

**San José State University**  
**Department of Justice Studies**  
**JS 110 – Crisis Intervention / Mediation / Restorative Justice**  
**Fall 2011**

**Instructor:** Jackye McClure, M.S.  
**Office Location:** MH 521  
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**Office Hours:** Tuesday and Thursday 8 a.m. – 8:30 a.m., 12 – 12:30,  
and by appointment  
**Class Days/Time:** Tuesday and Thursday 9:00 a.m. - 10:15 a.m.  
**Classroom:** CL 302

### **Course Materials**

Copies of the course syllabus and all major assignment materials may be found on Desire to Learn (D2L). Students can access D2L at <https://sjsu.2learn.com> Please contact [helpdesk@sjsu.edu](mailto:helpdesk@sjsu.edu) or 408-924-2377 for questions regarding D2L. Students are responsible for checking D2L weekly for announcements and assignments.

### **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 where 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

JS 110 students 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 and restoring just and harmonious relationships in various types of stressful situations.
3. The ability to identify and utilize appropriate and specific strategies and techniques for managing and resolving conflict and adapt those strategies and techniques to a broad range of situations.
4. An awareness of cross-cultural issues and psycho-social conditions that may affect the origins, escalation and maintenance of conflict.

## 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 harmonious relationships 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.
- LO4:** Students shall be able to identify and judge the presence of cross-cultural issues and psycho-social conditions that may play a role in the origins, escalation and maintenance of conflict. 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 and E-Mail Guidelines**

Students are welcome to email the instructor at any time; however, please adhere to the e-mail guidelines below:

1. The “subject line” must include the course number, students name, and the specific description of the inquiry or comment (e.g., JS10, 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. You may also want to identify yourself in the body of the e-mail and, if you want to be called, please include a contact number.
2. Some course assignments are be submitted via the D2L “Drop box” and others will be turned in at class. If the assignment is submitted via D2L it must be sent in one of the following formats: a Microsoft Word (\*.doc or \*.docx), or in rich text format (\*.rtf). Always retain a copy of submitted assignments.

## **Required Texts and Other Materials**

**Textbook:** There is not an assigned text book for this course. However, required readings will be posted on the D2L web site by the instructor. Check the class schedule for dates and titles of the assigned readings.

**Other Materials:** Students will need to purchase a total of three (3) scantrons for the examinations (Form 882-E available at the Spartan Bookstore). A #2 pencil is required to fill in the scantron. Blue books are not necessary; binder paper will be used for short essay responses.

## **Library Liaison**

Nyle Monday ([Nyle.Monday@sjsu.edu](mailto: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 sensitivity.

## **Student 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 activities.
3. Students are responsible for all missed notes, materials and announcements due to absence. Students are encouraged to create an e-mail list and/or utilize the discussion option on D2L, in order to update each other on class activities. 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 and D2L for announcements, updated course related information and materials.
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 about add/drops, academic renewal, etc. Information on add/drops are available at <http://www.sjsu.edu/registrar/calendar/> Information about late drop is available at <http://www.sjsu.edu/aars/policies/latedrops/> Students should be aware of the current deadlines and penalties for adding and dropping classes. The last day to drop courses without an entry on students' permanent record is **Tuesday September 6, 2011.**

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

**Role Plays**: All students will be required to participate in three role plays in front of the class to demonstrate practical application of course materials and communication skills. (10 points each)

**Examinations**: There will be three (3) 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 reading, lecture, reports 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. Refer to the course schedule for dates of examinations. (points may vary for each exam)

**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. You will be evaluated based upon your contributions in class and while working in teams or small groups. The instructor reserves the right to increase final grade based on outstanding student contributions throughout the semester.

### **Written Assignments:**

1. **Interview Paper** Each student will write a one page paper in response to interviewing a classmate. (Instructions for the interviewing process will be given in class.) The Interview Paper should be typed (12 pt. Arial or Verdana preferred), double-spaced. It is to be turned in the second class meeting along with the student questionnaire and the syllabus acknowledgment, which is to be signed. The student questionnaire and the syllabus acknowledgement are located under "Begin Here" on D2L.
2. **Case Studies** Mini 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. Papers should be three to five pages in length. 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. Refer to the course schedule for assignment due dates.

## Grading Policy

### Evaluation:

Grades for JS 110 will be distributed as follows:

3 Examinations	50%
In-class exercises	30%
Written Assignments	<u>20%</u>
	100%

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

### Extra Credit:

It is expected that you will earn your grade in JS110 by coming to class regularly, taking careful notes, keeping up with the reading, participating in class discussions and group work, completing assignments and studying for the exams. However, if you are interested in earning extra credit, you may do so by collecting current articles relating to the topics and issues concerning this course. Articles may come from trade journals, research journals, news sources or the internet. However, all sources must be reputable and cited in your report.

When you have three or four articles which are related, you may submit those articles with a brief (one or two paragraph) summary of each article that includes:

- how articles relate to each other and to what you have learned in JS 110 from the readings, lectures, exercises, etc., and
- the impression(s) these articles give you regarding crisis situations, victims, professional responders, the mediation process or restorative justice.

Summaries of the articles and discussion of them should be neatly typed (Arial 12 pt. is preferred), double-spaced, on white paper.

You may submit up to one set of articles for each “session” of JS 110 (Crisis Intervention, Mediation, Restorative Justice).

You do not need a separate title page. At the top of your first page, put your name, JS110, the date, and indicate that this is an extra credit assignment.

Your summary should indicate the source of the article, its author, and the date it was published. **You will be graded on the appropriateness of the articles, the content of your overall summary/discussion and how well you make the connection between the articles and what we have covered in JS110.**

## **University Policies**

### **Academic Integrity**

Students should know the University's Academic Integrity Policy available at:

[http://www.sa.sjsu.edu/download/judicial\\_affairs/Academic\\_Integrity\\_Policy\\_S07-2.pdf](http://www.sa.sjsu.edu/download/judicial_affairs/Academic_Integrity_Policy_S07-2.pdf).

Your own commitment to learning, as evidenced by your enrollment at San Jose State University and the University's integrity policy, require you to be honest in all your academic course work. Faculty members are required to report all infractions to the office of Student Conduct and Ethical Development. The website for [Student Conduct and Ethical Development](http://www.sa.sjsu.edu/judicial_affairs/index.html) is available at [http://www.sa.sjsu.edu/judicial\\_affairs/index.html](http://www.sa.sjsu.edu/judicial_affairs/index.html). Instances of 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 failing grade and sanctions by the University. For this class, all assignments are to be completed by the individual student unless otherwise specified. If you would like to include in your assignment any material you have submitted, or plan to submit for another class, please note that SJSU's Academic Policy F06-1 requires approval of instructors.

### **Campus Policy in Compliance with the American Disabilities Act**

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.

### **Student Technology Resources**

Computer labs for student use are available in the Academic Success Center located on the 1<sup>st</sup> floor of Clark Hall and on the 2<sup>nd</sup> floor of the Student Union. Additional computer labs may be available in your department/college. Computers are also available in the Martin Luther King Library. A wide variety of audio-visual equipment is available for student checkout from Media Services located in IRC 112. These items include digital and VHS camcorders, VHS and Beta video players, 16 mm, slide, overhead, DVD, CD, and audiotape players, sound systems, wireless microphones, projection screens and monitors.

### **Learning Assistance Resource Center**

The Learning Assistance Resource Center (LARC) is located in Room 600 in the Student Services Center. 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 by the College Reading and Learning Association (CRLA). They provide content-based tutoring in many lower division courses (some upper division) as well as writing and study skills assistance. Small group, individual, and drop-in tutoring are available. Please visit the LARC website for more information (<http://www.sjsu.edu/larc/>).

**SJSU Writing Center**

The Writing Center in Clark Hall 126 offers tutoring services to San Jose State students in all courses. Writing Specialists assist in all areas of the writing process, including grammar, organization, paragraph development, coherence, syntax, and documentation styles. For more information, visit the Writing Center website at <http://www.sjsu.edu/writingcenter> or call 924-2308.