Overall course goal:
Develop innovative information tools and services that improve the capacity of people to engage in their community.
Create information tools for civic engagement that are usable, useful and sustainable.

Learning objectives:
- Understand how complex organizational processes affect the process of design and implementation in the public sector.
- Practice interaction design in a real setting.
- Create plans for technology transfer and sustainability.
- Reformulate your identity as a citizen in the information age.
- Consider the meaning of community and civic engagement in the context of the digital environment.

Project site & travel logistics:
This semester, we are partnering with the city of Ferndale, MI. Ferndale is a city of about 20,000 people about 40 minutes east of Ann Arbor. For this class it is important that we spend considerable time on-site. This class is held in Ann Arbor and Ferndale on a roughly alternating schedule (see “schedule”, below). Travel time to Ferndale is included in the scheduled class time. We'll be providing transportation on the weeks indicated in the schedule. However, we also encourage you to go on your own if you have the means, or to keep in touch with your partners more regularly.

Instructor:
1. Scott TenBrink (dstb@umich.edu)
UMSI Engagement Center at 777 N. University Ave. (above Panera Bread)
Office hours:
Mondays, 3pm - 5pm
Fridays, 10am - 12pm
https://calendar.google.com/calendar/selfsched?sstoken=UU8wem9KaFZoTXVzfGRlZmF1bHR8OTA1MDM1OTkwNWRiZDZmMTM2MmQ5ZTk4ZDk1YWRhMzY (Links to an external site.)
I'm happy to meet outside of office hours with advanced notice and on evenings and weekends by Google Hangout. You can expect email response from me within 24 hours, often much sooner.

Texts & readings
All required texts will be posted to the Canvas site. No books are required to be purchased.

Course description:
In this class, we'll be working on a semester long project that leverages a long-term partnership with the city government. This course is part of a larger program called "Citizen Interaction Design", which includes summer internships, reading groups, and
future iterations of class projects. As such, we have some differences from a typical projects course that are important to consider:

- We have a long-term relationship with these communities, which means we should experience less gatekeeping than we might see in other client-based projects.
- Scott is the community manager for CID, and will help you consistently with your relationship with your partners. We also have some limited budget for staff and resource help (developers, graphic design, prototype production, etc.). We don’t have an unlimited budget, but we can do some cool things.
- The project may keep going after the class is over. We don’t expect you to work on these projects after the semester is over, but both the city and UMSI staff will continue to support sustainable projects.
- Our anticipation is that all projects will be released as Creative Commons content.

Most importantly, this course is designed to be an engaged, practical, and integrative learning experience. You’ll gain great experience designing information tools for real challenges and real people. That also means that you are responsible for the impact of your work and team have on the community.

**Deliverables**

These deliverables are weighted and described in full detail in the “assignments” section of Canvas. All deliverables are graded at the team level, with the exception of participation. Deliverables are broken into three main sections, with the product heavily weighted.

**The product**

The goal of this class is the creation of an information tool. There are four graded components of that product:

- The information tool or service (500 points)
- A presentation to the community introducing the product at the CID Expo (100 points)
- A poster describing your product at the CID Expo (100 points)
- A sustainability report to your partner that describes the requirements to implement and sustain the product (100 points)

**Process deliverables**

In order to make sure that each project is on track, we’ll have periodic assignments that will report on the progress of your team’s work. (40 points each)

- communications plan
- user testing protocol
- prototype

**Participation**

Active participation by all of us is critical, both for the success of your team and Students are expected to show up for class on time and participate actively in discussion, activities, and critique. (100 points)

**Work expectations:**
It will be a challenge to make a useable, sustainable product in the time we have, with your other responsibilities. We anticipate you’ll be doing work outside of class, including team meetings, data collection, design and production. As a reminder, Rackham guidelines are that you should do 3 hours of out-of-class work for every 1 hour in class. For this is a 4 credit course, the expectation is 12 hours per week, on average, which is a significant commitment.

Schedule:
Ann Arbor class time is broken into three sections, which will include a variety of activities, discussion formats, and guest speakers.
- Design Thinking Process
- Civic Engagement Technology
- Project Management & Team Building
The class will travel to Ferndale five times over the course of the semester. On these dates, we will meet on the south side of the North Quad Building (at the loading docks) at 8am and return to campus by 1pm.
- January 16
- January 30
- February 27
- March 27
- April 10 (CID Expo)

Academic Integrity and Misconduct
Violations of academic and professional integrity will be reported to the UMSI academic integrity officer. Consequences regarding the assignment or course grades are determined by the faculty instructors; additional sanctions may be imposed by the Associate Dean for Academic Programs.

Collaboration
UMSI strongly encourages collaboration while working on some assignments, such as homework problems and interpreting reading assignments as a general practice. Active learning is effective. Collaboration with other students in the course will be especially valuable in summarizing the reading materials and picking out the key concepts. You must, however, write your homework submission on your own, in your own words, before turning it in. If you worked with someone on the homework before writing it, you must list any and all collaborators on your written submission. Each course and each instructor may place restrictions on collaboration for any or all assignments. Read the instructions careful and request clarification about collaboration when in doubt. Collaboration is almost always forbidden for take-home and in class exams.

Plagiarism
All written submissions must be your own, original work. Original work for narrative questions is not mere paraphrasing of someone else's completed answer: you must not share written answers with each other at all. At most, you should be working from notes you took while participating in a study session. Largely duplicate copies of the same assignment will receive an equal division of the total point score from the one piece of work.

You may incorporate selected excerpts, statements or phrases from publications by
other authors, but they must be clearly marked as quotations and must be attributed. If you build on the ideas of prior authors, you must cite their work. You may obtain copy editing assistance, and you may discuss your ideas with others, but all substantive writing and ideas must be your own, or be explicitly attributed to another. See the (Doctoral, MSI, MHI, or BSI) student handbooks available on the UMSI intranet for the definition of plagiarism, resources to help you avoid it, and the consequences for intentional or unintentional plagiarism.

**Accommodations for Students with Disabilities**

The University of Michigan is committed to providing equal opportunity for participation in all programs, services and activities. Request for accommodations by persons with disabilities may be made by contacting the Services for Students with Disabilities (SSD) Office (http://ssd.umich.edu) located at G664 Haven Hall. The SSD phone number is 734-763-3000. Once your eligibility for an accommodation has been determined you will be issued a verified individual services accommodation (VISA) form. Please present this form to me at the beginning of the term, or at least two weeks prior to the need for the accommodation (test, project, etc…).

**Student Mental Health and Well Being**

The University of Michigan is committed to advancing the mental health and well-being of its students. If you or someone you know is feeling overwhelmed, depressed, and/or in need of support, services are available. For help, contact Counseling and Psychological Services (CAPS) at (734) 764-8312 and https://caps.umich.edu/ during and after hours, on weekends and holidays, or through its counselors physically located in schools on both North and Central Campus. You may also consult University Health Service (UHS) at (734) 764-8320 and https://www.uhs.umich.edu/mentalhealthsvcs for alcohol or drug concerns, see www.uhs.umich.edu/aodresources. For a listing of other mental health resources available on and off campus, visit: http://umich.edu/~mhealth. Please don’t wait if you think you need help or want someone to talk to about what’s going on in your life.