PA 757: Digital Government
Syllabus Fall 2012

Course Objectives
1. Ensure each student is aware of American and international e-government and its individual components as well as barriers and supports, the promise of e-government and its problems.
2. Become informed of new trends and future technological possibilities for the field.
3. Become aware of how e-government can shift and change government as we know it; put e-government into context as a stage of government development.
4. Enhance awareness of the underlying policy context of e-government as well as the managerial structures required to sustain it in public agencies.
5. Learn how agencies can succeed with their own online endeavors and the potential as well as the drawbacks of e-government.
6. Enhance students’ abilities to successfully utilize online tools to work collaboratively in a team.
7. Enhance basic teamwork skills.
8. Enhance students’ writing and analytical skills.
9. Increase online knowledge and computer skills.

Required Books and Cases
- Other materials and links within each module’s course “lecture.”

Course Outline
8/27 6 pm. Class Begins with Introductory Email.

Module 1: E-Government Today (3 weeks 8/27-9/2; 9/3-9/9; 9/10-9/16). Overview of e-government: how governments are using the Internet, how citizens are responding.

Readings:
- Milakovich, Chapters 1, 8

Module 2: E-Democracy and Civic Engagement (3 weeks 9/17-9/23, 9/24-9/30; 10/1-10/7) Online activity by governments and government officials, social media, how citizens and government interact online, governments’ efforts to engage citizens more effectively online, e-democracy, World Wide Web as news source, use for politics and use for social movements.

ASSIGNMENT DUE 10/4: Government Research Project—Social Media in Cities (Due October 4th)

Readings:
• Milakovich, Chapters 2, 5, 10.
• Aikins, Stephen. 2009. “A Comparative Study of Municipal Adoption of Internet-Based Citizen Participation”. In Reddick, Christopher (Ed.) Handbook of Research on Strategies for Local E-Government Adoption Hershey, PA: IGI Global.


Pew Internet and American Life Project. 2009. The Nine Tribes of the Internet. (PowerPoint Presentation)


Module 3: E-Service Delivery and E-Commerce: Using the Internet to Improve Service Delivery to Citizens (3 weeks, 10/8-10/14, 10/15-10/21, 10/22-10/28) How Internet services are delivered to citizens—promises, pitfalls, pros and cons; types of services, potential for the future. New trends: big data, data visualizations.

Readings:
• Milakovich, Chapters 3, 4, 6, 7
• Ganapati, Sukumar. 2010. Using Geographic Information Systems to Increase Citizen Engagement. IBM Center for the Business of Government


ASSIGNMENT DUE 11/1: Agency Websites Critique (Due November 1st)

Readings:
• Center for Democracy and Technology. 2009. CDT’s Guide to Online Privacy.
• Kavanaugh, Andrea; Fox, Edward A. Fox; Sheetz, Steven; Yang, Seungwon; Li, Lin Tzy; Whalen, Travis; Shoemaker, Donald; Natsev, Paul; Xie, Lexing. “Social media use by government: from the routine to the critical.” The Proceedings of the 12th Annual International Conference on Digital Government Research.

ASSIGNMENT DUE 11/30: Group Project: DUE November 30th

ASSIGNMENT DUE 12/15: Paper DUE: December 15th

Readings:
- Milakovich, Chapters 9, 10
Assignments

- 15%. Online Participation (including discussion, Module assignments and readings discussions).
- 20%. E-Government Research Project—Social Media in Cities (Due October 4th)
- 20%. Agency Websites Critique (Due November 1st)
- 20%. Group Project-- Agency Internet Strategy Development (Due November 30th)
- 25%. Paper on E-Government Topic (10-15 pages) (Due By December 15th)

Full instructions available online in our iLearn space.

1. **Online participation.** Each student must actively participate each week by reading the online “lectures”, completing the ongoing activities and any Module assignments, and participating in online discussions.

2. **Bay Area E-Government Research.** The class will participate in a research project on social media in cities. This will involve the identification and observation of the social media of SF Bay Area cities and contacting of those cities web managers to seek answers to a brief survey. Students will work in pairs.

3. **Agency Websites Critique.** Each student will choose 4 agency websites to critique (either because they are similar or because they are different). In this 6-8 page paper, summarize each of the 4 websites according to the criteria that you create. List and fully discuss the strengths and weaknesses of each site then discuss possible opportunities for the site that the agency is not fully utilizing.

4. **Group Project—Agency Internet Strategy Development.** A group of three students will develop an in-depth strategy for an agency of their choice. They should research the agency and its mission and programs through interviews and online research and then find a way to utilize the online tools they select in a website. The strategy should be fully developed, with a sitemap, proposed web portal design (navigation system) and usability strategies.

5. **E-Government Paper and Presentation.** The paper should be between 10 and 15 pages on the e-government topic of the student’s choice (which should be cleared with the instructor before beginning). The APA citation style of in-text citations should be utilized.

Course Policies

1. Online courses require discipline. Each module should be completed by end date.
2. For best participation, set aside a time each week or several days to work on the course. Check email each day and course discussions at least once every one or two days per week.
3. University regulations specify that 2-3 hours of work be spent out of class for every hour in class.
4. All assignments must be turned in on time (no later than 10 pm on due date). Points will be deducted for any and all exceptions. Students are responsible for ensuring that an assignment has been submitted directly to the instructor.
5. No work will be accepted after 6 pm on December 15th.

College of Health and Social Sciences
FALL 2012

From: Dean Don Taylor

B. CHSS Policy
Syllabi are to incorporate the Academic Senate Policy regarding finals week, the deadlines or withdrawals, late adds, CR/NC option and information related to course registration and Disability Programs and Resource Center. A sample listing of the required College policies are shown below.

Final Exam: According to Academic Senate policy F76-12 a time period is set aside at the end of each semester for a formal examination period. All classes are expected to meet during the final examination period whether an examination is given or not. The final examination schedule is published each semester in the Class Schedule. http://www.sfsu.edu/~acadres/final_exams/finalf12.htm

CHSS Withdrawal Policy: The last day to drop a class is September 10th, 2012 at midnight. From September 11th-November 26th, 2012 you must submit a withdrawal petition. Withdrawal from a class after September 10th, 2012 will be considered for serious and compelling reasons only and must have accompanying documentation. The following reasons are not considered serious and compelling: Changing your major, poor performance, class not required for graduation/major, or more time needed for other classes. If you wish to withdraw from class due to unexpected changes in your work schedule, illness or family emergencies, documentation will be required, along with a copy of unofficial transcripts. If you are requesting a withdrawal, bring your petition and appropriate documentation to the instructor. From November 27th-December 17th, 2012 you may not withdraw from a class or the University, except in the case of a serious documented illness or verified accident.

CR/NC Option: October 23rd, 2012 (by midnight) is the last day to request the CR/NC option. The Associate Dean will not approve requests for changes if you miss this deadline.
Late Add Policy: The period to add classes via permit numbers is **August 27th-September 10th** (midnight), 2012. The period to add classes by Exception (**2nd** set of permit numbers) is **September 11th-24th, 2012**. It is your responsibility to procure a late permit number from your instructor and add the class. Faculty cannot add you into a class. After **September 24th, 2012** a Waiver of College Regulations form must be signed by your instructor, Chair and CHSS Associate Dean to add. This will be approved only if there was an administrative error.

**Check your registration through MySFSU:** Sign up for CR/NC, drop and add classes by the appropriate deadline online through *MySFSU*. *ALWAYS* check your registration after making any changes and **BEFORE** deadlines to be sure you are registered properly for your classes. This is a student responsibility.

Deadlines for all registration procedures, including withdrawals and requests for credit/no credit, are listed in the class schedule and will be strictly adhered to by the instructor, the Department Chair and the Associate Dean of College of Health and Social Sciences.

This can be viewed on the Registration Calendar at the following website:
http://www.sfsu.edu/~admisrec/reg/regsched124.html

**Disability Programs and Resource Center:** Students with disabilities who need reasonable accommodations are encouraged to contact the instructor. The Disability Programs and Resource Center (DPRC) is available to facilitate the reasonable accommodations process. The DPRC, located in SSB 110, can be reached by telephone at 415-338-2472 (voice/TTY) or by e-mail at dpdc@sfsu.edu.