Public Service Organizations
School of Public Affairs and Administration
Rutgers University – Newark Campus
Course Syllabus – Subject to Change

TH 6:30pm -9:30pm
Landscape and Horticulture Building
Room LHT 110
Spring 2015

Instructor:
Darryl Parraway, MSW, LCSW
darryl.parraway@rutgers.edu
Hours by Appointment

❖ Course Description:
This course is designed to provide a comprehensive overview of public service by describing the history of public service in the context of American democracy; examining the current erosion of interest in public service; exploring the diversity of action for effective public service; and by allowing students to explore their personal perspectives and experiences regarding public service.

❖ Course Pre-requisites: None

❖ Textbook and Materials:
  o All other reading materials will be available through Blackboard

❖ Course Overview:
Public Service Organizations is designed to encourage students to understand the etymology, intended use and historical impact with respect to the development of the composition of the public, private, non-profit and for profit sectors. By the end of the course students should be able to articulate and have an understanding of public service organizations and apply theories and service models in an effort to juxtapose current trends with proposed future directives. This course will examine the value of public service organizations and their impact on socioeconomic status. Students will learn to strategize effective solutions for improving quality of life in communities and how these strategies can continue to flourish through an ever increasing multi-cultural society.

This course will “critically” examine the interplay of politics, personal volunteering, careers, service on non-profit boards and charitable contributors and how these areas both positively and adversely impact communities.
Course Objectives:
Upon completion of this course, students will:
- Be able to describe public service concepts and explain the importance and influence of those concepts within our modern democratic society
- Be able to identify vocational opportunities to serve the public good that exist in all three sections: public, private, and nonprofit
- Be able to compare and contrast theories of citizenship and social contract in relations to current public service practices
- Be able to research and evaluate existing organizations based upon current theories of best practices in public service
- Be able to devise and implement methods to increase civic engagement in today’s society in order to solve difficult social problems
- Be able to identify a social issue, describe and evaluate what is currently being done to address the problem, identify other opportunities for improvement, and create a strategy that helps ameliorate the issue
- Be able to create a personal plan for ongoing civic engagement whether through traditional political participation (voting), volunteering and advocacy, careers in public service, service on nonprofit boards, socially-responsible engagement in corporate careers, and/or elected public office

School of Public Affairs and Administration Student Learning Outcomes:
- To be able to lead and manage in public governance
- To participate in and contribute to the public policy process
- To analyze, synthesize, think critically, solve problems, and make decisions
- To articulate and apply a public service perspective
- To communicate and interact productively with a diverse and changing workforce and citizenship

Course Requirements:
Participation and Attendance:
Class Attendance is required. Two or more absences will negatively affect the final grade. Students will be expected to share their knowledge and opinion of lectures, required readings and related materials. This is a course based primarily upon class discussion and group participation so class attendance is essential. Students who are absent are responsible to notify the instructor prior to class and to individually obtain the content and materials covered. Most of the communication will be done through Blackboard; students are individually responsible to properly access the information from the website.

Assignments:
- **Readings:** Students are expected to complete the assigned readings prior to class. The required textbook is to be purchased and all other articles will be made available via Blackboard. Students are to confirm they have Blackboard access by January 29.
- **Journal Entries:** As noted in the syllabus, students will address a series of questions in response to readings and discussion (see page 5 of the syllabus for assignment expectations).
- **Public Service Investigation:** Groups of students will investigate a local public service organization and present a report to the class. Groups will self-organized and sign up for presentation dates (see pages 5 and 6 of the syllabus for project expectations).
- **Final Project:** Groups of students will develop a conceptual public service approach to a real-world issue (see pages 6 and 7 of the syllabus for project expectations).
Extra Credit Opportunities: If and when outside-of-class campus or community events, speakers, or discussions related to public service become available the instructor may offer extra credit for student attendance and/or participation. Adequate notice will be given in advance of such opportunities.

Format of Written Assignments: All papers are to be submitted in 12-font, double-spaced, with one-inch margins. The heading must include the student’s name, date of submission, title of assignment, and instructor’s name. All non-original work MUST be cited. The following websites provide basic guidelines regarding the APA citation style:
http://www.lcc.edu/library/help/citation/apaonline
http://www.landmark.edu/library/citation-guides/landmark-college-citation-guides/apa-citation-style-guide

Rutgers University Libraries:

Many library resources are available online. Assistance is available through phone, email and chat. Information about the library can be found here: http://libguides.rutgers.edu/intro
Please review this 2-minute video about the library online resources:
http://www.youtube.com/watch?v=iJvFVqjz8Dg

Undergraduates: The Writing Center
Offers writing tutoring and writing workshops to all undergraduate students currently enrolled in classes on the Rutgers, Newark campus.
175 University Avenue
Newark, NJ 07102
Conklin 126
973-353-5847
http://www.ncas.rutgers.edu/writingcenter
Introduction: http://www.youtube.com/embed/DaAYHC5aUHs?rel=0

Serving Students with Disabilities:
Rutgers University welcomes students with disabilities into all of the University’s educational programs. In order to receive consideration for reasonable accommodations, a student with a disability must contact the appropriate disability services office at the campus where you are officially enrolled, participate in an intake interview, and provide documentation: https://ods.rutgers.edu/students/documentation-guidelines. If the documentation supports your request for reasonable accommodations, your campus’ disability services office will provide you a Letter of Accommodations. Please share this letter with your instructors and complete the Registration form on the Office of Disability Services website at: https://ods.rutgers.edu/students/registration-form.

Academic Integrity:
Students at Rutgers University are expected to maintain the highest ethical standards. The consequences of academic dishonesty, including cheating and plagiarism, are very serious. Rutgers’ academic integrity policy is at academicintegrity.rutgers.edu. When you submit an exam or assignment, you need to abide by the honor pledge of “On my honor, I have neither received nor given any unauthorized assistance on this examination (assignment).”

Multimedia presentations about academic integrity may be found at:
https://www.scc.rutgers.edu/douglass/sal/plagiarism/intro.html and,
https://wps.prenhall.com/hss_understand_plagiarism_1/0,6622,427064,-00.html
New students are strongly encouraged to review the online tutorial

- **Psychological and Counseling Services:**
  If you experience psychological or other difficulties as a result of this course, or because of other issues that may interfere with your performance in the course, please contact the University’s Psychological and Counseling Service Center (http://www.counseling.newark.rutgers.edu; 973-353-5805), which is located in Blumenthal Hall, Room 101. The Center offers a variety of free, confidential services to part-time and full-time students who are enrolled at Rutgers.

- **Grading:**
  - Journal Entries – 40%
  - Service Opportunities Participation & Discussion – 20%
  - Attendance & Participation – 10%
  - Public Service Investigation – 10%
  - Final Project – 20%

  - **Grading Scale:** Final grades will be assigned according to the following scale:
    - A = 90-100
    - B+ = 87-90
    - B = 80-87
    - C+ = 77-80
    - C = 70-77
    - D = 60-70
    - F = <60

- **Policies:**
  - **Syllabus:** This syllabus serves as a general outline. The instructor reserves the right to deviate from any part of the syllabus as necessary. Students will be notified of any such modifications.
  - **Late Assignments:** Submitting the required assignments is a prerequisite for this class. As such, late assignments will be applied a penalty, namely 10 percent of the assignment for each day between the due date and the submission date.
  - **Grade Disputes:** If students have a grade dispute, they should submit a one-page memo to the instructor presenting evidence for their case. The instructor will review and reconsider the original assignment. This review may lead to a grade increase but equally may lead to a grade decrease based on the new overall evaluation.
  - **Class Etiquette:** In order to make the class as enjoyable as possible for everyone, laptops and cell phones should be turned off during the class. Reading outside material, talking during lectures, leaving the classes early, text messaging, emailing, and surfing the web are prohibited in class. **Please arrive on time!**

**ASSIGNMENT EXPECTATIONS**

**Journal Entries**

**Objective:** The purpose of these individual assignments is to have students consider and record their personal experiences and opinions regarding the public service concepts discussed in the readings.
Tasks:
1. Access “Journals” under Course Tools in Blackboard
2. Click on the journal prompt to which you are responding – pay attention to due dates
3. Prepare journal entries of approximately 250 words. Entries may be typed directly into BB or attached as a Word document.
4. When you are satisfied with your entry, click “Post Entry”

Public Service Investigation

Objective: The purpose of this group assignment is to link the concepts and principles explored in the classroom to an actual public service institution. The investigation will focus upon a local formal or informal organization that provides public service. The analysis may be focused upon an individual or group of individuals associated with the selected institution, upon a specific event or program conducted by the organization, or upon the local chapter of a broader organization as an entity.

Tasks:
1. Identify and select a local institution
2. Describe the environment within which the institution exists
3. Describe the overall institution including its: mission and purpose; program(s); funding sources; and whom it serves
4. Establish how the selected institution is associated with public service – link this review to the concepts of public service developed in class.
5. Investigate through direct contact (onsite visit or interview) the specific element (a person, program, event, or the entire entity) you are interested in
6. Describe your personal opinion on how the activities of this specific element (individual, group, program or entity) impact the community
7. Identify some recommendations that might help improve the actions of the institution
1. Present a 10-15 minute group report to the class according to a pre-arranged schedule.

Final Project

Objective: The purpose of this group assignment is to apply the concepts and principles explored in class to the conceptual development of a public service institution. This assignment will address a real-time human service issue, determine the actions currently addressing this problem, and then provide a creative strategy the new organization could pursue in support or improvement of the issue.

Tasks:
Part 1:
1. Identify and select a cause or issue
2. Provide a brief description of the issue (context and causes)
3. Submit a 1-2 page group summary by Thursday, March 5

Part 2:
1. Establish what is currently being done to address the problem
2. Describe your personal opinion on the effectiveness of these programs
3. Submit a 1-2 page group summary by Thursday, April 2
**Final Presentation and Paper:**
Each group will deliver a 10-15 minute presentation to the class which summarizes their cause or issue; describe current efforts to address the problem; and present the group’s conceptual strategy to address the problem.

Each group will submit a 10-12 page paper (with a minimum of 10 references summarizing their work via Blackboard no later than Thursday, May 21 at 10am.
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