

**San José State University**  
**Department of Justice Studies**  
**JS 107-01 Justice Management, Fall 2011**

<b>Instructor:</b>	Dina M. Kameda, M.S., M.A.
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<b>Office Hours:</b>	Mondays, 5:30 PM – 8:30 PM Tuesdays, 4:15 PM – 5:55 PM Open virtual office hour (e-mail)
<b>Class Days/Time:</b>	Mondays and Wednesdays, 1:30 PM – 2:45 PM
<b>Classroom:</b>	MacQuarrie Hall 523
<b>Prerequisites:</b>	Upper division standing

**Faculty Web Page and E-mail**

Copies of the course materials such as the syllabus, major assignment handouts, and any ancillary materials will be posted on my faculty web site at: <http://www.justice-studies.com>. You are responsible for regularly checking your e-mail regarding announcements, reminders, and any additional course materials. All course materials are posted in Adobe PDF format; you will need Adobe Acrobat Reader to view the documents. A link to the program's download site is available on the home page of the instructor's web site; there is not cost to download Adobe Acrobat Reader.

**E-mail Policy**

Please feel free to e-mail the instructor at any time (I check several times per day); however, please adhere to the e-mail guidelines below:

1. Please include in the "subject line" the course number, your name, and a specific description of your inquiry or comment (e.g., JS107, Your Name, research question). The instructor **will not** respond to "**no subject**" e-mails, or any e-mail where the student is not identified in either the subject line or body of the e-mail.
2. Any e-mailed assignments must be sent in one of the following formats as a separate attachment: Microsoft Word (\*.doc or \*.docx), Microsoft Works (\*.wps), or in rich text format (\*.rtf). Please **do not** copy and paste any assignments into an e-mail, they will not be accepted. Always retain a copy of any e-mail with an assignment attached as proof of submission.

## **Course Description and Overview**

This course will engage the student in an analysis of the theory and practice of managing justice system agencies, including organizational change and contemporary issues. An in-depth examination of ethical challenges in managing justice agencies and strategies for ensuring ethical practices will also be explored. Students will become more informed critics and analysts of justice management.

## **Course Goals and Student Learning Objectives**

Upon successful completion of this course, students will be able to:

- LO1** Demonstrate substantive knowledge about the service quality approach to justice management throughout the criminal justice system. Satisfaction of this learning objective will be measured through the evaluation of class discussion, a midterm examination, final examination, research papers and presentations.
- LO2** Demonstrate the ability to objectively and critically analyze the pros and cons of traditional closed-systems versus open-systems. Satisfaction of this learning objective will be measured through the evaluation of class discussion, an objective midterm examination, and objective final examination, and a research paper.
- LO3** Demonstrate a thorough understanding of the constraints placed on the field of criminal justice, and how they relate to and impact decisions made by line staff and managers. Satisfaction of this learning objective will be measured through the evaluation of class discussion, an objective midterm examination, and objective final examination, and a research paper.

## **Required Texts/Additional Readings/Other Materials**

**Textbook** (Available at the Spartan Bookstore; ISBN: 978-1-4129-5081-7)

Allen, J. M., & Sawhney, R. (2010). *Justice management: A service quality approach*. Thousand Oaks, CA: Sage Publications.

### **Other Materials**

Students will need to purchase (2) scantrons (Form 882-E available at the Spartan Bookstore) for the midterm and final exams.

### **Turnitin.com**

Students will be required to register on <http://www.turnitin.com>, and submit all written assignments to turnitin.com prior to submission to the instructor. Registration information will be provided on the first day of class.

### **Library Liaison**

Nyle Monday ([Nyle.Monday@sjsu.edu](mailto:Nyle.Monday@sjsu.edu))  
(408) 808-2041; <http://libguides.sjsu.edu/justicestudies>

## 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/2114/index.htm>. 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.

## Classroom Protocol

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.
2. Students are responsible for all missed notes, materials and announcements due to absence (i.e., do not e-mail the instructor asking about what you missed). You are encouraged to exchange contact information with someone in class just in case.
3. Review the **Student Expectations** page of the instructor's web site carefully (<http://www.justice-studies.com>) for further details regarding proper classroom etiquette.

## Assignments and Grading Policy

### Summary of Assignments

Assignment/Exam	Due/Exam Date	Percentage of Final Grade
Class Participation	Semester	10%
Paper #1	October 3 <sup>rd</sup>	15%
Paper #1 Presentation	See Schedule	10%
In-class Midterm (scantron)	October 17 <sup>th</sup>	20%
Paper #2	November 28 <sup>th</sup>	15%
Paper #2 Presentation	See Schedule	10%
In-class Final Exam (scantron)	December 13 <sup>th</sup>	20%
		100%

### Department of Justice Studies Course Grade Determination

Total Points	Grade	Total Points	Grade	Total Points	Grade
98.0 to 100	A plus	80.0 to 82.99	B minus	63 to 67.99	D
93.0 to 97.99	A	78 to 79.99	C plus	00.0 to 62.99	F
90.0 to 92.99	A minus	73.0 to 77.99	C		
88.0 to 89.99	B plus	70 .0 to 72.99	C minus		
83 to 87.99	B	68.00 to 69.99	D plus		

A grade of "C" (i.e., at least 73%) is required to pass this course.

## **Participation/Assignments/Exams**

General formatting requirements for written assignments include a cover page, page numbering, 1" margins, double-spacing, and Times New Roman font. All assignments must be written in formal English, with college-level writing mechanics and APA-style formatting, inclusive of in-text citations and references. Each written assignment must be submitted to [www.turnitin.com](http://www.turnitin.com) prior to submission to the instructor. Written assignments will be submitted via e-mail as an attachment in one of the following formats: MS Works (\*.wps), MS Word (\*.doc or \*.docx), or Rich Text Format (\*.rtf). Copied and pasted assignments, into the body of an e-mail, will not be accepted.

### **Class Participation:**

As the course will be enhanced through open discourse requiring the application of critical thinking skills, participation in discussions will be essential. Participation will account for 10 points (i.e., 10% of the final course grade). [LO1, LO2, and LO3]

### **Paper #1:**

Students will work in pairs on writing a short research paper focused on a challenge faced by management (within Chapters 1-8), which will incorporate data, theory, and policy. This paper will have a point value of 15 (i.e., 15% of the final course grade). Further details will be provided regarding the specifics of content and formatting. See the course schedule for the due date. [LO1, LO2, and LO3]

### **Paper #1 Presentation:**

Student pairs will present their respective papers in class. The presentation will have a point value of 10 (i.e., 10% of the final course grade). Further details will be provided regarding requirements. See the course schedule for presentation dates. [LO1, LO2, and LO3]

### **In-class Midterm [Chapter 1-8]:**

The midterm exam will be a combination of True/False and multiple choice items. Each exam will have a point value of 20 (i.e., 20% of the final course grade). A scantron (Form 882-E) and a #2 pencil will be needed. [LO1, LO2, and LO3]

### **Paper #2:**

Students will work in pairs on writing a short research paper focused on a challenge faced by a branch of our criminal justice system (within Chapters 9-13), which will incorporate data, theory, and policy. This paper will have a point value of 15 (i.e., 15% of the final course grade). Further details will be provided regarding the specifics of content and formatting. See the course schedule for the due date. [LO1, LO2, and LO3]

### **Paper #2 Presentation:**

Student pairs will present their respective papers in class. The presentation will have a point value of 10 (i.e., 10% of the final course grade). Further details will be provided regarding requirements. See the course schedule for presentation dates. [LO1, LO2, and LO3]

### **In-class Final Exam [Chapter 9-14]:**

The final exam will be a combination of True/False and multiple choice items. The exam will have a point value of 20 (i.e., 20% of the final course grade). A scantron (Form 882-E) and a #2 pencil will be needed. See the course schedule for the exam date. [LO1, LO2, and LO3]

### **Grading Policy and Late Submissions**

Written assignments will primarily be graded on content; however, poor writing mechanics and APA formatting will result in a moderate point deduction. Assistance with APA can be found at: <http://owl.english.purdue.edu/owl/resource/560/01/>

In order to demonstrate comprehension of the course material, one must be able to write in a clear and effective manner. Always carefully proofread your assignments before submitting them. Late assignment submissions will not be accepted without a valid excuse which can be documented and substantiated in a timely manner.

### **Department of Justice Studies Writing Standards**

1. Conformity to the American Psychological Association standards for scholarly writing. The minimum standards include the following:
  - a. Consistent use of complete sentences;
  - b. Correct use of grammatical constructions, punctuation, sequencing (paragraphing), referencing, hyphenation, spelling, headings, capitalizations, pagination, abbreviations, and margins;
  - c. Appropriate content, clarity, conciseness, and style;
  - d. Neat appearance
2. Twenty percent of the grade for each written assignment will be based solely on writing mechanics.
3. Each written assignment must contain no more than (5) novel grammatical errors and/or (5) novel APA errors (e.g., in-text reference citation, reference list).
4. When a paper is submitted that does not meet departmental standards, it will be returned (ungraded) to the student(s) for revision. The student(s) will have (3) calendar days to revise and resubmit the paper.
5. Any paper that is returned to the student(s) for revisions will have an automatic 10% deduction in the total grade for the assignment.
6. Upon resubmission, if a paper still does not meet departmental standards, the student(s) will be given a “0” (zero) for the written portion of the total paper grade, and will be graded only for required content.

### **University Policies**

#### **Academic integrity**

Students should know that the University’s Academic Integrity Policy is available at [http://sa.sjsu.edu/judicial\\_affairs/students/academic\\_integrity.html](http://sa.sjsu.edu/judicial_affairs/students/academic_integrity.html). 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 is available at [http://sa.sjsu.edu/judicial\\_affairs/students/student\\_conduct\\_code.html](http://sa.sjsu.edu/judicial_affairs/students/student_conduct_code.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.

### **SJSU Writing Center**

The SJSU Writing Center is located in Room 126 in Clark Hall. It is staffed by professional instructors and upper-division or graduate-level writing specialists from each of the seven SJSU colleges. Our writing specialists have met a rigorous GPA requirement, and they are well trained to assist all students at all levels within all disciplines to become better writers. The Writing Center website is located at <http://www.sjsu.edu/writingcenter/about/>.

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## Course Schedule

The following course schedule is subject to change; advance notice of any changes will be provided via e-mail as early as possible.

**Table 1 Course Schedule**

Week	Date	Agenda/Topics, Readings/Homework, Exams and Deadlines
1	Wednesday 8/24	<p><b>Agenda/Topics:</b> Course introduction; review of syllabus; discussion of expectations</p> <p><b>Readings/Homework:</b> Chapters 1 and 2 (pp. 1-68)</p> <p><b>Deadline(s):</b> Students who are not at least a junior must furnish documentation showing they are cleared to take an upper-division course short of 60 units by 8/31/11. All students must register on <a href="http://www.turnitin.com">www.turnitin.com</a> by <b>Saturday, 8/27/11.</b></p>
2	Monday 8/29	<b>Agenda/Topics:</b> Chapter 1 lecture
	Wednesday 8/31	<p><b>Agenda/Topics:</b> Chapter 2 lecture</p> <p><b>Readings/Homework:</b> Chapter 3 (pp. 69-102)</p>
3	Monday 9/5	<b>No Class – Labor Day</b>
	Wednesday 9/7	<p><b>Agenda/Topics:</b> Chapter 3 lecture</p> <p><b>Readings/Homework:</b> Chapters 4 and 5 (pp. 103-164)</p>
4	Monday 9/12	<b>Agenda/Topics:</b> Chapter 4 lecture
	Wednesday 9/14	<p><b>Agenda/Topics:</b> Chapter 5 lecture</p> <p><b>Readings/Homework:</b> Chapters 6 and 7 (pp. 165-242)</p>
5	Monday 9/19	<b>Agenda/Topics:</b> Chapter 6 lecture
	Wednesday 9/21	<p><b>Agenda/Topics:</b> Chapter 7 lecture</p> <p><b>Readings/Homework:</b> Chapter 8 (pp. 243-278)</p>

<b>Week</b>	<b>Date</b>	<b>Agenda/Topics, Readings/Homework, Exams and Deadlines</b>
6	Monday 9/26	<b>Agenda/Topics:</b> Chapter 8 lecture
	Wednesday 9/28	<b>Paper presentation preparation day</b> <b>Deadline:</b> Finish Paper #1 – due 10/3/11
7	Monday 10/3	<b>Agenda/Topics:</b> Paper presentations; Paper #1 due today
	Wednesday 10/5	<b>Agenda/Topics:</b> Paper presentations
8	Monday 10/10	<b>Agenda/Topics:</b> Paper presentations
	Wednesday 10/12	<b>Agenda/Topics:</b> Paper presentations
9	Monday 10/17	<b>Midterm</b> <b>Items needed:</b> Scantron (see syllabus for correct form), #2 pencil, printed or handwritten lecture notes
	Wednesday 10/19	<b>Agenda/Topics:</b> Post-Midterm Exam review
10	Monday 10/24	<b>Agenda/Topics:</b> <i>Rookies</i> (video) + Discussion
	Wednesday 10/26	<b>Agenda/Topics:</b> <i>Rookies</i> (video) + Discussion <b>Readings/Homework:</b> Chapters 9 and 10 (pp. 279-353)
11	Monday 10/31	<b>Agenda/Topics:</b> Chapter 9 lecture
	Wednesday 11/2	<b>Agenda/Topics:</b> Chapter 10 lecture <b>Readings/Homework:</b> Chapters 11 and 12 (pp. 355-425)
12	Monday 11/7	<b>Agenda/Topics:</b> Chapter 11 lecture
	Wednesday 11/9	<b>Agenda/Topics:</b> Chapter 12 lecture <b>Readings/Homework:</b> Chapter 13 (pp. 427-452)

<b>Week</b>	<b>Date</b>	<b>Agenda/Topics, Readings/Homework, Exams and Deadlines</b>
13	Monday 11/14	<b>Agenda/Topics:</b> Chapter 13 lecture
	Wednesday 11/16	<b>Agenda/Topics:</b> <i>Hard Time: Tools of Control</i> (video) + Discussion <b>Readings/Homework:</b> Chapter 14 (pp. 453-484)
14	Monday 11/21	<b>Agenda/Topics:</b> Chapter 14 lecture
	Wednesday 11/23	<b>Paper presentation preparation day</b> <b>Deadline:</b> Finish Paper #2 – due 11/28/11
15	Monday 11/28	<b>Agenda/Topics:</b> Paper presentations; Paper #2 due today
	Wednesday 11/30	<b>Agenda/Topics:</b> Paper presentations
16	Monday 12/5	<b>Agenda/Topics:</b> Paper presentations
	Wednesday 12/7	<b>Agenda/Topics:</b> Paper presentations
Final Exam	Tuesday 12/13	<b>Location/Time:</b> MacQuarrie Hall523, 12:15 PM – 2:30 PM <b>Items needed:</b> Scantron (see syllabus for correct form), #2 pencil, printed or handwritten lecture notes <b>Items not permitted:</b> Electronic devices (e.g., laptops/netbooks, or cell phones)