

## **Teaching Notes for courses on performance measurement and citizen participation.**

When teaching a course that encompasses performance measurement and citizen participation the following course objectives and learning outcomes may be helpful in the design of new courses or the modification of existing courses:

### Course objectives:

- Increase knowledge about citizen participation and performance measurement.
- Create an opportunity for students to learn and demonstrate various performance measurement techniques.
- Create an opportunity for students to learn and demonstrate the various approaches to citizen participation in a democratic society.
- Develop an understanding of the role of the public administrator in facilitating or discouraging citizen participation.
- Develop a general understanding of the evolving role of the public administrator.

### Learning outcomes or competencies:

- a. Identify, analyze and critique the key benefits and shortcomings of existing performance measurement systems for state and local government.
- b. Understand and explain the problems associated with the provision of quality municipal services, fiscal stress and resistance to tax increases.
- c. Demonstrate knowledge of various performance measurement techniques including: input, output, outcome and efficiency indicators, citizen surveys, balanced scorecards, and benchmarking.
- d. Distinguish among the different models of citizenship including their assumptions for high performing governments.
- e. Understand systemic factors that influence public participation, e.g. the role of policy design.
- f. Understand the role and values of various participation techniques such as public hearings, advisory committees, citizen commissions and boards, grass roots organizing.