

# PADM 6150 Information Technology and the Public Sector

v. 3/20/2019 p. 1

## Description and rationale

(3 credits) “This course addresses how information technology influences public agencies’ structure, behavior and decision making as well as how IT affects managerial roles and shapes interactions with citizens and other organizations. Students examine topics such as: information security and safety, privacy, ethics, and implications for the workforce and employee morale. Attention is given to the Internet and government intranets. Required for MPA.”

**This is a sample for prospective students. Current students should NOT purchase books based on this - consult your instructor!**

and communication technologies (ICT) have affected what public managers do and what the public expects from government. Thus, our focus is on understanding trends, theories and concepts that can help prepare managers for effective participation in decisions about ICT. In the process, we will explore some interesting and timely topics in public administration, such as privacy, information ethics, successful and extremely unsuccessful implementations of ICT, and more. You do not need to be a technical expert to participate in this course, beyond the required competency with eLearn expected of all online students (tutorials are available) and use of routine software (Word, PowerPoint), the internet, and library databases. There is additional [information on the MPA program](#) available online.

## Relationship to MPA student learning outcomes and program competencies

While this course includes many detailed learning objectives associated with ICT and the public sector, it also fits into the framework of [five overarching Student Learning Outcomes](#) (SLOs) which describe what TSU MPA graduates should be capable of as professionals. A set of more specific [Program Competencies](#) (PCs) operationalize each of the five SLOs. The table below shows the relationship between these program-level expectations and those course elements that will be evaluated this semester. Toward the end of the semester, you will be asked to fill out an online survey regarding how your knowledge, understanding, and ability to apply these competencies changed due to your work in this course. Your participation helps us to improve the quality of our curriculum to better serve our students, alumni and other stakeholders.

MPA STUDENT LEARNING OUTCOME	MPA PROGRAM COMPETENCY	RELATION TO COURSE CONTENT AND ASSESSED ELEMENTS
<b>SLO 1</b> Each MPA graduate will be competent to lead and manage in public, nonprofit, or public affairs governance	<b>PC 1.1</b> Analyze organizational behavior to improve systems and manage performance	CASE ANALYSIS PAPER; SELECTED MODULE WRITING ASSIGNMENTS
	<b>PC 1.2</b> Apply theories that can inform leadership and management in organizations	SELECTED MODULE WRITING ASSIGNMENTS; FINAL ESSAY EXAM
<b>SLO 5</b> Each MPA graduate will be competent to communicate and interact productively with a diverse and changing workforce and citizenry	<b>PC 5.1</b> Prepare written and oral communications in appropriate medium and depth for a variety of audiences and stakeholders	CASE ANALYSIS PAPER

# PADM 6150 IT & the Public Sector

v. 3/20/2019 p. 2

## Delivery

**SPRING 2019:** Delivery method is online in eLearn, TSU's learning management system.

## Audience

This course is a required core course in the MPA curriculum and a potential elective for PhD students in public administration. PADM 6150 does NOT count towards the standard curricula of any graduate certificate offered by the Dept. of Public Administration. Therefore certificate-only students should not enroll in this course. There are no prerequisites for this course other than graduate student status in the MPA or Ph.D. programs.

## Course schedule

The course schedule is at the end of this syllabus. You are responsible for keeping up with assignments, readings, and due dates. While due dates will not change, I reserve the right to adjust content pacing based on class progress. Any substantive changes will be announced in eLearn in the News area on our course home page. You are responsible for reading all News posts and checking in to eLearn frequently (at least several times per week) during the semester to stay current in the course activities. Detailed learning objectives are provided in each content module in eLearn, and should be your primary guide as you read assigned materials in what to focus on and what to study. It is strongly recommended that you build a set of study notes as you work through each module based on these learning objectives.

## Instructor

Dr. Angela Paez (PÃ ês)

**Email.** [anicho10@Tnstate.edu](mailto:anicho10@Tnstate.edu) . I will do my best to reply your emails within the next 24 hours during the business week and before noon on Monday for weekend emails.

**Phone.** 785 – 218-2163 – no evening calls please, instead use email. In general email is best.

**Office hours.** Wednesday 1:00pm– 4:00pm. 4th floor, TSU Avon Williams Campus. Other times as needed by appointment. **Please make appointments in advance whenever possible, to assist in planning and make the best use of your time. I will make every effort to work with you. Please do not hesitate to contact me at any point during the semester.**

## eLearn or computer account problems

Call the Help Desk 24 hours a week, 7 days a week at 615-963-7777. You may also email them at [helpdesk@tnstate.edu](mailto:helpdesk@tnstate.edu).

## Required Texts

**This is a sample for prospective students. Current students should NOT purchase books based on this - consult your instructor!**

## Library resources

You will need to conduct research using legitimate and credible sources for this course. We have an excellent learning environment available downstairs in the first floor [Avon Williams Campus library](#), with quiet spaces for study as well as a computer lab just outside the library. The public administration collections are largely housed in this library, with

# PADM 6150 IT & the Public Sector

v. 3/20/2019 p. 3

extensive print books and journal collections (in addition to the resources available off campus through the Library e-journal and e-book collections. The Library is open before and after class meeting times most evenings ([hours](#)). You are strongly encouraged to take advantage of these resources, as well as seeing assistance from our Embedded Librarian, Professor VanHooser ([bvanhooser@tnstate.edu](mailto:bvanhooser@tnstate.edu)). The Library catalog and links to full-text journal database ("Periodicals – Full Text Finder") are available [online](#).

## Instruction methods

The primary methods of instruction will be directed readings assessed by module writing assignments (either individually submitted, or group discussions online, depending on the module); a project culminating in the case analysis paper; and the final exam. Materials for this class will be posted on the **TSU eLearn** page for this course (<https://elearn.tnstate.edu/>) - this includes readings, learning objectives, example resources for assignments, etc. Also check the News area of the site for course announcements. Note that the eLearn server is distinct from the tnstate.edu server: so even if [www.tnstate.edu](http://www.tnstate.edu) is down, you should try to access eLearn using the address above directly.

## How to prevent getting locked out of eLearn

Password issues are the most common issue people encounter. Go to [www.tnstate.edu/password](http://www.tnstate.edu/password) and follow the instructions to set up your profile ASAP – you have to do that ahead of time, not wait till you are locked out. Since I am providing you with this information at the beginning of the semester, I do not expect to hear that being "locked out" is a reason for missing quizzes or assignment due dates. You set up security questions (just like you would do with an online bank or other secure account). Then when you experience a lock-out, you can go to this page and unlock your account. If that doesn't help, the Help Desk phone number you should use is at all times is 615-963-7777. You can also try emailing [helpdesk@tnstate.edu](mailto:helpdesk@tnstate.edu) for assistance, but try phoning first.

## Course policies

### *Grading*

### *Submitting work on time*

**Assignments are due to the appropriate eLearn dropbox by 11:59PM on the due date, with the exception of the final exam for which the due date/time are indicated in the course schedule.** Remember that if the [www.tnstate.edu](http://www.tnstate.edu) website is down, you should try to access eLearn directly at <https://elearn.tnstate.edu/>. If you are unable to submit to eLearn, you must submit your discussion posts or other assignment BY EMAIL TO YOUR INSTRUCTOR BY THE DUE DATE/TIME. Plan so that last-minute computer issues do not derail your submission of assignments on time.

I reserve the right not to accept late work for a grade. All deadlines are announced in advance to allow you to plan for completion. Late work may be assessed a substantial penalty or receive a zero depending on the reason and degree of lateness. The value I emphasize in making decisions about late work is equity, which includes weighing the efforts of students who also had demands on their time, but submitted work on time nonetheless. Most of the students in our program work full-time, and many have family commitments. Forgetting a deadline or not planning well to allow completion of work, given other demands on your time, is not a sufficient reason for not submitting an assignment on time. Job expectations and non-emergency family events are also time commitments you should seek to plan around, not appeal to at the last minute as an excuse. Hybrid courses offer students some desired flexibility in terms of not having as many on-ground sessions – but the format requires careful time management, self-motivation and attention to deadlines.

# PADM 6150 IT & the Public Sector

v. 3/20/2019 p. 4

## *Course elements and weights in course grade*

**Module writing assignments.** In each module, you will have one writing activity to complete related to the module readings and learning objectives. There are four types: module essays; online discussions; module assignment; and reading reflections. The course schedule indicates which one is due for each module.

**Module essays** are graded on a 100-point scale. Detailed instructions for these assignments will be provided in eLearn

**Module assignment** (only one in module 3) is graded on a 100-point scale. Detailed instructions for these assignments will be provided in eLearn.

**Reading Reflections** are graded on a 100-point scale. Detailed instructions for these assignments will be provided in eLearn in the modules for which they are due. Reading reflections are designed to be able to be completed within a week – however, they will likely take more time than a usual discussion participation; they will typically be 1-1.5 single-spaced pages long. Please plan accordingly with respect to time allocation in the week a reflection is due. Note these are highly structured assignments – which is different from the Module Essay type.

**Case analysis proposal and Case analysis.** A detailed guideline will be provided for these assignments in eLearn.

**Final exam.** At the end of the semester during finals week, on the evening indicated on course schedule, you will take an online final essay exam. This cumulative exam will be based on the learning objectives throughout the course and will help to prepare you for the kinds of questions found on the comprehensive exam for the MPA. Students will have 3 hours available to take the final exam; it is written to take a well-prepared student about an hour and a half. As this is an at-home exam, you may use course materials in preparing your responses; however, all course policies pertaining to plagiarism and academic honesty apply and all sources must be indicated (cite by author's name so the instructor can tell what class resource you are using; however, you don't have to employ full APA in-text and end of text citation/reference rules for the exam). Your work on the exam must be individual; consulting others during the exam is considered academic dishonesty and will be handled as such.

Every course assignment or assessment will be graded out of 100 points, then weighted as shown below.

	Percent of grade
Final Essay Exam (online, timed, see course schedule for date/time during finals week)	20
Module writing assignments (online discussions; module essays; assignments; or reading reflections, 7 total) – 6 assignments X 7% each; lowest grade will be dropped	42
Case analysis proposal (1) – submit via dropbox by due date	13
Case analysis (1) – submit via dropbox by due date	25
	100 %

## *Minimum completion requirement to be eligible for a passing grade in the course*

- 6 module writing assignments; final exam; case analysis proposal; and case analysis

Completion of these items does not guarantee a passing grade (obviously, grade will depend on level of performance), but if these items are not completed in a timely fashion, you cannot pass this course regardless of evaluation on the items completed. If an assignment or assessment from earlier in the semester is part of the minimum requirements to

# PADM 6150 IT & the Public Sector

v. 3/20/2019 p. 5

complete the course, you must submit it by the last week of class (before finals week) even though you will not receive any credit due to its lateness.

## *Scale (text descriptions adapted from TSU Catalog)*

- A: 90% - 100% - Excellent: work of exceptional quality which indicates the highest level of attainment on an assignment.
- B: 80% - 89% - Good: work above average which indicates a high level of achievement.
- C: 70% - 79% - Work of average quality representing substantial fulfillment of the minimum essentials of an assignment.
- D: 69% - 60% - Poor: representing passing work but below the standards of graduation quality. Some minimum essentials not completed.
- F: 59% and below - Failure: representing unacceptable performance on an assignment. Few to no minimum essentials completed. May be assigned for plagiarism or academic dishonesty by the instructor (for an assignment or the course; see TSU Catalog, *Academic and Classroom Conduct*).

## *Provisions for extra credit*

Any extra credit opportunities are available to all students; please note that no make-ups will be offered for extra credit and I do not make special provisions for individual students to receive extra credit.

A total of up to 1 percentage point total on the final grade is available:

- **1 percentage point on the final grade:** 0.5 point for turning in your University course evaluation in myTSU (Banner Services link; Fall/Spring) and 0.5 point for turning in the Department End-of-Course Survey receipt (Fall/Spring/Summer) by the date announced in class to the appropriate eLearn dropboxes. Receipts do not show the instructor how you answered items on the surveys, only that you completed them on a given date and time.

## *Attendance*

- Attendance in an online course is recorded by log-in and submission of required work on time according to the syllabus and course schedule. A student's lack of timely participation in course requirements is an indicator of non-attendance, and faculty are required to report this status to the University at specific dates during the semester in accordance with rules concerning Financial Aid. See also the policy below on dropping or withdrawing from a class.
- **Only official, documented excuses will be accepted for missing an exam without prior arrangement.** If you anticipate missing an exam for a reason known in advance, you must notify the instructor as far in advance as possible to determine alternative. This is much preferable to missing the exam without notifying me. The make-up exam may differ from the regular exam. **In particular, since this is an online course, please reserve the evening of the final exam shown in the course schedule on your calendar at the beginning of the semester.** If you are taking other courses, check to ensure there is not a time conflict with your final in those courses. If so, contact me immediately and alternate arrangements will be made to allow you to take both exams.

## *Syllabus and course schedule*

I reserve the right to adjust this syllabus and topic pacing as the semester proceeds based on class progress and development, with notice to students. The course schedule is at the end of this syllabus. You are responsible for keeping up with assignments, readings, and due dates. Any substantive changes will be announced in our eLearn course

# PADM 6150 IT & the Public Sector

v. 3/20/2019 p. 6

homepage News area. Enable notifications in eLearn so that you receive an email or text when an update is posted there (click on your profile icon in the upper right corner of the eLearn window, you will see an option for Notifications settings).

## *Accommodation and accessibility*

Please see the University policy statement on individual accommodation included towards the end of this syllabus. Regardless of accommodation status, if you have an accessibility issue with any materials provided in eLearn or other items please notify me of the issue as soon as possible.

## *Dropping or withdrawing from a class*

I cannot withdraw you from the class myself; if you want to withdraw, you need to complete the required actions in [myTSU \(at the Banner Services link\)](#) by the last date of possible withdrawal (you are responsible for knowing this date, always see the appropriate [TSU Academic Calendar](#)). Faculty are, however, obligated to report non-attendance or stopped attendance at certain intervals during the semester, which can result in your being taken out of the course by the registrar. If you stop fulfilling class requirements but do not take the proper actions to withdraw by the deadline, and you remain on my roster at the end of the semester, you will receive a course grade based on what you completed plus zeros for the course elements you did not complete. This often results in an F. Incompletes may be given only after consultation with me, with documentation of the official reason, and for students *who completed coursework satisfactorily past the point of the withdrawal deadline*; they are rare and meant for unusual circumstances that arise very late in the semester.

## *Quality of written work*

As students and as professionals in training, I expect you to adhere to a high standard in your written work. Leave yourself time to reread and revise written work before the due date. Grammar and spelling errors distract the reader and lessen your credibility, in the classroom as in the workplace, and will affect the evaluation of your work.

## *Learning environment*

You are expected to conduct yourself with civility and professionalism online, so that a learning environment is maintained for all. When writing emails to others in this course – peers or instructors – please use a business-appropriate tone and [follow the usual business email etiquette](#). This is a core course in a professional program, and you should maintain the same standards you would adhere to in the workplace.

## *Academic honesty and plagiarism*

I will follow University procedures in dealing with any instances of plagiarism, cheating, and other types of academic dishonesty in this course (see TSU Student Handbook and Graduate Catalog). You should be aware that penalties can range from a lowered grade on an assignment from what it otherwise would have been, to no credit for an assignment, and on, up to dismissal from the program. My actions regarding plagiarism will depend on the severity of the individual case. In a severe case, I may elect to assign a grade of zero for the assignment, or pursue other options according to TSU policy as described in the TSU Student Handbook. In summary, you are expected to do your own work and follow academic standards rigorously in crediting the ideas, words and findings of others.

*I expect that you have read carefully and understood all resources I provide to you here and in eLearn regarding avoidance of plagiarism, including the [Statement of Academic Responsibility for Written Work](#) as well as this [handout](#)*

# PADM 6150 IT & the Public Sector

v. 3/20/2019 p. 7

(from the [Writing Center at the University of Wisconsin-Madison](#)) before you turn in any written work in this class, and I expect you to reflect that understanding in your writing process and written work. Plagiarism guidelines apply for online discussion work, written exam work, as well as for “papers.”

Academic honesty is the foundation of the scholarly pursuit of knowledge; if you are not sure what constitutes plagiarism or how to handle a specific instance of crediting another individual’s work, feel free to bring these questions to me. In general, should you have questions about academic honesty, your performance, or any other issue concerning this course, I encourage you to talk with me as soon as the concern arises throughout the semester. Problems in this area sometimes arise because of feeling pressured as a deadline approaches; promptly bringing questions and problems to the instructor can help to prevent this situation. Plagiarized work is never an improvement on whatever original work with correct citations you can generate on your own. This course is part of your training as a scholar and a professional, and only evaluation of your genuine effort can serve the learning objective. Also note that ethics is listed first among the core values of our MPA program in the mission (below), and that you are being prepared to “promote trust and public value.” Plagiarism, even unintentional, and academic dishonesty are inconsistent with these statements.

## *Ethics and professional preparation*

The focus of this course is on concepts and practical aspects of ICT in the public sector. In application of this and other content learned in your program of study, you should be guided by the ethical standards of your field. I encourage you to consult the ethical code of the professional organization(s) relevant to your field of interest, and to continue to seek out information on their application throughout your studies. The ASPA code of ethics is an excellent place to start.

- [American Society for Public Administration](#) Code of Ethics

## *MPA Program Mission, including values statement*

The MPA program of the College of Public Service at Tennessee State University prepares individuals for professional public, nonprofit, and healthcare sector careers. The program develops leaders and managers to promote trust and public value in the community.

- We educate by providing the key knowledge, skills and abilities our students require to serve in diverse public, nonprofit and healthcare settings.
- We work by conducting research and service activities supportive of these educational and instructional purposes which emphasize analytical thinking, problem solving and decision making and;
- We serve a diverse and ever-changing public, nonprofit and healthcare environment as a source of consultation with knowledge of public policy & public management issues to the community.

Through these endeavors, we create value with the community, our community partners, students and University by bringing expertise to bear in real organizational settings. In carrying out each of these core activities, we seek to reflect and instill distinctive public service values of: Ethics, Equity, Responsiveness, Diversity, Cultural Competency, Efficiency and Transparency.

## *Disability accommodation statement*

TSU is committed to creating inclusive learning environments and providing all students with opportunities to learn and excel in their course of study. Any student with a disability or condition which might interfere with his/her class performance or attendance may arrange for reasonable accommodations by visiting the Office of Disability Services (ODS). ODS is located in Kean Hall, room 131 and can be reached at 963-7400 or [www.tnstate.edu/disabilityservices](http://www.tnstate.edu/disabilityservices). You will be required to speak with ODS staff and provide documentation of the need for an accommodation. If you qualify for an accommodation you will be provided with a document stating what type of classroom accommodations

# PADM 6150 IT & the Public Sector

v. 3/20/2019 p. 8

are to be made by the instructor. It is your responsibility to give a copy of this document to the instructor as soon as you receive it. Accommodations will only be provided after the instructor receives the accommodation instructions from ODS; accommodations are not retroactive. You must follow this process for each semester that you require accommodations.

## *Student ID*

TSU students at all levels are expected to have their IDs with them any time they are on campus, and security officers may ask you to show it when you enter the building ([ID office and policy](#)). You may obtain your ID at AWC by appointment early in the semester; call 859-963-7001 to make an appointment.

## *TSU Graduate School Policies – a reminder*

All TSU graduate students are subject to a set of policies regarding admission, retention, graduate probation and suspension, definition of good standing, admission to candidacy (i.e. for MPA and certificate students, this refers to the completion of the Program of Study form with your advisor) and a variety of other matters. You are responsible for knowing and abiding by these policies, described in the front portion of the [Graduate Catalog](#). Departmental/program level policies also apply, described in the College of Public Service section of the Graduate Catalog, and you should know and abide by these policies as well. Many helpful resources, required forms and FAQs are made available to you regarding our program on the [CPS website](#); these include the [MPA handbook](#) and the [PhD handbook](#); and program information for the graduate certificates in [public policy](#), [healthcare administration and planning](#), and [nonprofit management](#). Students should seek advising regarding course selection prior to each semester to ensure they are on track given their program of admission.

A few things to keep in mind from Graduate School policy are summarized here for convenience (NB: this document does not supersede the applicable Catalog, and not all policies are summarized here). You will not complete any program or degree to which you have not been admitted, meeting all admissions conditions. You may not complete the program of study, sit for the comprehensive exam, or receive a degree or certificate if you do not have a cumulative TSU graduate GPA of 3.0 or better. You may only take a given course once to replace a grade, and the second grade replaces the first. You may only retake a total of two courses counting towards satisfaction of program curricular requirements. Grades of D or F count towards the GPA but do not count towards meeting certificate or degree curricular requirements (note that the PhD has more stringent GPA requirements for good standing; see the CPS section of the Graduate Catalog). Incomplete or "I" grades turn to an F automatically within one semester if the student does not satisfactorily complete the agreed-upon course activities determined by the instructor on the required timeline. Courses completed more than six years previous cannot be counted towards MPA completion. Certificate completion must take place within three calendar years. Program of study for the MPA degree should be completed when the student has completed 9 but no more than 15 credits in the program (must be in good standing; have no conditions outstanding on admission; no I grades outstanding). Program of study for a certificate should be completed as soon as the second semester of certificate coursework begins (same other conditions apply as for the MPA). Students must apply for graduation inside myTSU (Banner Services link; create separate graduation applications for MPA and certificate, if applicable) at the beginning of the semester in which they intend to graduate, by the deadline specified on the [University website](#). If a student does not actually graduate in that semester, they must reapply in the subsequent semester in which they plan to graduate. See [Catalog](#) for details and information on other program elements such as comprehensive exams.

# PADM 6150 IT & the Public Sector

v. 3/20/2019 p. 9

## *Course evaluations*

Student course evaluations at TSU are conducted online (fall and spring). It is expected that all students in the course will complete the brief online evaluation process in order to provide important feedback to the instructor and the University, which will benefit future students.

## *Sexual misconduct, domestic/dating violence, stalking*

TSU recognizes the importance of providing an environment free of all forms of discrimination and sexual harassment, including sexual assault, domestic violence, dating violence, and stalking. If you (or someone you know) has experienced or is experiencing any of these incidents, there are resources to assist you in the areas of accessing health and counseling services, providing academic and housing accommodations, and making referrals for assistance with legal protective orders and more.

Please be aware that most TSU employees, including faculty and instructors, are “responsible employees”, meaning that they are required to report incidents of sexual violence, domestic/dating violence or stalking. **This means that if you tell me about a situation involving sexual harassment, sexual assault, dating violence, domestic violence, or stalking, I must report the information to the Title IX Coordinator.** Although I must report the situation, you will still have options about how your situation will be handled, including whether or not you wish to pursue a formal complaint. Our goal is to make sure you are aware of the range of options available to you and have access to the resources you need.

You are encouraged to contact TSU’s Title IX Coordinator to report any incidents of sexual harassment, sexual violence, domestic/dating violence or stalking. The Title IX coordinator is located in the Office of Equity and Inclusion, McWherter Administration Building, Ste. 260 and can be reached at 963-7494 or 963-7438. For more information about Title IX and TSU’s SART or policies and procedures regarding sexual, domestic/dating violence and stalking please visit: [www.tnstate.edu/equity](http://www.tnstate.edu/equity).

If you wish to speak to someone confidentially, who is not required to report, you can contact the TSU Counseling Center, located in the basement of Wilson Hall, at 963-5611 or TSU Student Health Services, located in the Floyd Payne Campus Center room 304, at 963-5084. You may also contact the following off campus resources: Sexual Assault Center of Nashville at 1-800-879-1999 or [www.sacenter.org](http://www.sacenter.org) or the Tennessee Coalition to End Domestic & Sexual Violence at 615-386-9406 or [www.tncoalition.org](http://www.tncoalition.org).

## *Harassment & discrimination*

Tennessee State University is firmly committed to compliance with all federal, state and local laws that prohibit harassment and discrimination based on race, color, national origin, gender, age, disability, religion, retaliation, veteran status and other protected categories. TSU will not subject any student to discrimination or harassment and no student shall be excluded from participation in nor denied the benefits of any educational program based on their protected class. If a student believes they have been discriminated against or harassed because of a protected class, they are encouraged to contact the Office of Equity and Inclusion at McWherter Administration Building, Ste. 260, 615-963-7494 or 963-7438, [www.tnstate.edu/equity](http://www.tnstate.edu/equity).

## **Useful links (current as of 8/20/2017)**

- 1) **IF you don’t know your T-Number and/or username:** [www.tnstate.edu/tnumber](http://www.tnstate.edu/tnumber)  
Enter your personal details and it gives you your username and T-Number

# PADM 6150 IT & the Public Sector

v. 3/20/2019 p. 10

- 2) **IF you have your username and T-Number, but don't know your initial password assigned by the system for myTSU/eLearn/Network:**

If you've never altered your myTSU password, your initial myTSU password is based upon your T-Number: "T" (upper case) + the first 5 digits of your T# + "tsu" (lower case)

*Example:*

If your T-Number is T12345678

...then, your password is T12345tsu

- 3) **IF you need to reset/change your password at any time, or unlock your account if you get a "locked out" message:** [www.tnstate.edu/password](http://www.tnstate.edu/password)

All new students should change their temporary initial password to a "real" password as soon as possible. All students must set up their profile in the password self-service system BEFORE they get locked out. It is easy to do this (making up one's security questions, like you would do for online banking for example). Many of our students never need to log onto a campus computer, or only very rarely – so they will not receive warning messages that they are running out of time till password expiration till BOOM, locked out! Usually when something is due : ) As long as you have set up the profile once ahead of time, no problem – the account can be unlocked and password reset can be completed in most cases at [www.tnstate.edu/password](http://www.tnstate.edu/password) without needing to contact the help desk.

- 4) **IF you need to access your student email to set up forwarding, or to get your free Office software:**

Your student email address takes the form [username@my.tnstate.edu](mailto:username@my.tnstate.edu) (for username, see (1) above). New students must change their temporary initial password to a new password BEFORE logging into [Office 365 Live student email](http://my.tnstate.edu) (my.tnstate.edu) email (see (3) above). All students do need to go into Office 365 mail at least one time to set up email forwarding to an address they will actually check; [here's instructions for setting up Office 365 email forwarding](#). The Bursar, Registrar, and other University announcements will come to your student email, so you may miss vital information if you do not make sure you are getting those messages either through Office 365 directly or by setting up email forwarding. Office 365 has a LOT of great stuff in it for students besides email, including access to Office applications like Word and Excel – it really is worth checking out. *Once the temporary initial password is changed to a "real" password, the same username/password combination will work for ALL services: myTSU; eLearn; network/domain on campus; and student email at Office 365.*

- 5) **IF you need to check registration, add/drop, unofficial transcript, programs admitted to, etc.:**

FIRST login to <http://mytsu.tnstate.edu/>, THEN click the **Banner Services link** under "Student Applications". In summary, myTSU is the portal landing page with many different links and types of information on it, *Banner Services* is a link on the myTSU portal landing page where many essential student account and records tasks are carried out.

- 6) **IF you need help figuring out how to register for courses and commit to attend (Confirmation of Registration):** [www.tnstate.edu/records/registration.aspx](http://www.tnstate.edu/records/registration.aspx)

After registering for courses, you must also make sure to do the last step on this page, *Confirmation of Registration*. This step is how you are *committing that you will attend* and is very important for financial aid. Just adding classes to your schedule during class registration does not automatically do this step for you! Not confirming registration in this way can lead to schedule and/or financial aid problems.

# PADM 6150 IT & the Public Sector

v. 3/20/2019 p. 11

## Academic Calendar

Key dates are found on the TSU Academic Calendar: for the most detailed and up-to-date calendar visit [http://www.tnstate.edu/academic\\_affairs/documents/AcademicCalendar.pdf](http://www.tnstate.edu/academic_affairs/documents/AcademicCalendar.pdf). Note that individuals completing a degree (not solely a certificate) must arrange with the instructor to complete all coursework early – notify the instructor ASAP at the beginning of the semester if this applies to you. This rule is University policy whether you intend to “walk” at graduation or not.

- Jan 14 Classes Begin
- Jan 14-18 Late Registration/Schedule Adjustment
- Jan 21 Holiday – MLK – No Classes
- Mar 4-9 Spring Break
- **Mar 22 Last day to withdraw from a course and/or the University**
- March 25 – April 20 Registration for Summer 2019
- April 25 – Aug 24 Registration for Fall 2019
- April 27 Last day of class
- April 29- May 3 Final examinations
- May 3 (Friday) Graduate Commencement Ceremony, 5:00 p.m., Gentry Complex
- May 6 Faculty must have posted all grades via “MyTSU”

# PADM 6150 IT & the Public Sector

v. 3/20/2019 p. 12

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# PADM 6150 IT & the Public Sector

v. 3/20/2019 p. 14

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## Course calendar

Readings required for each module along with detailed learning objectives are provided in an HTML file at the top of each module. The readings themselves are also provided within the content module. Therefore, this calendar simply shows you the dates by which particular module assignments and other required tasks are due. You should begin working through the modules as soon as the course begins.

DATE DUE	MODULE	TASK/ASSIGNMENT
	1 What is information?	Week 1 – Introductions online (DISCUSSION AREA) Opens 10am Monday 1/14 - closes 11:59pm Monday 1/21  Week 2 – Module essay (DROPBOX) Due by 11:59pm Monday 1/28
ICT AND ORGANIZATION		
	2 Systems	Module Essay (DROPBOX) Due by 11:59pm Monday 2/11
	3 Leading and doing	Module Essay (DROPBOX) Due by 11:59pm Monday 2/25  <b>PROPOSAL FOR CASE ANALYSIS DUE (DROPBOX)</b> <b>Due by 11:59pm Monday 3/11</b>
	4 Delivery	Module Essay (DROPBOX) Due by 11:59pm Monday 3/18
ICT AND THE PUBLIC		
	5 Privacy vs. Disclosure	Reading reflection (DROPBOX) Due by 11:59pm Monday 4/1
	6 Social Choices / Social Data	Module Essay Due by 11:59pm Monday 4/15
	7 Disruptive technological change and policy	Reading Reflection (DROPBOX) Due by 11:59pm Monday 4/26
	END OF COURSE	<b>CASE ANALYSIS DUE (DROPBOX) (see guideline)</b> <b>Due by 11:59pm Monday 4/22</b>  FINAL EXAM – 5:30pm – 8:30pm online Monday 4/29
	END OF COURSE	Submission receipts due for extra credit DROPBOX (myTSU course evaluations and Department end-of-course competency survey) Due by 11:59am Wednesday 5/1