acceptable excuse for not turning in work on time. If you are ill, you will be given a reasonable extension for submission of missing work. **There are no make-ups for missed presentations.** Incompletes are discouraged and require a written contract.

University Policies

Academic integrity

Your commitment as a student to learning is evidenced by your enrollment at San Jose State University. The [University's Academic Integrity policy](http://www.sjsu.edu/senate/S07-2.htm), located at <http://www.sjsu.edu/senate/S07-2.htm>, requires you to be honest in all your academic course work. Faculty members are required to report all infractions to the office of Student Conduct and Ethical Development. The [Student Conduct and Ethical Development website](http://www.sjsu.edu/studentconduct/) is available at <http://www.sjsu.edu/studentconduct/>.

Instances of academic dishonesty will not be tolerated. Cheating on exams or plagiarism (presenting the work of another as your own, or the use of another person's ideas without giving proper credit) will result in a failing grade and sanctions by the University. For this class, all assignments are to be completed by the individual student unless otherwise

specified. If you would like to include your assignment or any material you have submitted, or plan to submit for another class, please note that SJSU's Academic Policy S07-2 requires approval of instructors.

Campus Policy in Compliance with the American Disabilities Act

If you need course adaptations or accommodations because of a disability, or if you need to make special arrangements in case the building must be evacuated, please make an appointment with me as soon as possible, or see me during office hours. Presidential Directive 97-03 requires that students with disabilities requesting accommodations must register with the [Disability Resource Center](http://www.drc.sjsu.edu/) (DRC) at <http://www.drc.sjsu.edu/> to establish a record of their disability.

Student Technology Resources

Computer labs for student use are available in the Academic Success Center located on the 1st floor of Clark Hall and on the 2nd floor of the Student Union. Computers are also available in the Martin Luther King Library.

Learning Assistance Resource Center

The Learning Assistance Resource Center (LARC) is located in Room 600 in the Student Services Center. It is designed to assist students in the development of their full academic potential and to inspire them to become independent learners. The Center's tutors are trained and nationally certified by the College Reading and Learning Association (CRLA). They provide content-based tutoring in many lower division courses (some upper division) as well as writing and study skills assistance. Small group, individual, and drop-in tutoring are available. Please visit [the LARC website](http://www.sjsu.edu/larc/) for more information at <http://www.sjsu.edu/larc/>.

SJSU Writing Center

The SJSU Writing Center is located in Room 126 in Clark Hall. It is staffed by professional instructors and upper-division or graduate-level writing specialists from each of the seven SJSU colleges. Our writing specialists have met a rigorous GPA requirement, and they are well trained to assist all students at all levels within all disciplines to become better writers. The [Writing Center website](http://www.sjsu.edu/writingcenter/about/staff/) is located at <http://www.sjsu.edu/writingcenter/about/staff/>.

Assignments

All students will write five case responses based on the cases assigned. Each response will provide answers to the questions and problems posed in the case, using information from your own critical analysis based on readings and class discussions. The first four

cases will be discussed in class, with teams of five students leading each discussion. Teams 1,2,3,and 4 will be formed the second night of class.

The cases will be evaluated using the following criteria:

Criteria	Points
a) The professionalism with which the report is presented: clarity, appearance, grammar, spelling, appropriate word choice, “voice”.	3
b) The comprehensiveness and care with which the case being analyzed is described.	3
c) The demonstration of understanding of relevant concepts that can be used to explain the case and its context, impact and policy or program outcomes.	2
d) The quality of <i>analysis linking class discussion and readings</i> to evaluation of the case	3
e) The quality of critical thinking demonstrated in the analysis of the case.	2
f) The comprehensiveness and care with which the case is presented verbally	2
TOTAL	15

For the last two nights of class students will be divided into two groups, A and B. On May 9 A students will jointly present their case to the rest of the class and lead the discussion. This will be made up of groups 1 and 2. On the last night of class, May 23, the B students will present their case to the rest of the class. This will be made up of groups 3 and 4.

The case and presentation will be evaluated using the following criteria:

Criteria	Points
a) The professionalism with which the report is presented: clarity, appearance, grammar, spelling, appropriate word choice, “voice”.	3
b) The comprehensiveness and care with which the case being analyzed is described.	3
c) The demonstration of understanding of relevant concepts that can be used to explain the case and its context, impact and policy or program outcomes.	2
d) The quality of <i>analysis linking class discussion and readings</i> to evaluation of the case	3
e) The quality of critical thinking demonstrated in the analysis of the case.	2
f) The comprehensiveness and care with which the case is presented verbally	2
g) The appearance and clarity of the PPT visuals	2
TOTAL	17

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Course Schedule

List the agenda for the semester including when and where the final exam will be held. Indicate the schedule is subject to change with fair notice and how the notice will be made available.

Table 1 Course Schedule

Week	Date	Topics, Readings, Assignments, Deadlines
1	1/25	Introductions Introduction of students, review of syllabus and course expectations. Introduction of the concept of policy development and program development.
2	2/1	The Nature of Public Administration Chapter 1
3	2/8	The Political/Legal Environment of Administration Chapter 2
4	2/15	Intergovernmental Relations Chapter 3 CASE 1 DUE
5	2/22	Administrative Responsibility and Ethics Chapter 4
6	2/29	Planning Chapter 5
7	3/7	Decision-making Chapter 6 CASE 2 DUE
8	3/14	Organizing Chapter 7
9	3/21	Leading Chapter 8
	3/28	NO CLASS...SPRING BREAK
10	4/4	Implementation Chapter 9 CASE 3 DUE

Week	Date	Topics, Readings, Assignments, Deadlines
11	4/11	Human Resources Management Chapter 10
12	4/18	Public Financial Management Chapter 11
13	4/25	Information Management Chapter 12 CASE 4 DUE
14	5/2	Program Audits Readings to be provided
15	5/9	CASE 5A – GROUP A
16	5/23	CASE 5B – GROUP B