

Principles of Public Service: Course Syllabus



Principles of Public Service: To Serve & Protect

COURSE DESCRIPTION:

Are you familiar with the term "public service"? When we think about public service, our thoughts often turn to professionals such as police officers, EMTs, and firefighters. While these are well-known public servants, many others work to keep our communities safe, healthy, and productive. In this course, you'll learn about many different areas of public service including education, civil engineering, and social services. You'll also look at the requirements for public service in general as well as the specific skills needed to be successful in each area of public service. Who knows? You may even discover the career you were meant to pursue!

Unit 1: What Is Public Service?

Learning Objectives:

- * **Analyze economic, political, and social trends likely to impact an agency or department.**
- * **Discuss the need to infuse understanding of vision, missions, and goals into all departmental activities.**
- * **Define the concept of risk management.**
- * **Learn how to seek a variety of input from all stakeholders.**
- * **Assess the impact of probable changes on the public.**

ASSIGNMENTS:

What Is Public Service?: Unit Text

Homework

10 points

Questions		
What Is Public Service?: Online Lab Questions	<i>Homework</i>	10 points
Unit 1 Activity	<i>Homework</i>	15 points
Unit 1 Discussion Assignment 1	<i>Discussion</i>	5 points
Unit 1 Discussion Assignment 2	<i>Discussion</i>	5 points
Unit 1 Quiz – What Is Public Service?	<i>Quiz</i>	15 points

Unit 2: The Business of Government

Learning Objectives:

- * **Maintain financial records.**
- * **Prepare and administer budgets.**
- * **Develop a personal budget and financial goals.**
- * **Construct charts, tables, and graphs using functions and data.**
- * **Analyze government resources to find possibilities for new or increased funding of programs.**

ASSIGNMENTS:

The Business of Government: Unit Text Questions	<i>Homework</i>	10 points
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The Business of Government: Online Lab Questions	<i>Homework</i>	10 points
Unit 2 Discussion Assignment 1	<i>Discussion</i>	5 points
Unit 2 Discussion Assignment 2	<i>Discussion</i>	5 points
Unit 2 Quiz – The Business of Government	<i>Quiz</i>	15 points

Unit 3: Working Together

Learning Objectives:

- * Identify traits for retaining employment.
- * Demonstrate positive work behaviors needed to be employable.
- * Compare management of government and nonprofit agencies to management in the private sector.
- * Explain various management theories—such as Theory X, Theory Y, and Theory Z—and whether they are effective.
- * Develop expansive professional networks internally and with other organizations to broaden communication.

ASSIGNMENTS:

Working Together: Unit Text Questions	<i>Homework</i>	10 points
Working Together: Online Lab Questions	<i>Homework</i>	10 points

Unit 3 Activity	<i>Homework</i>	15 points
Unit 3 Discussion Assignment 1	<i>Discussion</i>	5 points
Unit 3 Discussion Assignment 2	<i>Discussion</i>	5 points
Unit 3 Quiz – Working Together	<i>Quiz</i>	15 points

Unit 4: Leadership & Getting the Job Done

Learning Objectives:

- * Apply people skills to grasp opportunities and manage conflicts in a positive and constructive manner.
- * Employ critical thinking skills independently and in teams to solve problems and make decisions.
- * Identify and document workplace performance goals and monitor progress toward those goals.
- * Conduct technical research to gather information necessary for decision making.
- * Employ computer operations applications to access, create, manage, integrate, and store information.

ASSIGNMENTS:

Leadership & Getting the Job Done: Unit Text Questions	<i>Homework</i>	10 points
Leadership & Getting the Job Done: Online Lab Questions	<i>Homework</i>	10 points

Unit 4 Discussion Assignment 1	<i>Discussion</i>	5 points
Unit 4 Discussion Assignment 2	<i>Discussion</i>	5 points
Unit 4 Quiz – Leadership & Getting the Job Done	<i>Quiz</i>	15 points

Unit 5: Rules & Regulations

Learning Objectives:

- * Maintain thorough familiarity with public information requirements.
- * Explain policy background and reasons to persons denied access to certain public information.
- * Establish reliable controls to prevent unauthorized access to or release of privileged information.
- * Describe the role of federal, state, and local regulatory agencies.
- * Define the concepts of environmental planning, resource conservation, pollution prevention and control, and geographic information systems (GIS) in resource management.

ASSIGNMENTS:

Rules & Regulations: Unit Text Questions	<i>Homework</i>	10 points
Rules & Regulations: Online Lab Questions	<i>Homework</i>	10 points
Unit 5 Discussion Assignment 1	<i>Discussion</i>	5 points

Unit 5 Discussion Assignment 2	<i>Discussion</i>	5 points
Unit 5 Quiz – Rules & Regulations	<i>Quiz</i>	15 points

Principles of Public Service Midterm Exam

Learning Objectives:

- * Review information acquired and mastered from this course up to this point.
- * Take a course exam based on material from the first five units in this course (Note: You will be able to open this exam only one time.)

ASSIGNMENT:

Principles of Public Service Midterm Exam	<i>Exam</i>	50 points
Midterm Discussion Assignment	<i>Discussion</i>	5 points

Unit 6: Ethics in Public Service

Learning Objectives:

- * Evaluate and justify decisions based on ethical reasoning.
- * Identify and explain personal and long-term consequences of unethical or illegal behaviors in the workplace.
- * Assist departmental staff to fulfill procurement requirements.
- * Determine means of public announcements to get vendor interest and bids from qualified sources.
- * Manage an evaluation process to ensure each bid, proposal, or offer is evaluated completely in terms of all relevant and ethical criteria.

ASSIGNMENTS:

Ethics in Public Service: Unit Text Questions	<i>Homework</i>	10 points
Ethics in Public Service: Online Lab Questions	<i>Homework</i>	10 points
Unit 6 Discussion Assignment 1	<i>Discussion</i>	5 points
Unit 6 Discussion Assignment 2	<i>Discussion</i>	5 points
Unit 6 Quiz – Ethics in Public Service	<i>Quiz</i>	15 points

Unit 7: Communication & Health**Learning Objectives:**

- * Design, develop, and deliver formal and informal presentations using appropriate media to engage and inform diverse audiences.
- * Exhibit public relations skills that aid in achieving customer satisfaction.
- * Describe personal and job site safety rules and regulations that maintain safe and healthy work environments.
- * Create a disaster plan and an emergency response plan.
- * Distinguish between fact and myth about the transmission and treatment of diseases caused by blood-borne pathogens.

ASSIGNMENTS:

Communication & Health: Unit Text Questions	<i>Homework</i>	10 points
Communication & Health: Online Lab Questions	<i>Homework</i>	10 points
Unit 7 Activity	<i>Homework</i>	15 points
Unit 7 Discussion Assignment 1	<i>Discussion</i>	5 points
Unit 7 Discussion Assignment 2	<i>Discussion</i>	5 points
Unit 7 Quiz – Communication & Health	<i>Quiz</i>	15 points

Unit 8: Taking Care of People

Learning Objectives:

- * **Discuss careers in educational services.**
- * **Describe the career opportunities of the paraprofessional teacher aid and the regulations governing those in that occupation.**
- * **Discuss careers in social services.**
- * **Define the concepts of child abuse, child neglect, spousal abuse, and dependency.**
- * **Identify the skills, training, and education needed for a career in social services.**

ASSIGNMENTS:

Taking Care of People: Unit Text Questions	<i>Homework</i>	10 points
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Taking Care of People: Online Lab Questions	<i>Homework</i>	10 points
Unit 8 Discussion Assignment 1	<i>Discussion</i>	5 points
Unit 8 Discussion Assignment 2	<i>Discussion</i>	5 points
Unit 8 Quiz – Taking Care of People	<i>Quiz</i>	15 points

Unit 9: Public Safety Careers

Learning Objectives:

- * Discuss careers in public safety (EMS, communications, civil defense).
- * Describe municipal, county, and state emergency management agencies and their roles.
- * Investigate career opportunities upon completion of criminal justice operations.
- * Identify the skills, training, and education needed for a career in the criminal justice system.
- * Identify the skills, training, and education needed for a career in firefighting.

ASSIGNMENTS:

Public Safety Careers: Unit Text Questions	<i>Homework</i>	10 points
Public Safety Careers: Online Lab Questions	<i>Homework</i>	10 points

Unit 9 Activity	<i>Homework</i>	15 points
Unit 9 Discussion Assignment 1	<i>Discussion</i>	5 points
Unit 9 Discussion Assignment 2	<i>Discussion</i>	5 points
Unit 9 Quiz – Public Safety Careers	<i>Quiz</i>	15 points

Unit 10: Careers that Keep It Moving

Learning Objectives:

- * Discuss careers and opportunities in civil engineering (urban planners, surveyors, draftsmen).
- * Define the concepts of zoning board, allocation, planning, geological survey, and geographic information systems (GIS) in urban planning.
- * Discuss careers in transportation services.
- * Define the concept of public transportation.
- * Identify the skills, training, and education needed for a career in regulatory services.

ASSIGNMENTS:

Careers that Keep It Moving: Unit Text Questions	<i>Homework</i>	10 points
Careers that Keep It Moving: Online Lab Questions	<i>Homework</i>	10 points
Unit 10 Discussion Assignment 1	<i>Discussion</i>	5 points

Unit 10 Discussion Assignment 2	<i>Discussion</i>	5 points
Unit 10 Quiz – Careers that Keep It Moving	<i>Quiz</i>	15 points

Principles of Public Service Final Exam

Learning Objectives:

- * Review information acquired and mastered from this course up to this point.
- * Take a course exam based on material from units six to ten in this course – the last five units. (Note: You will be able to open this exam only one time.)

ASSIGNMENT:

Principles of Public Service Final Exam	<i>Exam</i>	50 points
Class Reflection Discussion Assignment	<i>Discussion</i>	10 points