

San José State University
Lucas Graduate School of Business
Master of Science in Transportation Management
MTM 290: Capstone – Report Writing
Spring-B 2020

Course and Instructor Contact Information

Instructor:	Dr. Hilary Nixon
Office Location:	Mineta Transportation Institute, 210 N. 4 th St., 4 th Floor
Telephone:	408-924-7564
Email:	hilary.nixon@sjsu.edu (preferred contact method)
Office Hours:	By appointment
Class Day/Time:	Tuesdays, 5:30 – 9:30 pm, on March 24 and May 19 Individual advising sessions (min. 2 for each student) <ul style="list-style-type: none">• Schedule individually, see course requirements and assignments for details
Classroom:	Online (Zoom) or specified video-conferencing locations (For locations, contact MSTM Coordinator Michelle Waldron)
Course website:	Canvas (http://sjsu.instructure.com)

Course Format

Students must have regular access to email and the internet in order to communicate with the instructor, submit assignments, and engage in other class activities.

Students attend class sessions by going in person to one of the MTM program videoconferencing sites *or* by joining online using Zoom, SJSU's online meeting application. Details on each option are as follows:

MTM Class Videoconferencing Sites:

Videoconference sites are located at the Lucas Business Complex (Santa Clara, CA), Caltrans district offices, and other participating agencies. For information about these options, contact the MSTM Program Coordinator, Michelle Waldron, at michelle.waldron@sjsu.edu. If classroom locations are not available due to covid-19 or if you aren't able to travel due to videoconferencing sites due to shelter-in-place requirements, please join via Zoom or contact the instructor.

Online Access via Zoom:

You can join class using SJSU Zoom from any location, as long as you:

- Are in a quiet room without distractions (e.g., no family members or colleagues walking through or asking questions). Please do not join the class while driving, moving, etc.
- Have stable internet access
- Use a video camera and good quality microphone so that you are seen as well as heard
- Follow good "meeting etiquette" principles (one such list: <https://blog.gotomeeting.com/7-rules-virtual-meeting-etiquette-every-professional-know/>). Remember that many of these students are also your colleagues (or may be one day) – you want to maintain as professional an environment as possible. Although it can give a bit of a “floating head” appearance, Zoom does allow for virtual backgrounds which you are welcome to try out.
- Participants will be placed on mute by the instructor to limit background noise/distractions. Please make use of the chat feature or “raise hand” feature to ask questions, etc. The instructor will unmute students to allow for discussion, etc.

To access class sessions by Zoom, click on the following link from your computer or tablet: <https://sjsu.zoom.us/j/459968456?pwd=T0c3aEJnL3I2OFIkSGt0RVR5cWdtQT09>

Plan to join at least ten minutes before 5:30 pm, to make sure you are ready when class begins. (The very first time you join from a computer or device, allow extra time for set-up.)

The university has many useful tutorials on how to use Zoom here: <http://www.sjsu.edu/ecampus/teaching-tools/zoom/index.html>

Course Description

Provides the second part of a culminating experience in which students design and carry out an individual, comprehensive policy or program evaluation. Students complete a Policy or Program Evaluation following the proposal design they developed in MTM 283. The final report demonstrates their capacity to do independent research, analysis, and writing about a complex transportation management problem. Prerequisite: MTM 283

Lucas College and Graduate School of Business Program Learning Goals

(Note: Not all program learning goals are covered in every course)

- Goal 1: Business Knowledge:** Understand basic business principles and demonstrate discipline-specific competencies as applied to local and global environments.
- Goal 2: Communication:** Communicate ideas clearly, logically, and persuasively in oral and written format, using technology appropriately.
- Goal 3: Ethical Awareness:** Recognize, analyze, and articulate solutions to ethical issues that arise in business.
- Goal 4: Leadership, Teams and Diversity:** Comprehend the challenges and opportunities of leading and working in diverse teams and environments.
- Goal 5: Critical Thinking:** Comprehend, analyze, and critically evaluate complex and unstructured qualitative and quantitative business problems, using appropriate tools and technology.
- Goal 6: Innovation:** Recognize, analyze, and articulate strategies for promoting creativity and innovation.

MSTM Program Learning Goals:

(Note: Not all program learning goals are covered in every course)

- Goal 1: Transportation Systems and Society:** Develop a systems-savvy and global perspective on solving transportation management challenges
- Goal 2: Transportation Policy:** Develop solutions to transportation management challenges that integrate knowledge of the transportation policy environment
- Goal 3: Leadership:** Identify and analyze leadership styles and traits
- Goal 4: Communications:** Communicate effectively with a diverse workforce and citizenry
- Goal 5: Analytical skills:** Identify and evaluate transportation management issues using appropriate data and methods

Course Learning Outcomes

MTM 290 is the second part of the capstone experience for students in the MSTM program. Students draw upon the material they have learned from coursework and professional experience to demonstrate their ability to:

1. Conceptualize problems from complex, real world situations so the problems are meaningful to clients and research-worthy. In particular, students will be able to:
 - a. Define and clearly state an evaluation question;
 - b. Design a methodology appropriate to answer the evaluation question.
2. Collect, analyze, and synthesize information. In particular, students will be able to:
 - a. Collect data of sufficient quality and depth to answer the evaluation question;
 - b. Perform direct, competent, and appropriate analysis to answer the evaluation question;
 - c. Draw sophisticated conclusions based on the results of the analysis, that are a logical extension of the findings;
 - d. Show how the analysis and findings fit into the larger context of the literature and/or current professional practice.
3. Communicate effectively in writing and in visual terms. In particular, students will be able to:
 - a. Organize material logically, so that a reader can easily follow the writer's train of thoughts;
 - b. Write text that is grammatically correct and free of typos;
 - c. Create and integrate into the report tables and figures that add useful/important information for readers;
 - d. Design reports that are attractive and professional in appearance;
 - e. Include citations where appropriate, and format footnotes/in-text references and bibliographies properly.

Required Texts/Readings

Textbook

Students must purchase one required text: Kate L. Turabian's *A Manual for Writers of Research Papers, Theses, and Dissertations*. 8th ed. Chicago: University of Chicago Press, 2013. (ISBN 9780226816388) New copies can be purchased for about \$15.00.

There also will be short readings in electronic format that are provided to students by email or in Canvas or are available through the SJSU library.

Library Liaison

The Library Liaison for the Lucas Graduate School of Business is Christa Bailey (christa.bailey@sjsu.edu).

Course Requirements and Assignments

Success in this course is based on the expectation that students will spend, for each unit of credit, a minimum of 45 hours over the length of the course for instruction, preparation/studying, or course related activities.

Assignments	Due Date	Grading	Learning Objectives Addressed
Detailed outline of report following template provided	March 31	CR/NC	1,2,3
Draft #1 of policy/program evaluation (background, methods, and findings chapters required, NOT introduction and conclusion)	April 14	CR/NC	1,2,3
One-on-one check-in with Sian (must pre-schedule)	April 17 – 28 (sign up for one 30 min. session by April 14)	CR/NC	1,2,3
Draft #2 of policy/program evaluation with rubric self-evaluation (all parts of the final report should be complete)	May 5	CR/NC	1,2,3
One-on-one check-in with Hilary (must pre-schedule)	May 8 – 18 (sign up for one 30 min. session by May 5)	CR/NC	1,2,3
Lightning talk on final policy/program evaluation	May 19	CR/NC	1,2,3
Final policy/program evaluation	May 26	Letter graded, min. B- to earn credit	1,2,3

Final Examination or Evaluation

The final culminating experience for MTM 290 will be the lightning talk on your final policy/program evaluation AND your final policy/program evaluation.

Grading Information

Your grade for the course will be based on the assignments and other activities listed above. This course is graded Credit (CR)/No Credit (NC). **In order to receive CR, students must complete ALL**

assignments/activities listed above AND receive a grade of B- or better on the final policy/program evaluation. A detailed rubric for the capstone report will be provided for all students. **A minimum passing grade of 35 (B-) on the rubric must be obtained.**

Determination of Grades

To successfully complete MTM 290, a student must receive a passing grade (B- or better) on their final policy/program evaluation in order to receive credit. A B- grade is the equivalent of 35 out of 50 on the evaluation rubric. Grading: Letter grade. The late penalty on the final report will be one “step” (e.g. from A- to B+, B to B-, B- to C+, etc.) for each 24 hours that passes after the due date.

University Policies

Per [University Policy S16-9](http://www.sjsu.edu/senate/docs/S16-9.pdf) (<http://www.sjsu.edu/senate/docs/S16-9.pdf>), information relevant to all courses, such as academic integrity, accommodations, dropping and adding, consent for recording of class, etc. is available on Office of Graduate and Undergraduate Programs’ [Syllabus Information web page](http://www.sjsu.edu/gup/syllabusinfo/) at <http://www.sjsu.edu/gup/syllabusinfo/>.” Make sure to visit this page, review, and be familiar with these university policies and resources.

Course Schedule

Students complete most work for this course independently, with feedback and discussion from the instructor. In addition, students will attend three in-person class sessions, plus participate in several one-on-one or small group sessions scheduled throughout the semester.

Schedule subject to change with advanced notification (via email)

Date	Class Activities, Readings, & Assignments
Mar. 24	In-class meeting (Zoom or video conference facilities) Course Overview, Introductions, Analyzing Qualitative and Quantitative Data, Formatting Reports and Presenting Information
Mar. 31	Submit detailed outline of report following template provided through Canvas
April 14	Draft #1 of policy/program evaluation (background, methods, and findings chapters required, NOT introduction and conclusion). Submit through Canvas.
Apr. 17-28	One-on-one check-in with Sian (must pre-schedule by April 14)
May 5	Draft #2 of policy/program evaluation with rubric self-evaluation (all parts of the final report should be complete). Submit through Canvas.
May 8-18	One-on-one check-in with Hilary (must pre-schedule by May 5)
May 19	In-class meeting (Zoom or video conference facilities) Lightning talk on final research paper
May 26	Submit final policy/program evaluation research paper through Canvas