A. Course Description

Credits: 4

Lab Hours/ Weeks:          Corequisites: None
Lecture Hours/ Week:

MnTC Goals: None

This course focuses on knowledge management, organizational learning, e-governance, accountability, and evaluation in the strategic management of information. Important themes include strategies for organizational learning and knowledge sharing—including communities of practice.

B. Course Effective Dates: 08/12/2010 - Present

C. Outline of Major Content Areas:

See Course Description for major content areas.

D. Learning Outcomes (General)

1. Demonstrate a conceptual and practical understanding of performance monitoring, outcome measurement, and the impact evaluation of public and nonprofit programs and services;
2. Identify the major sources of bias in estimating the effect or impact of a policy or program in the public and nonprofit sectors;
3. Understand how experimental, quasi-experimental, non-experimental research designs minimize bias in program effect estimates;
4. Describe ways in which information from the process and outcome monitoring and evaluation of policies and programs can be used for improved budgeting and management in public and nonprofit organizations;
5. Define the field of e-government and e-democracy; and
6. Articulate the potential of ICT in improving public service delivery, co-production of policies and programs, and the oversight of public and nonprofit organizations.

E. Learning Outcomes (MN Transfer Curriculum)

This contains no goal areas.

G. Special Information

Community Engagement