



# Practicing Public Service Values in the Classroom

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# Outline

- Public Service Values (PSVs)
- PSVs in the Classroom
- Questions

## Public Service Values (PSVs)

- “Enduring beliefs that influence the choices we make among available means and ends” (Rokeach, 1973)
- “Providing normative consensus about the **rights, benefits, and prerogatives** to which citizens should (and should not) be entitled; the **obligations** of citizens to society, the state, and one another; and the **principles** on which governments and policies should be based” (Bozeman, 2012)

# PSVs in the Classroom: Course Design

<b>Value</b>	<b>Definition*</b>	<b>Course Design</b>
Transparency	To act in an manner that is open and visible to citizens, customers, and other relevant stakeholders	<ul style="list-style-type: none"><li>• Communicate expectations with assignment instructions and checklists</li><li>• Give grades with feedback and suggestions</li></ul>

\* Definitions derived from Molina, A., & L. McKeown, C. (2012). *The Heart of the Profession: Understanding Public Service Values* (Vol. 18). <https://doi.org/10.2307/23208659>

# PSVs in the Classroom: Course Design

<b>Value</b>	<b>Definition*</b>	<b>Course Design</b>
Accountability	To act willingly in justifying and explaining one's actions to relevant stakeholders	<ul style="list-style-type: none"><li>• Grading rubrics aligned with course objectives</li><li>• Structured grade appeals process</li></ul>

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Participative	To act in a manner that promotes active citizen participation in administrative decision making	<ul style="list-style-type: none"><li>• Allow students to develop classroom policies</li><li>• Start/End class sessions with Q&amp;A, wrap-ups, etc.</li></ul>

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<b>Value</b>	<b>Definition*</b>	<b>Course Design</b>
Benevolence	To act in a manner that promotes good and avoids harm for citizens	<ul style="list-style-type: none"><li>• Do not require documentation for absences</li><li>• List of student support services in syllabus</li></ul>

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# PSVs in the Classroom: Course Design

<b>Value</b>	<b>Definition*</b>	<b>Course Design</b>
Inclusion	Active, intentional, and ongoing engagement with diversity	<ul style="list-style-type: none"><li>• Use open access course materials from diverse authors</li><li>• Use non-text course materials</li></ul>

\* Definitions derived from The George Washington University's Office for Diversity, Equity, and Community Engagement.



## Resources

- Association of American Colleges and Universities:  
<https://www.aacu.org/>
- Florida International University, Center for the Advancement of Teaching: <https://cat.fiu.edu/resources.html>
- Teaching Tolerance: <https://www.tolerance.org/>
- University of Colorado-Boulder, Faculty Teaching Excellent Program: <https://www.colorado.edu/ftep/>
- University of Minnesota, Center for Educational Innovation:  
<https://cei.umn.edu/>

Q&A

What are your questions?