

San José State University
School/Department
JS 110, Crisis Intervention, Mediation and Restorative
Justice, Section 1, Spring 2011

Instructor:	J. Erin Nelson-Serrano
Office Location:	MH 521
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Office Hours:	MW 10-10:30, W 11:45-12:30 and by appointment
Class Days/Time:	MW 10:30-11:45
Classroom:	MH 520
Prerequisites:	Upper division standing, completion of 100W. Restricted to JS majors and minors. Note: A grade of 'C' or better is required for graduation.

Faculty Web Page and MYSJSU Messaging

Copies of the course materials such as the syllabus, major assignment handouts, etc. may be found on the Desire2Learn web page at <http://sjsu.desire2learn.com>. You are responsible for regularly checking with the messaging system through MYSJSU.

Course Description

Review of theory, research and practical skill development in communication and problem resolution strategies using techniques of crisis intervention, mediation and restorative justice in community policing, family court, dependency court and juvenile justice settings.

Course Goals and Student Learning Objectives

Course Content Learning Outcomes

Upon successful completion of this course, students will:

- Acquire a theoretical framework for understanding people in conflict and crisis, and for using appropriate strategies in dealing with them

- Practice basic communication skills, interviewing techniques, problem-solving methods, and ways of restoring harmonious and just relationships in different types of stressful situations
- Master specific strategies and techniques for managing and resolving conflict that can be adapted to a broad range of situations
- Gain awareness of cross-cultural issues that may play a role in the origins, escalation and continuation of conflict

Required Texts/Readings

Textbook

No textbook is required

Other Readings

Readings will be required for each subject matter unit, and these readings will be provided to students via Desire2Learn (D2L) at <http://sjsu.desire2learn.com>.

For log in or password issues, contact the Help Desk at 408-924-2377 or submit an "incident ticket" online at <http://www.sjsu.edu/helpdesk/ticket/>. Go to the [eCampus website](#) for additional information on using D2L.

Library Liaison

Nyle Monday

Phone: (408)808-2041

Email: Nyle.Monday

Classroom Protocol

This class will be comprised of lecture, guided discussion, and active participation in role play scenarios. Students will be encouraged to ask questions and share their personal opinions and experiences; however, all students will be expected to demonstrate respect for one another at all times. Students are expected to maintain an environment that is conducive to learning, including arriving on time, keeping electronic devices off during class, and avoiding disruptive behavior. Because the role play scenarios involve real situations, all students will be asked to handle the subject matter with sensitivity.

I am available to discuss your learning, grades, or academic and professional interests. If my office hours are not convenient for you, we can schedule an alternate time to meet. I am also available by email. I will not be immediately able to respond to messages left on my office phone.

Dropping and Adding

Students are responsible for understanding the policies and procedures about add/drop, grade forgiveness, etc. Refer to the current semester's [Catalog Policies](http://info.sjsu.edu/static/catalog/policies.html) section at <http://info.sjsu.edu/static/catalog/policies.html>. Add/drop deadlines can be found on the [current academic calendar](http://www.sjsu.edu/academic_programs/calendars/academic_calendar/) web page located at http://www.sjsu.edu/academic_programs/calendars/academic_calendar/. The [Late Drop Policy](http://www.sjsu.edu/aars/policies/latedrops/policy/) is available at <http://www.sjsu.edu/aars/policies/latedrops/policy/>. Students should be aware of the current deadlines and penalties for dropping classes.

Information about the latest changes and news is available at the [Advising Hub](http://www.sjsu.edu/advising/) at <http://www.sjsu.edu/advising/>.

Course Requirements and Grading

Participation: All students are expected to come to class prepared and willing to engage in active discussion about the subject matter. You will be awarded extra credit points for your active and insightful participation.

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, 28% of total grade)

In-class Quizzes: There will be three short quizzes throughout the course designed to reinforce lecture material and readings. Quizzes are worth 10 points each toward the final grade. These quizzes will be a combination of true/false, multiple choice and essay questions. Students will not need bluebooks for the quizzes. Lined paper will suffice. (10 points each, 28% of total grade)

Take Home Exam Papers: Take home exams will be distributed on the date listed in the course schedule. Exam papers will offer students problematic situations for which they will develop interventions and use techniques to work toward resolution. Papers will be four to six pages in length. I will make every effort to return graded papers to students one week after submission. (15 points each, 44% of total grade)

Extra Credit: Students who demonstrate exemplary participation and/or those students who act as proficient crisis counselors or mediators will be awarded extra credit.

Grades: Course grades are based on the criteria listed below.

Role Plays	30 points
In-class Quizzes	30 points
Take Home Exams	<u>45 points</u>
	105 points total

Final grades will be assigned according to the following scales:

A+ = 95%+, A = 90-94%, A- = 85-89%, B+ = 80-84%, B = 75-79%, B- = 70-74%, C+ = 65-69%, C = 60-64%,
C- = 55-59%, D+ = 50-54%, D = 45-49%, D- = 40-44%, F ≤ 39%.

University Policies

Academic integrity

Your commitment as a student to learning is evidenced by your enrollment at San Jose State University. The [University's Academic Integrity policy](http://www.sjsu.edu/senate/S07-2.htm), located at <http://www.sjsu.edu/senate/S07-2.htm>, 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 and Ethical Development. The [Student Conduct and Ethical Development website](http://www.sa.sjsu.edu/judicial_affairs/index.html) is available at 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 your assignment or any material you have submitted, or plan to submit for another class, please note that SJSU's Academic Policy S07-2 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 [Disability Resource Center](http://www.drc.sjsu.edu/) (DRC) at <http://www.drc.sjsu.edu/> 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 1st floor of Clark Hall and on the 2nd 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](http://www.sjsu.edu/larc/) for more information at <http://www.sjsu.edu/larc/>.

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](http://www.sjsu.edu/writingcenter/about/staff/) is located at <http://www.sjsu.edu/writingcenter/about/staff/>.

Peer Mentor Center

The Peer Mentor Center is located on the 1st floor of Clark Hall in the Academic Success Center. The Peer Mentor Center is staffed with Peer Mentors who excel in helping students manage university life, tackling problems that range from academic challenges to interpersonal struggles. On the road to graduation, Peer Mentors are navigators, offering “roadside assistance” to peers who feel a bit lost or simply need help mapping out the locations of campus resources. Peer Mentor services are free and available on a drop –in basis, no reservation required. The [Peer Mentor Center website](http://www.sjsu.edu/muse/peermentor/) is located at <http://www.sjsu.edu/muse/peermentor/>

JS 110, Crisis Intervention, Mediation and Restorative Justice, Section 1, Spring 2011, MW 10:30-11:45

The schedule is subject to change with fair notice by the instructor in class and via MYSJSU and D2L messaging.

Table 1 Course Schedule

Week	Date	Topics, Readings, Assignments, Deadlines
1	January 26	Course introduction & overview. Discussion of student objectives. Review Rules of Conduct.
2	January 31	How do we each handle crisis? (Selected readings from James, Chapters 1, 2)
	February 2	Basic Listening Activities and Listening Skill Practice
3	February 7	<u>Part I: Crisis Intervention</u> Basic Principles & Techniques for Crisis Intervention (Selected readings from James, Chapters 3, 4, 5)
	February 9	Basic Principles & Techniques for Crisis Intervention (Selected readings from James, Chapters 6, 7, 8)
4	February 14	Special Techniques for Intervention (Selected readings from James, Chapters 9, 14)
	February 16	Special Techniques for Intervention
5	February 21	Practicing the 6 Steps of Crisis Intervention Student Role Plays
	February 23	<i>Student Role Plays</i>
6	February 28	Exam Paper #1 distributed <i>Student Role Plays</i>
	March 2	<i>Student Role Plays</i> Review for Quiz 1
7	March 7	In-class Quiz 1 Exam Paper #1 due
	March 9	<u>Part II. Mediation</u> Basic Principles of Mediation (Assigned reading: Slaikeu, Chapters 1-9)
8	March 14	Basic Principles of Mediation
	March 16	Basic Principles & Special Techniques for Conflict Resolution (Assigned reading: Slaikeu, Chapters 10-18)
9	March 21	Basic Principles & Special Techniques for Conflict Resolution
	March 23	Special Techniques for Conflict Resolution <i>Student Role Plays</i>

Week	Date	Topics, Readings, Assignments, Deadlines
10	March 28 & 30	Spring Recess. No class meeting for this week.
11	April 4	Special Techniques for Conflict Resolution <i>Student Role Plays</i>
	April 6	Exam Paper #2 distributed <i>Student Role Plays</i>
12	April 11	<i>Student Role Plays</i> Review for Quiz 2.
	April 13	In-class Quiz 2 Exam Paper #2 due
13	April 18	<u>Part III. Restorative Justice</u> Theoretical Basis for Restorative Justice (See selected readings on D2L.)
	April 20	Theoretical Basis for Restorative Justice & Various Models of Mediation
14	April 25	Theoretical Basis for Restorative Justice & Various Models of Mediation <i>Guest Speakers</i>
	April 27	Models of Restorative Justice Mediation
15	May 2	Models of Restorative Justice Mediation <i>Student Role Plays</i>
	May 4	<i>Student Role Plays</i>
16	May 9	Exam Paper #3 distributed <i>Student Role Plays</i>
	May 11	<i>Student Role Plays</i> Review for Quiz 3.
Final Exam	May 16, 2011	In-class Quiz 3 from 10:30-11:45 Exam Paper #3 due