

MASTER OF PUBLIC SERVICE
Student Handbook
2011 – 2012

MPS students: Please read this handbook. Your understanding and cooperation in following program guidelines is important to your degree success.

Contents

MPS CONTACTS.....	3
MPS PROGRAM LOCATION.....	3
Travel.....	3
Housing.....	3
GETTING STARTED.....	4
UW Email Account.....	4
WatIAM Account.....	4
WatCard.....	4
Course Enrolment.....	4
Tuition Payment.....	5
Bursary Information.....	5
Academic Integrity Workshop.....	5
Graduate Studies Newsletter.....	5
Other Helpful Links.....	5
MPS PROGRAM OF STUDY AND REQUIREMENTS.....	6
Program Overview.....	6
Courses 2011-2012.....	6
Co-op Work Term.....	7
Co-op responsibilities.....	7
Major Team Project.....	8
Academic Standing.....	8
LIBRARY RESOURCES.....	9
Access to Print Collections.....	9
Other Public Service-related Materials.....	9
Research Services.....	9
ACADEMIC INTEGRITY.....	10
GRADUATION PROCEDURE.....	11
GENERAL INFORMATION FOR GRADUATE STUDENTS.....	12
UW Policies and Guidelines.....	12
Computing Facilities.....	12
Printing and Copying.....	12
Information for International Students.....	12
IMPORTANT DATES.....	13
ADDITIONAL REFERENCES FOR GRADUATE STUDENTS.....	14

MPS Contacts [Main university phone no.: 519-888-4567]

Program Administration

Dr. Daniel Henstra, MPS Program Director, ext. 36829, dhenstra@uwaterloo.ca

Sheila McConnell, MPS Program Officer, ext. 31012, sheila.mccconnell@uwaterloo.ca

Co-operative Education and Career Services

Linda Davis, Co-op Education Assistant Director (Arts, Environment and Architecture), TC 3104, ext. 32171, ldavis@uwaterloo.ca

Ruth Hawes, Co-op Advisor (student surnames A-L), TC 1107, ext. 32593, rhawes@uwaterloo.ca

Jenn Basler, Co-op Advisor (student surnames M-Z), TC 1106, ext. 38865, jbasler@uwaterloo.ca

Library

Jane Forgay, MPS Liaison Librarian, Dana Porter Library, ext. 35417, jdforgay@uwaterloo.ca

MPS Program Location

All MPS program activities will take place in a professional, dedicated office space on the 7th floor of Allen Square, a building located at 180 King Street South (at Allen Street) in Uptown Waterloo. The building is a short walk from Waterloo Town Square and is outfitted with outdoor and indoor bicycle racks. (Note: there are a limited number of parking spaces, so allocation may require a lottery system.)

[Click here for a map of the program location.](#)

Travel

The office is located along several major Grand River Transit bus routes (7C, 7D and 7E) which connect to stops such as the University of Waterloo campus, Laurier University, Conestoga Mall and the GRT Transit Terminal in Downtown Kitchener. The UW Watcard serves as a Grand River Transit bus pass.

For bus connections at the location, see the bottom of grid square E5 on this [Grand River Transit map](#).

Housing

Although the University operates residence facilities especially for graduate students (see [UW Grad Housing](#)), it may be advisable to search for off-campus housing closer to the program site. Check the [UW Off-Campus Housing](#) site for leads.

Getting Started

UW Email Account

Once Quest shows that you have matriculated you should receive an email message from the Graduate Studies Office (GSO) informing you that you have been assigned a UW email account. *It is important to verify your email account, because all university and MPS communications will be sent to students' UW email address only.*

To verify your UW email service, perform the following steps:

1. Go to the **myWaterloo** email login page [www.nexusmail.uwaterloo.ca].
2. Select the Server 'mailservices (IMAPS)' on the login page.
3. Enter your Quest userid and password.
4. Look for the GSO email in your inbox.
5. Email the MPS Program Officer [sheila.mcconnell@uwaterloo.ca] to add your address to the MPS contact database.
6. Log out when you are finished.

If you encounter problems, contact the IST Help Desk at helpdesk@uwaterloo.ca or 519-888-4357.

WatIAM Account

The WatIAM account is used by many University of Waterloo applications including Quest, JobMine, UW-ACE, and others. WatIAM account activation enables you to set a password, protect your password with authentication questions and update your profile. Create a WatIAM account at ego.uwaterloo.ca.

WatCard

Visit the WatCard Office (Student Life Centre, Lower Level, Room 0107) to pick up your student identification card. You will need to show a valid piece of photo ID. The WatCard is your one card to access many facilities and services both on and off campus, including library borrowing, accessing the Physical Activities Complex and taking GRT public transit. For more information visit www.watcard.uwaterloo.ca.

Course Enrolment

Course enrolment begins approximately one month prior to the beginning of the term. Although the MPS courses are required and are reserved for MPS students, you must still follow the enrolment process via Quest. For more information, refer to: www.quest.uwaterloo.ca

Help with Quest

- read the *How do I...?* online instructions for using Quest
- visit the Quest Support Desk – Graduate Studies Office, 2nd floor Needles Hall
- Email: gsquest@uwaterloo.ca; Phone: ext. 35411

Tuition Payment

The Finance Office will post your tuition fees on your Quest account (www.quest.uwaterloo.ca) approximately one month prior to the beginning of each term and *after* you have enrolled in classes via Quest. Payment/fee arrangements can be made at a bank, online, by personal cheque, and from OSAP or bursary payments. For more information and fee payment and deadlines refer to:

www.adm.uwaterloo.ca/infofin/students/Payment.html

Note: International Students must visit the Finance Office (NH 1110) upon their arrival to complete an application form for the University Health Insurance Plan (UHIP).

Bursary Information

A number of bursaries are available to full-time Waterloo graduate students experiencing short term financial need. Students must first apply for [OSAP](#) before applying for a Waterloo bursary. Please visit the Student Awards & Financial Aid website for application procedures and information on our system-assigned bursary process.

Academic Integrity Workshop

All incoming graduate students in the Faculty of Arts are required to participate in an Academic Integrity Workshop. Scheduled on the Arts Graduate Orientation Day (September 8), the workshop provides a review and explanation of UW policies and procedures on academic integrity. Please read more information about academic integrity below.

Graduate Studies Newsletter

Before the beginning of each academic term (Fall, Winter, Spring), the Graduate Studies Office (GSO) sends out an email to graduate students with a link to their newsletter. The newsletter includes registration information, contacts and services available.

For more information refer to: www.grad.uwaterloo.ca

Other Helpful Links

Master of Public Service home page: mps.uwaterloo.ca

Master of Public Service Resource Site at Porter Library: subjectguides.uwaterloo.ca/publicservice

UW Graduate Calendar: www.gradcalendar.uwaterloo.ca

Graduate Student Association: www.gsa.uwaterloo.ca

UW-ACE [web-based course management system]: www.uwangel.uwaterloo.ca/uwangel/default.asp

QUEST: www.quest.uwaterloo.ca/graduate/index.html

Bookstore: www.bookstore.uwaterloo.ca

JobMine [co-op job posting site]: www.jobmine.uwaterloo.ca/students/

MPS Program of Study and Requirements

Program Overview

The broad objective of the MPS program is to provide a superior professional education for students who aspire to a career in the Canadian public service at the Aboriginal, federal, provincial/territorial, or municipal/regional levels. It is designed to equip students with advanced knowledge of the public service and to develop their critical and applied skills in areas such as communication, finance, policy analysis and leadership, as a foundation for a successful public service career. The 20-month program includes coursework, eight months of co-operative employment with a public sector agency, and a Major Team Project.

The aims of the Master of Public Service are

- to provide students with the knowledge and skills they need to become effective public servants in any branch of the Canadian public service;
- to ensure that municipal, provincial and federal public administrations have a supply of well-trained and capable graduates in the future;
- to make available a unique professional program in Canada in which students coming from a variety of undergraduate fields can make the transition to a career in public service; and
- to provide a program that gives special emphasis to the distinctive demands made on modern public servants, in particular the need for ethical sensitivity, modern communication skills, sophisticated financial management, and excellent leadership.

Courses 2011-2012

Fall 2011

PS 611 Government, Politics and the Public Service
PS 612 Government Finance I: Accounting and Accountability
PS 613 Aboriginal Issues and Government
PS 614 Communicating with Diverse Audiences
PS 620 Effective Leadership and Management

Winter 2012

PS 615 Effective Problem-Solving and Decision-Making
PS 617 Values and Ethics in Government
PS 618 Public Policy Development
PS 619 Government Finance II: Practices and Procedures
PS 621 Project Management in Government

PS 616 Spoken French in Context [*optional course*]

Co-op Work Term

The supervised public service co-op provides students with an opportunity to apply course learning in a public service setting. The work term may involve any public service activities or functions, such as policy analysis, policy development, program evaluation, communications, and so on. In addition, the co-op experience provides an understanding of the practical realities of public service and exposes students to collaborative working relationships. Students must complete all coursework (except PS 622, Major Team Project) before starting their co-op job. The co-op is intended to be a paid, full-time (normally a 35-hour week) work experience taking place over eight months (terms 3 and 4, May-December).

[Co-operative Education & Career Services \(CECS\)](#) administers the co-operative education system for the University of Waterloo. CECS staff develop employment opportunities, which are then listed on the co-op job posting website, [JobMine](#). Students must formally apply to positions on JobMine and attend interviews on-campus (at the Tatham Centre, the CECS building). In addition, MPS students are encouraged to search for government employment opportunities themselves, to be approved and facilitated by CECS staff.

Co-op work terms must meet the following criteria:

- enable the student to apply graduate-level competencies acquired in the MPS program;
- provide the opportunity for the student to address a practical public service concern or area of interest;
- advance the student's knowledge and skills;
- have an on-site supervisor available with the appropriate interest, education and experience to supervise, support and mentor the student; and
- provide the necessary organizational environment and support.

Co-op Responsibilities

MPS Student

Students must be actively engaged in applying for and negotiating an appropriate co-op job to meet their learning and career development needs. The student is expected to attend all co-op information sessions and complete COOP 601, a brief co-op preparation course which is primarily a self-directed online course. Specifically, MPS students will:

- develop a resume and apply to, or pro-actively seek and develop, a co-op work term of interest;
- discuss learning objectives with the public service Co-op Supervisor, including educational and practice needs, expectations of the Co-op Supervisor, the range of activities and responsibilities of the student, and agreed project deliverables;
- meet professional standards of conduct, including respect for the confidentiality of the information the student may encounter as part of the co-op experience, as well as respect the confidentiality of agency information (attention to professional standards of ethics and behaviour are expected at all times);
- prepare a co-op work term report, based on an evaluation of the co-op experience, and provide copies of the work term report to the MPS Program Director and Co-op Supervisor.

MPS Program Director

The Program Director is responsible for establishing the necessary structures and processes for the MPS co-op component, including:

- collaborating with CECS to establish a range of quality co-op work opportunities that meet the learning needs of the students;
- reviewing and approving students' final co-op work term reports, ensuring the reports meet the standards set by the MPS program.

Co-op Supervisor

The Co-op Supervisor is responsible for ensuring that the necessary learning environment is in place and agrees to provide guidance, support and supervision of the MPS co-op student. Specifically, the Co-op Supervisor will:

- identify potential projects and/or learning experiences in the organization;
- discuss with the student details of the learning objectives, including the educational and practice needs of the student, expectations and needs of the co-op employer, expected activities and responsibilities, project deliverables, relevant policies or procedures, and issues related to pay;
- arrange for space, computer, telephone, supplies and other workplace resources;
- provide orientation to the workplace, and provide introductions and access to individuals and support teams available to the student during the co-op term;
- meet with the student regularly to review progress and provide feedback;
- where appropriate, suggest supplementary readings or projects to enhance the experience.

Co-op Field Co-ordinators

Co-op Field Co-ordinators are assigned to particular regions by the University to develop co-op employment opportunities for students and to monitor student job performance through occasional visits at their place of employment. If students have any issues or concerns about their co-op job that cannot be addressed at the work site, they can contact their Field Co-ordinator, their Co-op Advisor or the Program Director.

Major Team Project (MTP)

Teams of three or four students will propose, research and write a major report on a topic of mutual interest, which may arise from their co-op work term experience, coursework or recognition of a particular salient, contemporary public issue. Teams will be responsible for organizing regular meetings to coordinate work tasks, keeping a record of individual contributions to the project and producing a professional, thorough analysis which demonstrates the knowledge and skills they have acquired in the MPS program.

Academic Standing

MPS students must maintain a minimum overall average of 75%. Students are considered in good academic standing as long as they achieve a minimum of 75% across their courses. Students who do not maintain this overall average may be asked to withdraw from the program.

Library Resources

Access to Print Collections

The Library's print collections that would be of interest to students in the Master of Public Service program are housed primarily in the Dana Porter Library. Access to the entire Library collection, as well materials held by the University of Guelph and Wilfrid Laurier University, is available through the Web accessible union catalogue known as TRELIS (<http://trellis1.tug-libraries.on.ca/>).

The Library's automated circulation system allows users to charge out materials during the hours that the Library is open (every day most weeks, with some closures between terms and during the Christmas break) and to renew items online anytime. With the exception of the current issues of print journals and reference materials, most of the material in the Library's collection circulates. Graduate students may borrow most monographs for a term at a time.

Other Public Service-related Materials

The Library collection includes approximately 2,300 current electronic and print journals and approximately 9,000 monographs (i.e., books, reports, and many government documents) relating to the study of public service including public administration, public finance, and the civil service. For the most part, the monographs are in print but an increasing number are in electronic format.

The University of Waterloo has depository status for Canadian federal and Ontario provincial government publications and selectively acquires Canadian regional and municipal documents. This extensive collection provides an opportunity to study political processes and documentation methods across various levels of government. Also available are the holdings of the Tri-University Group Data Resources (<http://tdr.tug-libraries.on.ca/>), which provide Web access to resources such as Statistics Canada surveys, including the Canadian Census.

Research Services

Jane Forgay (jdforgay@uwaterloo.ca) is the Liaison Librarian for Political Science and is available for consultation with individual or small groups of MPS students. A dedicated reference site has been established for the MPS program, which can be accessed [here](#).

Reference assistance is available in person or by telephone at the Library's Information Desks, which are staffed by professional librarians and specially trained library associates. Alternatively, students may get reference assistance via e-mail and online chat available through the Ask a Librarian service (<http://www.lib.uwaterloo.ca/asklib/index.html>).

The Library also offers general orientation programs including tours, workshops on database searching and using the Web, and seminars for graduate students. In addition, each fall the Library participates in a campus-wide orientation program for international students.

Academic Integrity

All students must attend the Academic Integrity Workshop that is offered by the Faculty of Arts for graduate students during Orientation week (Sept 8, 2011).

All students in the MPS program are expected to know what constitutes academic integrity, to avoid committing academic offences, and to take responsibility for their actions. When the commission of an offence is established, disciplinary penalties will be imposed in accord with Policy #71 (Student Academic Discipline). For information on categories of offences and types of penalties, students are directed to consult the summary of Policy #71 in the Graduate Calendar <http://www.grad.uwaterloo.ca/ACMS/default.aspx?sectionID=5194>). If you need help in learning what constitutes an academic offence; how to avoid offences such as plagiarism, cheating, and double submission; how to follow appropriate rules with respect to “group work” and collaboration; or if you need clarification of aspects of the discipline policy, ask your course instructor for guidance. Other resources regarding the discipline policy are your academic advisor and the Graduate Associate Dean Arts.

Students who believe that they have been wrongfully or unjustly penalized have the right to report their grievance; refer to Policy #70, Student Grievance <http://www.grad.uwaterloo.ca/ACMS/default.aspx?sectionID=5194>).

See also the following resource: Avoiding Academic Offences http://arts.uwaterloo.ca/arts/ugrad/academic_responsibility.html

Plagiarism is a serious academic offence

Plagiarism is defined as the stealing of the thoughts or writings of others and presenting them as your own. *The New Shorter Oxford English Dictionary* defines plagiarism as follows:

- To take and use as one’s own the thoughts, writings, inventions...of another person
- To copy improperly or without acknowledgement
- To pass off the thoughts, works...of another as one’s own.

Plagiarism includes the following practices:

- a) Whenever you quote directly from another source **without acknowledging** by the use of quotation marks or indentation and a reference to the source, that the words used are not your own, you commit plagiarism.
- b) Whenever you quote someone else's material directly and fail to use quotation marks or indentation, you commit plagiarism, **even if you footnote the source**.
- c) Whenever you buy or borrow an essay from someone else and submit that essay as your own work, you commit plagiarism.
- d) Whenever you present a loose paraphrase of someone else's work **without acknowledgement**, you are also guilty of plagiarism. Loose paraphrasing means the copying of the substantial body of the

thoughts and expressions of someone else while changing a few words or sentences to avoid the appearance of direct quotation.

e) Whenever you use in your work (whether a written essay, term paper, master's research paper or thesis or an oral presentation) the ideas, the analysis, or the framework of someone else **without acknowledging the source**, you commit plagiarism, even if you do not use exactly the same words or phrases as your unacknowledged source.

Plagiarism is only one of a number of possible offences. Others include cheating and falsifying records. In fact, any action that compromises the integrity of the university's scholarly activities is unacceptable. All students should make themselves familiar with Policy 71, as mentioned above.

Graduation Procedure

All graduate students who expect to receive degrees at either the Spring (June) or Fall (October) Convocations must complete a "**Graduate Studies Intention to Graduate / Program Completion Form**" available from the [Graduate Studies website](#). Students who apply for their degree at a specific convocation but do not qualify must subsequently submit another Intention to Graduate Form.

Submission deadlines are **April 30** for Spring convocation and **August 31** for Fall convocation (see the Calendar of Events and Academic Deadlines - Thesis and Marks Submission Deadlines for Convocation section of the Graduate Studies Academic Calendar). **These deadlines are not flexible.**

Please note that your Intention to Graduate Form cannot be forwarded to the Associate Dean for approval until a final grade for your MTP has been submitted and you have returned any university property (e.g., keys) you received at the beginning of the program.

Make sure you verify the name on your Quest account, as this is the name that will be printed on the Master's diploma. Those who are unable to attend convocation will have their diplomas mailed to them by the Graduate Studies Office one week after the ceremony.

General Information for Graduate Students

UW Policies and Guidelines

The following link to the Graduate Studies Calendar leads to University of Waterloo policies and other information relevant to graduate students: <http://gradcalendar.uwaterloo.ca/page/GSO-UW-Policies-and-Guidelines>

Computing Facilities

Graduate students have access to the computers in HH 370 and the labs in PAS 1037, PAS 1080, and PAS 1098. Regarding the computer lab in PAS 1037, students can use that room as long as a class is not taking place. Check the board that lists when classes have reserved that room. For more information about computer accounts and facilities, please contact the Arts Computing Office. Consulting hours are Monday to Friday from 9:00-12:00 and 1:30-4:30 in PAS 1077. You may reach the PAS office at x33190. You can also check out their web site for more detailed information: <http://aco.uwaterloo.ca/index.html>

Printing and Copying

UW Graphics has a number of self-serve copiers around campus, including in the Arts Computing Facility (PAS 1099), Psychology (PAS 4028) and Dana Porter Library, 2nd floor. A copier available 24 hours is located in the Student Life Centre at the Turnkey desk on the first floor.

Information for International Students

International Student Office (ISO) - <http://www.iso.uwaterloo.ca>

The ISO assists students in maintaining their legal status in Canada, provides assistance and support for them and their dependents, and promotes interaction with and integration into the UW student community at large.

UW Housing and Residence: information on off-campus housing is also available here <http://www.housing.uwaterloo.ca/>

Federation of Students (FEDS) – <http://www.feds.ca> The FEDS at the University of Waterloo provides a number of services for International students including a listing of clubs (national, regional, and religious associations) http://clubsandsocieties.feds.ca/full_clubs_listing

The Working Centre is great opportunity for international students to connect to the larger Kitchener-Waterloo community. The Centre offers services such as the sale and repair of used bikes (very cheap), organizes events (i.e. the annual Multicultural Film Festival), and offers volunteer opportunities to those wanting to get engaged in the community: <http://www.theworkingcentre.org>.

Important Dates

Terms and Deadlines	Fall 2011 Sept 1 - Dec 31	Winter 2012 Jan 1- April 30
Graduate Open Class Enrolment Begins	July 25 (T)	Nov 25 (F)
Lectures Begin	Sept 12 (M)	Jan 3 (T)
Co-op work term report due	Sept 19 (M)	Jan 10 (T)
Course Drop/Add Deadline	Oct 24 (M)	Feb 14 (T)
Reading Week	N/A	Feb 20-24 (M-F)
Electronic Grade Submission Dates/Grades Deadlines	Dec 13-23 & Jan 3, 2012	April 16 - May 1
100% Refund Deadline	Sept 30 (F)	Jan 23 (M)
50% Withdrawal Refund Deadline	Oct 28 (F)	Feb 21 (T)
Last day for students to pay fees/enrol or change status	Sept 30 (F)	Jan 30 (M)
Lectures End	Dec 5 (M)	April 2 (M)
Examinations Begin	Dec 8 (R)	April 9 (M)
Examinations End	Dec 22 (R)	April 21 (S)
Program Completion Deadline (Intent to Graduate Form Due)		For Spring convocation: April 30 (M)

Holidays 2011 – 2012	
Labour Day	Sept 5 (M)
Thanksgiving Day	Oct 10 (M)
Christmas Holidays	Dec 24 - 31
New Year's Day	January 1
Family Day	Feb 20 (M)
Good Friday	Apr 6 (F)
Victoria Day	May 23 (M)
Canada Day	July 1 (F)
Civic Holiday	Aug 1 (M)

Additional References for Graduate Students

(Source: UW Graduate Studies Office)

Graduate Studies Office	registrarial support, Dean of Grad Studies	www.grad.uwaterloo.ca gsoffice@uwaterloo.ca
Graduate Studies Calendar	academic regulations, program	www.grad.uwaterloo.ca/acms
Quest	application data, address change, financial aid, course enrollment, tuition	www.quest.uwaterloo.ca
Scholarships/ Financial Aid	scholarship database, awards, bursaries	www.grad.uwaterloo.ca/scholarships/scholarships_main.asp
Costs of Study/Expenses	living expenses for Waterloo, Ontario	www.grad.uwaterloo.ca/students/prospective/funding.asp
Tuition & Fee Arrangements	tuition amounts, payment instructions	www.adm.uwaterloo.ca/infofin/students/stdfees.htm
Maternity, Adoption & Parental Leave	eligibility, benefits, financial support	www.grad.uwaterloo.ca/students/gsomatguide.asp
Graduate Student Association	council, services, events, Grad House	www.gsa.uwaterloo.ca
Housing & Residences	on/off campus, applications, fees	www.housing.uwaterloo.ca
Waterloo International	ESL, UHIP, Destination Waterloo	www.international.uwaterloo.ca
Student Services	athletics, counselling, food, health	www.studentservices.uwaterloo.ca
Computing & Network Resources	computer accounts, connecting	www.ist.uwaterloo.ca/istweb/studentinfo.html
Library	borrowing privileges, collections	www.lib.uwaterloo.ca
Office of Research	research experts, ethics, grants	www.research.uwaterloo.ca
Secretariat	administration, policies, bylaws	www.adm.uwaterloo.ca/infosec