YORK U

UNIVERSITÉ UNIVERSITY

School of Public Policy and Administration

COURSE OUTLINE PPAS 4995 6.0 A: PRACTICUM IN PUBLIC ADMINISTRATION
2021-2022 Fall/Winter

Mondays 4:00pm - 7:00pm (Remote Synchronous Delivery)
First Class: Monday September 13, 2021

Course Director: Professor Natarelli

Professor Natarelli is an Adjunct Professor with the York University School of Public Policy and Administration. Prior to joining York University, he was a distinguished provincial, regional municipal senior public servant. Over the course of his public service career, he held progressively responsible roles in policy development, executive support, strategic planning, communications/issues management, operational policy and coordination. Professor Natarelli concluded his public service career leading the development and delivery of large transportation capital projects.

Office Hours

Office hours will be by appointment only and will occur via video conferencing or telephone. Professor Natarelli can be reached by email at natarel1@yorku.ca or by cell phone at (416) 803-9092.

Course Description

Public Policy and Administration (PPA) students in their fourth year may take an independent, individually supervised reading and research course which combines virtual/on-line volunteer work experience in a government department/agency, or a nongovernmental organization interacting extensively with government, with an academic analysis of that experience. Students work as a volunteer in an agency approved by the Course Director the equivalent of a full day per week (about 7.5 hours) over a period of September/October to March/April. Enrolment is subject to agreement with the placement agency and the Course Director. **Prerequisite: AP/PPAS 3190 6.00. Note: Enrolment in this course is on a competitive basis and by permission only. Students should bring their resume and be prepared to be interviewed by the Course Director during the first class.**

Learning Outcomes

Students are expected to:
- Explore public sector career alternatives prior to graduation.
- Integrate theory and practice in real work experiences.
- Assess interests and abilities in their field of study.
- Learn to appreciate public sector work and its role in society and in the economy.
- Develop an understanding of public sector work expectations, habits and attitudes necessary for public sector job success.
- Develop communication, interpersonal and other critical public sector job skills.
- Build a record of work experience.
- Foster positive relationships with colleagues and supervisor(s).

Work Placement

The Course Director will present students with a range of work placement opportunities in the government and broader public sector (opportunities in each of these sectors may vary in any given school year subject to partnerships secured). **Work placements may be virtual/remote due to their headquarters location or because of COVID pandemic protocols. Work placement organizations will be developing and implementing individual or enterprise-wide return to work policies. For greater certainty, all work placements will commence on a**

virtual/remote work basis. While students are encouraged to select from pre-arranged placements, where significant interest lies in another area or organization, the Course Director will make an effort possible to accommodate the student's interest in securing a placement opportunity.

Admittance to the Course
Due to the limited number of placement opportunities, entrance to the course is on a competitive basis. Priority is given to students in the Public Administration Honours or Specialized Honours program with strong grade point averages. **Students may register their interest in the practicum by filling out the School of Public Policy and Administration (SPPA) online course waiting list at https://www.yorku.ca/laps/sppa/undergrad/waitlist-request-form/.** Students who qualify will be invited to an interview with the Course Director which will take place during the first class in week 1. Candidates will be asked to submit a resume prior to the interview. Students will be notified regarding the permission to enroll in the course during the first week of the Fall term.

Teaching Methodology
The Course Director will maintain an ongoing dialogue with students throughout the placement process and because of the specific nature of discussions, conversations about individual placements are managed one-on-one via phone/Zoom, and email as appropriate/necessary.

Classes meet on-line twice per term at a time agreed to by the Course Director. Meetings are intended to be a forum to discuss the placement experience and ideas/research for the major paper. Each student is expected to participate fully in these discussions, in hopes that bringing individual experiences and the work of their particular placement agency forward, others will gain a sense for the work of the government and broader public sector and the issues that these organizations face. It is fully expected that the Course Director will work one-on-one with students in support of their major paper expectations and any specific placement issues that arise.

Meetings/Session Schedule
The number of meetings/sessions involving the entire class will be limited as the focus of the course is centred primarily on the practicum placement arrangements. Attendance at the following meetings/sessions is mandatory:

Session	Meeting Date	Focus
1	September 13, 2021	Interview and Enrollment
2	September 20, 2021	Orientation and Placement Administration
3	October 4, 2021	Fundamentals of Writing a Paper in Public Administration (Full Class followed by One-on-One Sessions for Orientation Follow-Up)
4	January 3, 2022	Placement Status and Updates (Full Class followed by One-on-One Sessions)
5	March 3, 2022	Preparations for Placement Sunset (Full Class followed by One-on-One Sessions)

Synchronous Video Conferencing
Students will be <u>required</u> to participate in this course through video conferencing and they will also appear on video (e.g., for discussion sessions either with the whole class or in groups). To participate reliably, students will need a stable, higher-speed Internet connection, a computer with webcam and microphone, and/or a smart device with these features. Below are some useful links for student computing information, resources, and help: Here are some useful links for student computing information, resources, and help:
- Zoom@YorkU Best Practices (https://yorku.zoom.us/)
- Student Guide to eLearning at York University (https://elearning.laps.yorku.ca/)

To determine Internet connection and speed, there are online tests, such as <u>Speedtest</u>, that can be run.

Students shall note the following:

- Zoom is hosted on servers in the U.S. This includes recordings captured through Zoom.
- The system is configured in a way that all participants are automatically notified when a session is being recorded. In other words, a session cannot be recorded without you knowing about it.

Privacy
Students should note that the name you use with Zoom and metadata about how you use the application will be stored on servers outside of Canada. If you have privacy concerns, you can disable both audio and video. You can also provide only your first name or a nickname when you join a session. If you choose to rename yourself, please let your professor know immediately and especially in advance of the first session.

About eClass and Zoom

eClass is the learning platform used by York University to allow us to have a personalized learning platform/environment for our course. The free site allows us to access all the materials, such as slide decks, assignments, and videos, as well as a secure site for us to upload student work for assessment.
- Zoom is a free video conferencing software app that allows us to engage virtually for video, presentations, group work and chat rooms. More detail about these systems will be shared at the beginning of the course. Students shall note the following:
- Zoom is hosted on servers in the U.S. This includes recordings done through Zoom.
- If you have privacy concerns about your data, provide only your first name or a nickname when you join a session.
- The system is configured in a way that all participants are automatically notified when a session is being recorded. In other words, a session cannot be recorded without you knowing about it.

You can find links to resources for students about online learning and eClass at:
https://going-digital.laps.yorku.ca/student-resources/

Evaluation

Assignment	Value	Due Date
Research Paper Proposal, Thesis Statement and Bibliography	15%	November 19, 2021 (5:00 pm Toronto Time)
Research Paper	40%	January 28, 2022 (5:00 pm Toronto Time)
Evaluation by Placement Supervisor	40%	April 10, 2022
Reflective Summary	5%	March 31, 2022 (5:00 pm Toronto Time)

- **Research Paper Proposal, Thesis Statement and Bibliography** (Online submission via eClass and *Turnitin*)
  It is important to pick a topic for your final paper. The purpose of this assignment is to have you pick a topic and think about your thesis statement – what you will argue in your paper. You are welcome to pick any topic related to Canadian public administration **(NOT Canadian public policy)**. The assignment should include the following:
  1. An introduction that tells the reader something about the topic, why it is a problem or relevant today.
  2. A clear research question that your final research paper will attempt to answer in a persuasive way.
  3. Your thesis. What the paper will argue. I would like to see the following phrase "This paper will argue that …" in your paper.
  4. An outline of the principal sections of your paper and the arguments that you will likely present in each section.
  5. Bibliography – List of at least 10 academic sources – peer reviewed journal articles and books and government documents. You should not be using newspaper or magazine articles or websites.

The bibliography section should include - at a minimum - 10 sources of information related to your selected topic. These sources can only be academic journal articles, academic books, government documents that include reports, position papers, policy statements, and so on. You cannot use non-peer reviewed sources. The paper proposal, thesis statement and bibliography assignment should be no more than five pages long, single spaced. Be sure to use APA Style for all referencing. **The topic must be pre-approved by the Course Director in advance of starting the assignment.**

- **Research Paper** <mark>(Online submission via eClass and *Turnitin*)</mark>
  The research essay must focus on an aspect of public administration – not public policy. Topics must be approved by the course instructor prior to beginning your research through the research proposal. Papers that have topics that have not been approved in advance of the paper due date will not be accepted. The research essay must be a minimum of 20 pages in length (5,000 words = 250 words per page, double spaced, not including cover page, table of contents, graphs, charts, tables, and bibliography) using 12-point font and standard one-inch margins. The research paper must be professional in all aspects. The essay should include the following:
  - Title page (title of paper, author's name and student number, professors name, course number and date);
  - Introduction;
  - Research question;
  - Thesis statement;
  - Body of the essay – arguments supported by evidence and research from the literature;
  - Conclusion(s);
  - References.

  You must have page numbers. The research essay must be a holistic work that demonstrates considerable research, writing and thinking. Grades will be deducted for typos and other grammatical errors. You must have the paper read (edited) by others before submitting it. You must cite the sources that you have used, using APA Style.

- **Reflective Summary** <mark>(Online submission via eClass and *Turnitin*)</mark>
  Students will be asked to reflect on their placement experiences by way of a three-page (double-spaced, 12-point font) approximately 750-word summary. The summary will respond to questions provided by the Course Director early in the winter term including:

  Reflect and convey your reflections on any **three** of the following:
  1) How has the experience informed your thinking of public service as a career aspiration?
  2) What have you observed through the experience about the nexus of theory and practice of public policy and administration?
  3) In what way has your appreciation of public sector work and the role it can play in society and the economy been affected?
  4) Can you say that because of your experience you have a better understanding of public sector expectations, habits, and attitudes necessary for a successful career in the public service? if so, in what way(s)?
  5) Are you able to identify how your communication, interpersonal and other key skills have been augmented or strengthened because of the practicum experience?
  6) How has the experience contributed to a strengthened network of relationships with either your placement supervisor or colleagues?
  7) Knowing what you know now, with the benefit of the experience, how might you approach a future work opportunity to contribute to the organizations' business objectives more rapidly and effectively?

Penalty for Late Submissions

All assignments are expected to be handed in on time. If you expect to have difficulty in completing an assignment on time, please discuss this with the course director. Otherwise, a late penalty of 10% per day will be strictly applied – no exceptions.

Grading

For the purpose of averaging grades on assignments to arrive at final course grade, the York University grade scale will apply.

***Turnitin* Application**

To promote academic integrity in this course, students will be required to submit their written assignments via eClass and the *Turnitin* application for a review of textual similarity and the detection of possible plagiarism. In so doing, students will allow their material to be included as source documents in the *Turnitin* reference database, where they will be used only for the purpose of detecting plagiarism. The terms that apply to the University's use of the *Turnitin* service are described on the *Turnitin* website.

<div style="background:red;color:white">**Course Readings**</div>

There are no required texts or reading kits for this course. Students are expected to collect research appropriate to their major paper topic and in consultation with the instructor, via approval of the research paper proposal.

Recommended readings:

- Eddy, S., and Gossett, C. (Fall 2016). Millennials and public service renewal: Introduction on millennials and public sector motivation. Public Administration Quarterly. Vol. 40(3), p. 412-428.
- Fedorko, J. (2006). The Intern Files: How to Get, Keep, and Make the Most of your Internship. Simon & Schuster
- Glenn, T. (2012). The state of talent management in Canada's public sector. Canadian Public Administration. March, Vol. 55(1), p. 25(27).
- Gower, R. and Mulvaney, M. (2012). Making the most of your internship: A strategic approach. Sagamore Publishing.
- Harvard Business Review. (2013). Guide to Managing Up and Across. Boston: Harvard Business Review Press.
- Hobby, P. (2007). Managing in the public sector: how do public sector challenges differ from those in the Private sector, and what professional skill sets are needed to provide effective solutions? The Public Manager, Winter, Vol. 36(4), p. 78(5).
- Sweitzer, H. and King, M. (2019). The Successful Internship: Personal, Professional and Civic Development in Experiential Learning. Fifth Edition. Cengage Learning.

<div style="background:red;color:white">**Making the Most of Your Practicum Placement**</div>

Practicum placements are an opportunity to learn and gain new skills. You should set goals and milestones in order to assess your progress and achievements. Discuss these goals with your supervisor and discuss areas of improvement and learning outcomes. You are encouraged to approach your supervisor if you have particular interests or want to learn more about a role or function. This is an opportunity to test a potential career option and the more you expose yourself to, the better assessment you can make.

Keep an inventory of everything you learn and undertake, this way you will have new skills and qualifications to add to your resume and discuss in future interviews. This will also assist with the preparation of your reflective assignment.

<div style="background:red;color:white">**Remote/Virtual Placements**</div>

The COVID-19 pandemic has meant that increasingly work in all sectors in the economy may at times be done virtually or remotely. Placements may be virtual/remote due to their headquarters location or as a result of COVID pandemic protocols. For greater certainty, all placements will commence on virtual/remote basis. The highest standards of behaviour in representing your program and university must be maintained at all times and in all formats.

Orientation Checklist for Students

Some practicum supervisors will provide some formal orientation and others will be more informal. By the end of your first day, or after your orientation session, you should know most of the following:

- Your supervisor's name, title, phone number, and email address;
- Start and end times for your work sessions;
- Lunch and break policies;
- Who to contact if you will be late or absent;
- Access to the workplace network including an email account and what equipment you may use and/or be provided with;
- Any codes or username/passwords, access to VPN applications for remote access, you will need in order to perform your role or access equipment;
- Assuming access to the workplace has been restored, eating areas (are you allowed to eat and drink at your desk or in a public space?);
- The organization's office address, mailing address, phone number;
- Reference materials, libraries, manuals which you are allowed to use;
- Employee access to the facility (times, keys, etc. assuming access to the workplace has been restored);
- Parking facility for your car (if driving);
- Phone policies;
- How to request assistance and from whom;
- How to access supplies;
- Confidentiality policies;
- Punctuality & Attendance expectations.

By the end of September or early October, your supervisor should be able to confirm with the student the placement assignment description as submitted to the Course Director or an updated iteration. The placement supervisor should also indicate the desired outcomes along with supporting performance measures. Students are expected to treat their placement and internship as a regular job. You should be aware of schedules and your supervisor's attendance expectations. Report any absences to your direct supervisor as soon as possible – remember – they are expecting you to work that day and they need to know if you are unavailable because of illness, etc. Makeup days should be scheduled to ensure all required hours are completed before semester deadlines.

Professional Dress
Before reporting for your first day of employment, be aware of the dress code of the organization. Practicum students must follow the same expectations of regular staff.

Working Remotely or from Home
Be sure to arrange your computer camera in a manner that is flattering with good lighting and appropriate, professional background so that your on-screen presence is professional and engaging. Consider each remote, or work from home engagement as an online job interview where you are selling yourself to a prospective employer.

Accountability and Conduct
- Be productive and meet deadlines.
- Collaborate rather than compete.
- Be encouraging and helpful to others, always offering to go the extra mile.
- Be flexible, versatile, and able to adapt to change.
- Make good decisions and ask for advice if unsure.
- Be attentive and confident in yourself but ask your supervisor to clarify instructions if you are unsure of how to follow through on an assignment.
- Demonstrate enthusiasm.

- Above all, utilize this as a learning experience. Take notes, listen actively, and show a willingness to learn and eagerness to excel.

Confidentiality

You are expected to share relevant and appropriate information about your placement and internship experience in a classroom setting. You should maintain confidentiality at all times and be sensitive with private organizational information. You may sign a confidentiality agreement as a condition of your placement.

Communication

Be very aware of how you communicate with others in a professional setting. Avoid every inclination to use short forms or lingo in professional communication forms; such as emails and letters. Always address the person in writing with Hello or Dear, and always sign an email or letter with Best Regards, Sincerely, or Thank you. When communicating in person, remember that you are speaking to a professional, and you should conduct yourself accordingly.

Conflict Resolution

Always maintain professionalism. If you cannot resolve the conflict on your own, follow these guidelines:
1. Speak to your supervisor in a professional and calm way.
2. Have a clear sense of the problem and present a possible solution.
3. If you are uncomfortable approaching your supervisor, do not hesitate to contact the Practicum Course Director at any time for advice.

Expectations for the Wind Down of the Placement

Students are expected to meet with their supervisor as the term comes to an end. You are to provide your supervisor with required documentation (i.e. Record of Hours, Evaluation, etc.). Advise your supervisor of all the relevant information including, but not limited to:
- The number of hours you have completed.
- The date you require the forms back (it is suggested you collect the forms at least 2 business days prior to the due date).

Submit the required documentation to your employer well in advance of your exit meeting. Your supervisor should review their evaluation with you and provide you with the documents.

Be sure to thank your supervisor for the opportunity. If you think you would be a candidate for opportunities within the organization, be sure to express your interest and ask to be informed should any opportunities arise. Above all else, be sure to leave on a positive note.