Instructor: Jackye McClure, M.S.
Office Location: MH 521
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Office Hours: Monday / Wednesday 9 a.m. – 10 a.m. and by appointment

Class Days/Time: Monday and Wednesday 10:30 a.m. - 11:45 a.m.
Classroom: Sweeny Hall 434

Course Description
This course is designed to give students a range of communication and negotiation skills for resolving conflict situations and gaining people’s cooperation through the use of alternative dispute resolution (ADR) methods instead of using physical force, coercion and litigation.

The course is divided into three sections: Section I, Crisis Intervention, examines the origins of, reactions to and management of conflict in stressful and dangerous situations where people are thinking and acting in a highly emotional and irrational manner; Section II, Mediation, explores conflict situations that involve civil disputes were the parties, with help, can act more rationally; and Section III, Restorative Justice, evaluates methods for resolving conflicts that involve criminal or child protection matters, where one party has committed an offense against others and needs to make restitution to the victim in some way.

Course Goals
Students involved in the JS 131 course will develop:

1. A theoretical framework for understanding people in crisis and/or conflict and the ability to identify and apply appropriate strategies to deal with them.

2. A command of communication styles, interviewing techniques, crisis intervention and problem-solving methods necessary in crisis events, and ways of mediating just and fair solutions in various types of stressful situations.
3. The ability to identify and utilize appropriate strategies and techniques for managing and resolving conflict and adapt these strategies and techniques to a broad range of situations.

**Student Learning Objectives**

Upon successful completion of this course, students will be able to meet the following learning objectives:

**LO1** Students shall be able to effectively identify and apprise individuals in crisis and/or conflict situations and apply appropriate strategies to the situation. Satisfaction of this learning objective will be measured through the evaluation of small group exercises, short-answer essay responses or in-class presentations, individual essays, and objective examinations.

**LO2** Students shall be able to demonstrate a variety of communication styles, interviewing techniques, crisis intervention and problem-solving methods necessary in crisis events, and articulate the procedures for mediating and restoring just and fair solutions in various types of stressful situations. Satisfaction of this learning objective will be measured through the evaluation of small group exercises, short-answer essay responses or in-class presentations, individual essays, and objective examinations.

**LO3:** Students shall be able to identify and use specific and appropriate conflict management and resolution techniques and apply those techniques to a broad range of situations. Satisfaction of this learning objective will be measured through the evaluation of small group exercises, short-answer essay responses or in-class presentations, individual essays, and objective examinations.

**E-Mail Guidelines and Text Messages**

Students are welcome to email or text the instructor at any time; however, please adhere to the below:

1. For **E-Mail**, the “subject line” must include the course number, students name, and the specific description of the inquiry or comment (e.g., JS131, Your Name, assignment question). The instructor will not respond to “no subject” e-mails, or any e-mail where the student and the course are not identified in the subject line. Please identify yourself in the body of the e-mail and, if you want to be called, include a contact number. The instructor will make every effort to respond to E-Mail messages within 24-hours.

2. **Text** messages should include the students name and course number. Text messages are also welcome at any time although responses may be delayed due to the instructors conflicting schedule or erratic sleep patterns!
Text and Other Materials

Textbook: There is not an assigned text book for this course. Required readings will be posted on the Canvas web site by the instructor.

Other Materials: Three (3) scantrons (Form 882-E)
Blue Book or Spiral / Bound Notebook

Library Liaison
Nyle Monday (Nyle.Monday@sjsu.edu)
(408) 808-2041
http://libguides.sjsu.edu/justicestudies

Classroom Protocol
This class is comprised of lecture, guided discussion, and active participation in role play scenarios. Students are encouraged to ask questions and share their personal opinions and experiences. Please be aware that sharing of personal experiences is an option and the instructor insists on confidentiality concerning any shared personal experience. Also, because the role play scenarios involve real situations, all students will be asked to handle the subject matter with respect and decorum.

Expectations
The college experience brings together individuals from diverse backgrounds and experiences. Please observe the following so that you and others can get the most value from this course and the college experience:

1. Students are expected to: attend all class meetings, arrive on time, stay for the duration of the class period, complete all readings and assignments in accordance with the dates on the course schedule and be aware of what materials are needed for class. Please be aware that frequently showing up late to class and/or leaving early is a disruption, and a violation of the student code of conduct.

2. Students are expected to actively participate in class discussions and small group class exercises. Please note: Participation does not include simply occupying a seat, nodding, shaking one's head, or simply repeating what someone else has already contributed. Substantive contributions that foster an atmosphere of open discussion conducive to learning constitute participation. There will be unannounced in-class exercises where each student's participation is expected and required. These small group exercises may be allotted a total point value and will count toward the students final points accumulated for this course.
3. Students are responsible for all missed notes, materials and announcements due to absence. Students are encouraged to create an e-mail list in order to update each other on class news and projects. Please do not e-mail the instructor asking about what was covered in a missed class.

4. Students are responsible for regularly checking their e-mail for announcements.

5. The reading of newspapers or non-related class materials, text messaging, e-mailing, playing games, shopping, web browsing, sending of pictures / video or any other type of non-class activity on your laptop, netbook, cell phone during class time is absolutely forbidden. Before class begins, please turn off all electronic devices not used for note taking. If a cell phone call must be made or taken, please go outside of the classroom.

**Dropping and Adding**

Students are responsible for understanding the policies and procedures concerning add/drops, academic renewal, and current deadlines and penalties for adding and dropping classes. Information is available at [http://www.sjsu.edu/academics](http://www.sjsu.edu/academics)
The last day to drop courses without an entry on students’ permanent record is February 4.

**In-Class Exercises, Examinations, Assignments**

**Group Exercises and Role Plays:** All students will be required to participate in group exercises and role plays to demonstrate practical application of course materials and communication skills (points vary).

**Examinations:** There will be two (2) examinations. The exams are not comprehensive. However, case scenarios used in examinations may require the knowledge and application of procedures presented in previously presented course materials. Each examination will cover the assigned readings, lectures, and any media used in class. The format for the examinations will be multiple-choice, matching, true/false, fill-in the blanks and short essay response questions.

**Make up exams** will be allowed in emergency situations only and should be made up as soon as possible after the exam. You may only make up one exam.

**Class Participation** is encouraged and expected. The instructor reserves the right to increase final grade based on outstanding student contributions throughout the semester.
**Written Assignments:**

1. **Case Studies** will be utilized throughout the semester, and will offer students problematic situations for which they will develop interventions and use techniques to work toward resolution. Students, in work in teams to develop the response paper. Each member of the team will receive the same number of points for the assignment. However, if it is shown that significant participation was not made toward the development of the paper by any student, that student will receive a reduction in points or zero points for the assignment. Time will be given for in-class discussion of the cases. The final case write-up is to be completed out-side of class.

2. **Journal on Course Topics and Group Exercises** Students will make weekly written entries in response to course topics, group exercises and interactions. Further instructions for journal entries will be given in class.

**Department of Justice Studies Writing Philosophy**

The Department of Justice Studies is committed to scholarly excellence. Therefore, the Department promotes academic, critical, and creative engagement with language, with emphasis on writing, throughout its curriculum.

A sustained and intensive exploration of language prepares students to think critically and to act meaningfully in interrelated areas of their lives—personal, professional, economic, social, political, ethical, and cultural.

Graduates of the Department of Justice Studies leave San José State University prepared to enter a range of careers and for advanced study in a variety of fields; they are prepared to more effectively identify and ameliorate injustice in their personal, professional and civic lives. Indeed, the impact of literacy is evident not only within the span of a specific course, semester, or academic program but also over the span of a lifetime.

**Evaluation:**

Grades for JS 110 will be distributed as follows:

- 2 Examinations: 40%
- In-class exercises: 30%
- Written Assignments: 30%

**Letter Grades:**

Distribution of letter grades will be based on the overall percentage of the total number of points received on the 3 examinations, written assignments, class participation, group report and in-class exercises.
Percentage points will be distributed as follows:

100 – 94% = A  
88 – 85% = B+  
78 – 74% = C+  
69 – 65% = D+  
93 - 89% = A-  
84 - 82% = B  
73 - 70% = C  
64 - 60% = D  
81 - 79% = B-  
73 - 70% = C  
59 - 56% = D-  
78 - 74% = C+  
55% and below = F

**Incomplete Grades:**  Students who cannot fulfill all the work for a course due to a medical or family emergency may be assigned an incomplete only if arrangements are made with the instructor. An incomplete must be made up within one calendar year immediately following the end of the term in which it was assigned. It is the responsibility of the student to bring pertinent information to the instructor regarding why they cannot fulfill all the work during the current semester and to reach agreement on the means by which the remaining course requirements will be satisfied. If the instructor agrees, the instructor will enter an "I" grade for that course for that semester.

**Extra Credit:**

It is expected that students will earn their individual grade in JS 131 by coming to class regularly, taking careful notes, keeping up with the reading, participating in class discussions and group work, completing assignments and reviewing materials for successful completion of examinations. However, there may be opportunities to earn extra credit during the course of the semester as events occur that are pertinent to JS131. These opportunities will be announced in class.

**University Policies**

**Academic Integrity**

Your own commitment to learning, as evidenced by your enrollment at San Jose State University requires you to be honest in all your academic course work. Faculty members are required to report all infractions to the Office of Student Conduct & Ethical Development. The website for Student Conduct and Ethical Development is available at:

http://www.sjsu.edu/studentconduct/Students/Student_Academic_Integrity_Process/

Academic dishonesty will not be tolerated. Cheating on exams or plagiarism (presenting the work of another as your own, or the use of another person’s ideas without giving proper credit) will result in a minimum of a failing grade for the assignment and sanctions by the University. For this class, all assignments are to be completed by the individual student unless otherwise specified. For more information concerning academic integrity go to:

http://www.sjsu.edu/studentconduct/Students/Student_Academic_Integrity_Process/
Adaptations and Accommodations

If you need course adaptations or accommodations because of a disability, or if you need to make special arrangements in case the building must be evacuated, please make an appointment with me as soon as possible, or see me during office hours.

Presidential Directive 97-03 requires that students with disabilities requesting accommodations must register with the DRC (Disability Resource Center) to establish a record of their disability. Disability Resource Center is located in the Administration Building 110. For more information on the DRC go to: http://www.drc.sjsu.edu/

Student Resource / Assistance Centers

College of Applied Sciences and Arts (CASA) Student Success Center

The Center is available for all CASA students and students who would like to be in CASA and offers general education advising, help with changing majors, academic policy related questions, meeting with peer advisors, and offers various regularly scheduled presentations and workshops. It also offers a place to study and students can check out laptops. Location: MacQuarrie Hall (MH) 533. For additional information call 408-924-2910 or go to the Centers website at http://www.sjsu.edu/casa/ssc/

Student Technology Resources

Computer labs for student use are available in the Academic Success Center located on the 1st floor of Clark Hall and on the 2nd floor of the Student Union. Computers are also available in the Martin Luther King Library.

Learning Assistance Resource Center

The Learning Assistance Resource Center (LARC) is located in Room 600 in the Student Services Center on the corner of 10th Street and San Fernando Street. It is designed to assist students in the development of their full academic potential and to inspire them to become independent learners. The Center’s tutors are trained and nationally certified. They provide content-based tutoring in many lower division courses as well as writing and study skills assistance. Small group, individual, and drop-in tutoring are available. http://www.sjsu.edu/larc/

SJSU Writing Center

The Writing Center in Clark Hall 126 offers tutoring in all courses. Writing Specialists assist in all areas of the writing process, including grammar, organization, paragraph development, coherence, syntax, and documentation styles. http://www.sjsu.edu/writingcenter