



## Syllabus for Political Science 4910/5793: Managing Public Sector Crises

### Course Information

College: Liberal Arts

Department: Political Science

Course title: Managing Public Sector Crises

Semester: Fall 2020

Course number: POL 4910/5793

CRN: 14996 (F2F-4910), 14997 (F2F-5793), 17147 (EXT-4910), 16689 (EXT-5793)

Building and Classroom: LAN 121 - Edmond

Meeting Day/Time: Thursday, 6-8:45 PM

### Instructor Information

Instructor name: Dr. Alyssa L. Provencio

Office location: Liberal Arts Building – North 100B, Political Science suite, Box 165

Student hours: By appointment anytime during regular business hours (M-F, 9 AM-5 PM) via Zoom by request. You may schedule a meeting during any available time slot here: <https://calendly.com/aprovencio/meeting>. I am not holding any face-to-face meetings.

Email (*the BEST way to get ahold of me!*): [aprovencio@uco.edu](mailto:aprovencio@uco.edu)

I will respond as soon as possible, within 24 hours, as long as it's during regular business hours (M-F, 9 AM-5 PM); I cannot guarantee any responses outside of those hours.

Campus telephone: (405) 974-5537

Personal Google Voice phone number: (405) 896-0906 – This number forwards to my cell phone; I cannot receive text messages at this number.

Teaching Philosophy: I aim to be inclusive and participatory in the pursuit of equity and justice in the public sphere.

### Course Description and Objectives

#### Course Description

This course is designed to provide future and current public sector and nonprofit leaders with the information and skills needed to engage in effective crisis management planning (CMP), implementation, communication, and evaluation.

#### Prerequisites

None

#### Course Objectives

- To learn about the nature of crisis management in a public sector context
- To understand the dynamics and processes that impact decision making and leadership in times of crisis
- To examine personal tendencies and capacities in crisis situations
- To explore the concept of politicization during crises
- To participate in a crisis management simulation, incorporating lesson learned from the course content
- To research a crisis management issue framed by classroom concepts and present the findings to the class

#### Textbook Information

All materials used will be provided via D2L free of charge.

### Disaster Management Certificate

The Department of Political Science offers students the option of receiving a [Certificate of Disaster Management](#). This 12-hour specialized course of study offers students focused instruction on dealing with emergency situations and disasters.

The Certificate of Disaster Management program is designed to enhance analytic skills and emphasize the social, political, and administrative aspects of disaster management. With human and economic asset exposures and vulnerabilities increasing, reducing the impact of emergencies and disasters is crucial to societal well-being and sustainability in the 21st century.

The certificate can be earned as embedded through the MPA program or as a standalone certificate. For more information, please talk to/email Dr. P.

Required Courses: 12 Hours

- POL 5053, Public Administration Dynamics
- POL 5193, Public Financing and Budgeting
- POL 5383, Fundamentals of Emergency Management
- POL 5793, Managing Public Sector Crises

### Course Outline, Requirements & Assignment Weights, and Grading

Course Outline - See Appendix A

Course Requirements & Assignment Weights

**More information about the following assignments will be provided in class and via D2L.**

% of Grade	Assignment Name	Description	Due Date
15%	Participation	This will be a cumulative grade of attendance and classroom engagement.	No due date.
15%	Weekly Memos	Students should prepare a half-page, single-spaced memo on each week's readings. The memo should respond to issues or questions raised by the texts; these may refer to concerns related to the texts themselves or their relevance to the student's research concerns. At the bottom of every memo, each person should include two questions they have about the readings.	Weekly - these should be posted to D2L by 8 AM each Wednesday morning before the class session.
15%	Case Study Analysis	Select a case study from the case study options. Do additional research on the case, if necessary. Complete an analysis and address issues within the context of the class concepts. More information will be provided.	Selection – Sep. 23 @ 11:59 PM Final – Oct. 28 @ 11:59 PM
10%	Presentation	Research a crisis management issue and present what you have learned. You will select a public crisis and an issue related to that event to expand upon. Use class concepts to frame the presentation. More information will be provided.	Nov. 5 or 12 (in-class)
5%	Presentation Overview	1-page overview of your presentation, highlighting key points for each class concept. More information will be provided.	Nov. 4 or 11 @ 11:59 PM (night before presentation)
15%	Simulation	Participate in the in-class virtual simulation. More information will be provided.	Nov. 19 (in-class)
10%	Simulation Debrief	Complete a debrief of the virtual simulation based on the outcomes and your personal experience. More information will be provided.	Dec. 2 @ 11:59 PM
15%	Global Ethics Day Video Competition	Individually or in groups, you will prepare a short video on what you believe is/will be the most important ethical issue in crisis management during your lifetime. More information will be provided.	Dec. 10 @ 11:59 PM

### Extra Credit

Take exam for IS-241.B: Decision Making and Problem Solving (<https://training.fema.gov/is/sidpiv.aspx?eid=is241b>) – up to 2% added to final grade

Take exam for IS-240.B: Leadership and Influence (<https://training.fema.gov/is/sidpiv.aspx?eid=is240b>) – up to 2% added to final grade

To complete these you will need a FEMA SID – for help signing up for an SID, please talk to/email Dr. P.

Do not take the exams until after the units on Decision Making and Leadership (Sept. 17)

## Grade Scale

A 90-100

B 80-89.9

C 70-79.9

D 60-69.9

F 0-59.9

## Class Policies

### Missing Class & Make-Up Assignments

You are all adults and should make decisions accordingly. It is your responsibility to obtain the information you missed in class and to keep up with any changes in the course outline. That being said, in-class activities cannot be made up. If you need to miss a class due to illness, family emergency, death in your immediate family, or any other grave matters, please email, phone, or talk to me in person before with justification, if possible. If one of the above circumstances affects your ability to turn in an assignment, please email/phone/talk to me in person before with justification, if possible, before the due date. If it is not possible to contact me before the missed class or due date, please contact me as soon as you can.

### Contesting Grades

If you have received a grade on an assignment that you see as unfair, you have the right to contest the grade with a written explanation sent to me by email. I will consider it, but I reserve the right to give the grade initially given with an explanation of why your request was denied. Final grades will NOT be changed. You will have had ample opportunity to contest your grades on assignments and/or exams. For example, while figuring final grades, if I find you are one point away from the next highest grade, you will receive the lower grade. If you are .1 point from the next highest grade, you will receive the lower grade. I will NOT raise your grade at the end of the semester if you are one or two points away from the next higher grade. What you earned is what you get. If I do it for one person, I will have to do it for all.

### Classroom Expectations

#### *Participation*

The success of a student's performance is directly related to the quantity and quality of preparation for and participation in classes. I fully expect participation and active engagement during class sessions.

#### *Behavior*

I expect appropriate class behavior. The classroom is a learning environment and a preparation for your entry into the workforce, continuation up the workforce ladder, and/or additional higher education. I want you to come to class, exchange ideas, think, have fun, and challenge other students and me intellectually. Arriving to class late, leaving class early, interruption, sleeping in class, reading, listening to music, and displaying other inappropriate behavior are not conducive to a learning environment. If you do not want to be in my class, please don't come. As this class is participatory, I expect that we will be sharing our own ideas/opinions. These ideas/opinions may not always be that of your colleagues. Please be respectful! I take discrimination very seriously. Racist or sexist remarks will be considered a violation of classroom expectations and I reserve the right to refer the offender to the Office of Student Conduct. If you are being disruptive, I will ask you to leave. If this occurs twice during the semester, you will not be allowed to return to class and you will be referred to the Office of Student Conduct.

### Technology

Please bring a laptop, tablet, or internet-capable phone to class – we will use it for in-class activities. Use it well! Please don't text during class. If you need to have a cell phone ringer on (e.g., if you are an emergency responder, expecting an important call, and/or going through a family emergency), please set your phone on vibrate and inform me in advance; otherwise, please set your phone to silent.

#### *D2L*

You all will have access to the online-based instruction program Desire2Learn (D2L). I will use D2L in several ways, including emailing the whole class on updates and information, posting course documents (including any updates to the course outline), using it as an assignment submission tool, and for other activities. We will discuss the use of D2L more in class. You must understand how to use D2L, as it is essential to your success in class. If you have any questions, please see me for help.

#### *Zoom*

We will be using Zoom as the platform for the extended section. I'm asking that everyone log in during the classroom session so that we can use the breakout room and chat functions to communicate between all of us (in class and online). The link to the class session is located in D2L.

### *Email*

All course emails will be sent to your UCO email address; check your emails regularly! When emailing me, I ask that you please include POL 5973 and a short descriptor of what your email is about; for example, POL 5973: Extra Credit.

### *Recording Policy*

Due to limitations on the disclosure of personally identifiable information under certain federal privacy laws, students are not permitted to record class sessions or allow non-students to view online class sessions. Students registered with the UCO office of Disability Support Services may request accommodation of the prohibition and must present a copy of the DSS letter to the instructor.

### *Fine Print*

#### *Illness*

If you are ill/contagious, out of respect for your classmates and me, I request that you do not come to class. If this is the case, please let me know via email. Please refer to “Missing Class & Make-Up Assignments” for further details on how sick days will be handled.

#### *Incompletes*

All students are expected to complete course requirements by the end of the semester. In those rare circumstances in which completion by the semester’s conclusion is not possible, I may decide to either submit a final grade based on the work completed or submit a grade of “I” along with a default grade based on work completed. In no case will an “I” grade be submitted unless at least 50% of the required work has been completed by the end of the semester. If an “I” grade is provided, the student will be allowed no more than one year from the end of the semester to complete course requirements; else, the “I” grade will convert to the default grade.

#### *Academic Integrity*

I seek to uphold equity and fairness in my classroom. Cheating of any kind will not be tolerated in consideration of your fellow students. I abide by UCO’s Academic Dishonesty Policy, which is available in the syllabus attachment.

#### *ADA Statement Regarding Special Accommodations*

The University of Central Oklahoma complies with Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990. Students with disabilities who need special accommodations must make their requests by contacting Disability Support Services, at (405) 974-2516. The DSS Office is located in the Nigh University Center, Room 305. Students should also notify the instructor of special accommodation needs as soon as possible. Per Title IX of the Education Amendments of 1972 (“Title IX”), pregnant and parenting students may request adjustments by contacting the Title IX Coordinator, at (405) 974-3377 or [TitleIX@uco.edu](mailto:TitleIX@uco.edu). The Title IX Office is located in the Lillard Administration Building, Room 114D.

#### *COVID-19 Considerations*

##### *Interaction*

Please keep a recommended 6 ft. of distance between you and your classmates, as well as with me. I am asthmatic and coming back into the classroom is particularly nerve-wracking for me. Please bear with me as we figure this out together and adjust, as needed, throughout the semester.

##### *Cleaning*

As you enter the classroom, clean your desk or workstation with provided disinfecting wipes or sprays. Keeping surfaces clean will help slow the spread of the virus.

##### *Wearing of Masks*

During the public health crisis presented by COVID-19, the University of Central Oklahoma will implement recommendations of the Centers for Disease Control and Prevention (the CDC) pertaining to university campuses and the guidance and recommendations of other public health agencies, and will require each student to cover their nose and mouth with a face cover when around others on UCO properties. This can include cloth or disposable/surgical masks or gaiters that cover the nose and mouth. Bandanas, t-shirts, shields without a mask, or other items tied around the face do not satisfy this requirement. **All students will be required to wear a face cover at all times in classrooms, hallways, and public spaces; this includes outdoors, where you may encounter others.** Reasonable accommodations may be available for students with diagnosed medical conditions, and must be coordinated through the UCO Office of Disability Support Services. Students who refuse to wear a cloth face cover or repeatedly forget their own face cover will be subject to disciplinary action under the UCO Code of Conduct and Student Handbook.

### *Symptoms/Exposure/Infection*

Please monitor yourself and family members for [symptoms of COVID-19](#). Please do not attend class if you are experiencing symptoms or may have been exposed to others with symptoms; refer to [the UCO Exposure/Infection protocols](#) if you believe you may have been exposed or test positive for COVID-19. Please refer to the “Illness” and “Missing Class & Make-Up Assignments” sections of this syllabus for further information. You may attend the online section if you need to stay home due to these circumstances.

### *Other Resources*

If you need any further information about UCO’s COVID-19 re-opening plan, policies, or resources, please visit the [UCO Coronavirus website](#).

## UCO Policies

### Transformational Learning Objectives

This course supports the following tenets of transformative learning:

- Discipline Knowledge
- Leadership
- Global and Cultural Competency
- Problem Solving (Research, Scholarly, and Creative Activities)
- Service Learning and Civic Engagement
- Health and Wellness

### Other University Policies

University policies cover any topic not included here. Additionally, the [UCO Information Sheet](#) covers many important topics and applies to all courses at UCO.

Appendix A – Course Outline

Module	Date	Themes	Readings (Found on D2L)	Due Wednesday before class by 8 AM (on D2L Assignments)	Due Wednesday before class by 11:59 PM (on D2L Assignments)
Module 1	20-Aug	Nature of Crises			
Module 2	27-Aug	Crisis Typology, What is involved in crises?, Why do crises occur?	Readings will be posted on D2L.	Weekly Memo #1	
Module 3	3-Sep			Weekly Memo #2	
Module 4	10-Sep	Decision Making in Crises		Weekly Memo #3	by 9/9 - Complete MBTI, if you haven't already (free): <a href="https://www.truity.com/test/type-finder-personality-test-new">https://www.truity.com/test/type-finder-personality-test-new</a>
Module 5	17-Sep	Crisis Leadership		Weekly Memo #4	
Module 6	24-Sep	Crisis Politicization		Weekly Memo #5	Case Study Selection Due
Module 7	1-Oct	Crisis Communication		Weekly Memo #6	
Module 8	8-Oct	Crisis Accountability		Weekly Memo #7	
Module 9	15-Oct	Post-Crisis Learning		Weekly Memo #8	
Module 10	22-Oct	Care in Crises		Weekly Memo #9	
Module 11	29-Oct	Future Issues		Weekly Memo #10	Case Study Analysis Due
Module 12	5-Nov	Presentations		Presentations due in class; Overview due night before	
Module 13	12-Nov	Presentations			
Module 14	19-Nov	Simulation			
	26-Nov	NO CLASS – Happy Thanksgiving!			
Module 15	3-Dec	In-Class Simulation Debrief		Written Simulation Debrief Due	
Finals Week		Global Ethics Day Video Project Due December 10, 2020 @ 11:59 PM			