

COURSE SYLLABUS

the Łək'əŋəŋ and W̱ SÁNEĆ peoples. We acknowledge their welcome and graciousness to the students who seek knowledge here. Learn more about Camosun's [Territorial Acknowledgement](#).

COURSE TITLE: PADM 227 – Government Services
CLASS SECTION: PADM 227 - D01 TERM: Winter
2025 CREDITS: 003 DELIVERY METHOD(S): Online
Asynchronous



Camosun College campuses are located on the traditional territories of

INSTRUCTOR DETAILS

NAME: Odette Coccola

EMAIL: coccolao@camosun.ca

HOURS: email for meeting

As your course instructor, I endeavor to provide an inclusive learning environment. However, if you experience barriers to learning in this course, do not hesitate to discuss them with me. Camosun College is committed to identifying and removing institutional and social barriers that prevent access and impede success.

CALENDAR DESCRIPTION

Students will focus on the design, delivery, and management of government services at the Indigenous, federal, provincial, and municipal levels. Viewing services through the planning, assurance, and control cycle, students evaluate the effects of digital government and the transition of public policy into services.

COURSE LEARNING OUTCOMES / OBJECTIVES

Upon successful completion of this course, a student will be able to:

- Analyze how public body initiatives are translated into programs and services
- Select and appraise change models for government services
- Evaluate digital government and its impact on regulation, legislation, and service delivery
- Develop methods to plan, control, and assure a government service

REQUIRED MATERIALS & RECOMMENDED PREPARATION / INFORMATION

No textbook but a series of online readings for each week. The readings are website links or articles and book chapters.

COURSE SCHEDULE, TOPICS, AND ASSOCIATED PREPARATION / ACTIVITY / EVALUATION

The following schedule and course components are subject to change with reasonable advance notice, as deemed appropriate by the instructor.

SCHEDULE—PADM 227—GOVERNMENT SERVICES. You need to familiarize yourself with the weekly routine and stay on top of (or ahead in) your weekly work.		
Time block/ start date	Topic / Module	Activities and Assignments
Week 1 January 6	On-line—Week 1 Role of Government	Jan 6-12 (Mon to Sun) - Post Introductions by Wednesday January 8th; Read all readings under Week 1; group discussion as assigned; initial post and then comments on other posts within group. Jan 12 (Sun) –Complete Week 1.
Week 2 January 13	On-line – Week 2 Government Services	Jan 13-19 (Mon to Sun) - Read all readings assigned under Week 2; group discussion as assigned; initial post and then comments on other posts within group. Jan 19 (Sun) – Complete Week 2
Week 3 January 20	On-line – Week 3 Change Models	Jan 20-26 (Mon to Sun) - Read all readings assigned under Week 3; group discussion as assigned; initial post and then comments on other posts within group. Jan 26 (Sun) – Leadership Research Report Assigned – due Feb 21st
Week 4 January 27	On-line – Week 4 Digital Government	Jan 27 - Feb 2 (Mon to Sun) – Read all readings assigned under Week 4; group discussion as assigned; initial post and then comments on other posts within group. Feb 2 (Sun) –Individual report or presentation (PPT) Due: Feb 2nd
Week 5 February 3	On-line – Week 5 Quality Planning, Assurance & Control	Feb 3-9 (Mon to Sun) – Read all readings assigned under Week 5; group discussion as assigned; initial post and then comments on other posts within group. Feb 9 (Sun) - Complete Week 5

Week 6 February 10	On-line – Week6 Quality Management Tools	Feb 10-16 (Mon to Sun) - Read all readings assigned under Week 6; group discussion as assigned; initial post and then comments on other posts within group. Feb 16 (Sun) – Complete Week 6
Week 7 February 17	On-line – Week 7 Leadership in Government	Feb 17-21 (Mon to Fri) - Read all readings assigned under Week 7; group discussion as assigned; initial post and then comments on other posts within group. Feb 21 (Fri) – Leadership Research Report due February 21
February 21	PADM 227 ends	By February 26 Grades posted to course site and MyCamosun

Students registered with the Centre for Accessible Learning (CAL) who complete quizzes, tests, and exams with academic accommodation have booking procedures and deadlines with CAL where advanced noticed is required. Deadlines scan be reviewed on the [CAL exams page](http://camosun.ca/services/accessiblelearning/exams.html).

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EVALUATION OF LEARNING

DESCRIPTION	WEIGHTING
Weekly Group Discussions (best 6 out of 7)	50%
Written Report or PPT's	20%
Leadership Research Paper	30%
<p>If you have a concern about a grade you have received for an evaluation, please come and see me as soon as possible. Refer to the Grade Review and Appeals policy for more information.</p> <p>http://camosun.ca/about/policies/education-academic/e-1-programming-and-instruction/e-1.14.pdf</p>	<p>TOTAL</p> <p>100%</p>

Percentage – Grade / Grade Point Equivalency

Percentage	Grade	Description	Grade Point Equivalency
90-100	A+		9
85-89	A		8
80-84	A-		7
77-79	B+		6

73-76	B		5
70-72	B-		4
65-69	C+		3
60-64	C		2
50-59	D	Minimum level of achievement for which credit is granted; a course with a "D" grade cannot be used as a prerequisite.	1
0-49	F	Minimum level has not been achieved.	0

NOTES ON ASSESSMENTS:

If you have a concern about a grade you have received for an evaluation, please come and see me as soon as possible. Refer to the [Grade Review and Appeals](http://camosun.ca/about/policies/education-academic/e-1-programming-and-instruction/e-1.14.pdf) policy for more information. <http://camosun.ca/about/policies/education-academic/e-1-programming-and-instruction/e-1.14.pdf>

STUDENT RESPONSIBILITY

Enrolment at Camosun assumes that the student will become a responsible member of the College community. As such, each student will display a positive work ethic, assist in the preservation of College property, and assume responsibility for their education by researching academic requirements and policies; demonstrating courtesy and respect toward others; and respecting expectations concerning attendance, assignments, deadlines, and appointments.

SUPPORTS AND SERVICES FOR STUDENTS

Camosun College offers a number of services to help you succeed in and out of the classroom. For a detailed overview of the supports and services visit camosun.ca/services.

Support Service	Website
Academic Advising	camosun.ca/services/academic-supports/academic-advising
Accessible Learning	camosun.ca/services/academic-supports/accessible-learning
Counselling	camosun.ca/services/health-and-wellness/counselling-centre
Career Services	camosun.ca/services/co-operative-education-and-careerservices

Financial Aid and Awards	camosun.ca/registration-records/financial-aid-awards
Help Centres (Math/English/Science)	camosun.ca/services/academic-supports/help-centres
Indigenous Student Support	camosun.ca/programs-courses/iecc/indigenoustudentservices
International Student Support	camosun.ca/international
Learning Skills	camosun.ca/services/academic-supports/helpcentres/writing-centre-learning-skills
Library	camosun.ca/services/library
Office of Student Support	camosun.ca/services/office-student-support
Ombudsperson	camosun.ca/services/ombudsperson
Registration	camosun.ca/registration-records/registration
Technology Support	camosun.ca/services/its
Writing Centre	camosun.ca/services/academic-supports/helpcentres/writing-centre-learning-skills

If you have a mental health concern, please contact Counselling to arrange an appointment as soon as possible. Counselling sessions are available at both campuses during business hours. If you need urgent support after-hours, please contact the Vancouver Island Crisis Line at 1-888-494-3888 or call 911.

COLLEGE-WIDE POLICIES, PROCEDURES, REQUIREMENTS, AND STANDARDS

Academic Integrity

Students are expected to comply with all College policy regarding academic integrity; which is about honest and ethical behaviour in your education journey. The following guide is designed to help you understand your responsibilities: <https://camosun.libguides.com/academicintegrity/welcome>
Please visit <https://camosun.ca/sites/default/files/2021-05/e-1.13.pdf> for Camosun's Academic Integrity policy and details for addressing and resolving matters of academic misconduct.

Academic Accommodations for Students with Disabilities

Camosun College is committed to achieving full accessibility for persons with disabilities. Part of this commitment includes arranging appropriate academic accommodations for students with disabilities to ensure they have an equitable opportunity to participate in all of their academic activities. If you are a student with a documented disability and think you may need accommodations, you are strongly encouraged to

contact the Centre for Accessible Learning (CAL) and register as early as possible. Please visit the CAL website for more information about the process of registering with CAL, including important deadlines:

<https://camosun.ca/cal>

Academic Progress

Please visit <https://camosun.ca/sites/default/files/2023-02/e-1.1.pdf> for further details on how Camosun College monitors students' academic progress and what steps can be taken if a student is at risk of not meeting the College's academic progress standards.

Course Withdrawals Policy

Please visit <https://camosun.ca/sites/default/files/2021-05/e-2.2.pdf> for further details about course withdrawals. For deadline for fees, course drop dates, and tuition refund, please visit <https://camosun.ca/registration-records/tuition-fees#deadlines>.

Grading Policy

Please visit <https://camosun.ca/sites/default/files/2021-05/e-1.5.pdf> for further details about grading.

Grade Review and Appeals

Please visit <https://camosun.ca/sites/default/files/2021-05/e-1.14.pdf> for policy relating to requests for review and appeal of grades.

Medical / Compassionate Withdrawals

Students who are incapacitated and unable to complete or succeed in their studies by virtue of serious and demonstrated exceptional circumstances may be eligible for a medical/compassionate withdrawal ([see policy](#)). Please visit <https://camosun.ca/services/forms#medical> to learn more about the process involved in a medical/compassionate withdrawal.

Sexual Violence and Misconduct

Camosun is committed to creating a campus culture of safety, respect, and consent. Camosun's Office of Student Support is responsible for offering support to students impacted by sexual violence. Regardless of when or where the sexual violence or misconduct occurred, students can access support at Camosun. The Office of Student Support will make sure students have a safe and private place to talk and will help them understand what supports are available and their options for next steps. The Office of Student Support respects a student's right to choose what is right for them. For more information see Camosun's Sexualized Violence and Misconduct Policy: <https://camosun.ca/sites/default/files/2021-05/e-2.9.pdf> and camosun.ca/services/sexual-violence-support-and-education. To contact the Office of Student Support: oss@camosun.ca or by phone: 250-370-3046 or 250-370-3841

Student Misconduct (Non-Academic)

Camosun College is committed to building the academic competency of all students, seeks to empower students to become agents of their own learning, and promotes academic belonging for everyone. Camosun also expects that all students to conduct themselves in a manner that contributes to a positive, supportive, and safe learning environment. Please review Camosun College's Student Misconduct Policy at <https://camosun.ca/sites/default/files/2021-05/e-2.5.pdf> to understand the College's expectations of academic integrity and student behavioural conduct.

Looking for other policies?

The full suite of College policies and directives can be found here: <https://camosun.ca/about/camosuncollege-policies-and-directives>

Changes to this Syllabus: Every effort has been made to ensure that information in this syllabus is accurate at the time of publication. The College reserves the right to change courses if it becomes necessary so that course content remains relevant. In such cases, the instructor will give the students clear and timely notice of the changes.