Public Service Management Program: 
Graduate Student Guide 
2012-2013 

The Graduate Program in Public Service Management at 
The City College of New York 

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Welcome

On behalf of the faculty and staff of the Public Service Management (PSM) Program, welcome to the City College of New York.

This handbook is designed to provide you with information you will need as a student in the PSM program. It will also direct you to places where you can find more help and information.

The handbook outlines the policies, procedures, regulations, and requirements of the program, which awards a Master’s Degree in Public Administration (MPA). Detailed information regarding the general policies of the City College of New York can be found at:

http://www1.ccny.cuny.edu/. The website for the PSM Program is:

http://www1.ccny.cuny.edu/prospective/socialsci/psm/index.cfm

The handbook also provides an overview of the resources available to students such as advisement, internships, stipends and tutorial support.

The faculty and staff of the PSM Program are eager to support you during your graduate school career. Please don’t hesitate to let us know how we can help you.

Best wishes on the continuation of your education.

Sincerely,

Marilyn Hoskin, Dean
Division of Social Science
Mission
The Public Service Management Program prepares students, particularly those traditionally underrepresented in public service, for management jobs in government agencies and nonprofit organizations.

Course Requirements
Students must complete 45 credits of course work to receive a master’s degree in public administration (MPA) from the Public Service Management Program. Students can find course descriptions at:

http://www1.ccny.cuny.edu/prospective/socialsci/psm/about.cfm

Course requirements consist of both core and elective courses. Each course is worth 3 credits.

Core Courses (39 credits)
• Strategic Management
• Public Budget and Finance
• American Government and Public Administration
• Economics for Public Policy
• Quantitative Methods
• Advanced Quantitative Methods
• Public Policy
• Policy Frameworks and Target Populations: Race, Ethnicity, Gender, and Class
• Communication in Public Service
• Internship
• Capstone
• Human Resources Management
• Program and Policy Evaluation

Electives and Specializations (6 credits)
Students use electives to shape their educational experience to reflect career goals and policy interests.

PSM Internship Requirement
The PSM program requires students with limited professional experience to complete a 400 hour internship in a government agency or nonprofit organization. Interns earn $3,000 for their internship service and 3 credits towards their degree after they submit a paper on their internship experience.

Students may serve in New York City or in Washington DC. Interns going to Washington, DC also receive free housing. Students are expected to complete their internship during the summer after their first full academic year.
The program provides a range of support to students seeking to fulfill their internship requirement. Among other things, staff members help students locate internship positions, offer advice on resumes and cover letters, and helps students prepare for interviews. Students can find additional information at:

http://www1.ccny.cuny.edu/ci/rangel/internships/index.cfm

Students with substantial professional experience may request an internship waiver from the PSM program’s director. Those granted approval must substitute an elective for the internship requirement. The waiver form can be obtained from the following link: http://www1.ccny.cuny.edu/prospective/socialsci/psm/internships.cfm

Capstone
Capstone is the culminating experience of the PSM program. The course involves working with fellow students, faculty, and public officials to develop solutions to real-world policy problems. The thesis alternative is primarily for those students who plan on pursuing a PhD. Students who wish to complete a thesis in lieu of a practicum must obtain approval from the PSM director.

Speakers and Conferences
Each year, the program offers a series of speakers, conferences, and distinguished lectures designed to offer students first-hand insight from leading figures in public policy and affairs. Students are required to attend events in order to graduate. Students will be sent schedules of key events for each semester.

Tutoring
Faculty and staff are committed to providing students with the academic support they need. To that end, the program sponsors one-on-one and group tutoring in economics, statistics, and policy writing.

Work Load and Length of Program
Full-time status in the program requires a minimum of three courses for the first three semesters (not including the Summer). Four courses is the standard course load in most semesters. A five course-load semester requires the approval of the Director.

Typically, a student will complete the program in two full academic years, with the summer of the first year spent completing the internship requirement. Students must give priority to completing core courses early in the program. A student’s schedule for the two-year program may look like the sample below:
## Transferring Credits
- Students entering the program may transfer up to 12 credits of coursework from another school, pending the approval of the program’s director.
- Students entering from another CCNY graduate program may transfer more than 12 credits with approval.
- Students already in the PSM program may take courses at other CUNY schools. Those credits, however, may not include courses equivalent to core courses within the program. Students wishing to take courses outside the CCNY must get prior approval.

## Financial Assistance
PSM students may qualify for financial assistance in the form of tuition reimbursements. Students who complete an internship also receive a stipend of $3,000. The PSM program also makes available a small number of research fellowships. The continuation of assistance is based on academic performance and on funding, and is subject to change.

## Criteria for Providing Assistance
Decisions about the amount and nature of financial aid are based on five criteria: academic performance, achievements outside academia, commitment to public service, enrollment status (full- or part-time) and financial need.

## Maintaining Scholarships and Stipends
Every recipient is expected to follow CUNY’s policy on Academic Integrity (Appendix B.3 of the Graduate Bulletin) in qualifying for and maintaining financial assistance. Eligibility will be subject to review for students who receive grades below a B, withdraw from courses, take repeated incompletes or fail to maintain full-time status. Students who fail to maintain professional standards of conduct may also lose financial support.
Contracts
Each recipient must sign a contract obligating them to complete paid courses. Students unable to complete courses will be responsible for reimbursing the program tuition assistance and stipends. Students experiencing any hardship will be required to submit documentation and each case will be individually reviewed.

Tuition Assistance
Students may receive tuition assistance up to half the cost of in-state tuition. In the case of students with extraordinary accomplishments or career prominence, the program may provide full tuition.

Employed Students – Employed students (both full- and part-time) must provide the PSM program with a formal letter from their employer describing the tuition benefits available to them. Students who fail to submit letters in a timely fashion will deregistered. (For CUNY employees, students will have to go to their respective departments to make the request.)

If a student receives employer-sponsored tuition assistance, then the financial award will be reduced by the amount the employer provides. In some cases, employers only reimburse students after the grade/s has/have been submitted at the end of the semester with proof of out-of-pocket expenses. Additionally some employers reimburse specific percentages based on the letter grade a student earns. Under those circumstances, it will be the student’s responsibility to pay for the course/s up front until tuition is reimbursed by their employer.

Status – Students must inform the program of any change in employment status.

Research Assistantships
PSM research fellows earn stipends of $3,000 per semester for working 10 hours per week doing research under guidance of faculty. Work may involve data analysis, literature reviews, and editorial work. Selection is based on the availability of positions, grades, and previous research experience. Candidates must also win the approval of the professor for whom they would be doing research. The program notifies students when they may apply for a research position. Students in their first semesters are not eligible. The program makes re-appointments to research positions at the end of each semester based on performance reviews.

Registration and Advising
Staff and faculty are available at any time to advise students on course selection, career goals, and other matters.

First-Semester Students
If you are a first-semester student, staff will automatically register you for courses.
Returning Students
Returning students may register online. You can find instructions for the system here:

http://www1.ccny.cuny.edu/current/registrar/classes2/fall/reg_instructions_General.cfm

Each semester the PSM program will send out a list of pre-approved courses from which you may select, along with their registration codes. You will also get instructions about how many courses to take, and which courses are required for graduation. Other courses are available, but require special procedures as described below.

Courses in International Relations
The list of pre-approved courses sent to students will include courses offered in other departments. You can register for them directly except for courses in international relations. You must write Alisha expressing an interest in an IR class and then you will be registered by the IR department at a later date. PLEASE DO NOT REGISTER FOR IR COURSES ON YOUR OWN, IR WILL DE-REGISTER YOU.

Courses in Other Departments
If you wish to take courses other than those indicated in the pre-approved list, you may do so, but you must get prior permission by e-mailing Mark Musell a description of the course. Please keep a copy of all e-mail approvals for your records. It will help avoid complication at graduation time if you can produce evidence that you have received approval to take courses outside the program.

Courses at Other CUNY Campuses
The same applies to courses which you may wish to take at other campuses. You must send a description and get approval in advance. Then go to the CUNY portal and request an e-permit: https://epermit.cuny.edu/permitdb/cunypermit.nsf/homepage.
Please note: WE DO NOT GIVE CREDIT FOR ONLINE COURSES.

When e-registering for a course at another school, you will be asked for the equivalent PSM course. INSTEAD, choose “I do not need an equivalent” and in the note box at the bottom of the page indicate that the course is an elective approved by the director and coded 99902.

E-mails
Students are required to establish a CCNY e-mail account. This will be the only account used for academic correspondence and for Blackboard. Please go to the help desk, NAC 1/506 to establish your account. Once established please send your e-mail address to MPAintern_program@ccny.cuny.edu.

Academic Standards
Academic dishonesty in any form is prohibited at The City University of New York and is punishable by penalties, including failure, and expulsions.
**Grading System**
To remain in good academic standing, students must maintain a GPA of 3.0 or better. Students who have a GPA below 3.0 will be placed on academic probation. Additionally, they will be at risk of losing financial assistance. Students who earn averages below 3.0 for two semesters are dismissed from the program.

**Plagiarism**
Plagiarism is the act of presenting another person’s ideas, research or writing as your own and is taken very seriously. Paraphrasing or copying information from any source including the internet without acknowledging authorship in any form constitutes plagiarism. Students who plagiarize place their academic standing in jeopardy.

**University Regulations**
Please refer to the Appendix B of the Graduate Bulletin for Student’s Rights, Rules and Regulations.

**Contact Us**
Faculty and staff are available to help make your graduate career a success. Monica Lozano can direct you to the person best able to assist you. NAC 7/114, (212) 650-5826, mlozano@ccny.cuny.edu.