

**San José State University**  
**Department of Justice Studies**  
**JS 131 - Crisis Intervention / Mediation / Restorative Justice**  
Course ID # 48607  
**Fall 2013**

<b>Instructor:</b>	Jackye McClure, M.S.
<b>Office Location:</b>	MH 521
<b>Office Hours:</b>	Tuesday / Thursday 9 a.m. – 10 a.m. and by appointment
<b>Telephone:</b>	(408) 807-2062 (cell - text or call)
<b>Email:</b>	jacquelyn.mcclure@sjsu.edu
<b>Class Days/Time:</b>	Tuesday and Thursday 7:30 a.m. - 8:45 a.m.
<b>Classroom:</b>	MH 324

**Course Description**

This course is designed to give students a range of communication, crisis intervention and negotiation skills for resolving conflict, intervening in critical 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 four sections: Section I, critiques the various components of the human *Communication Process* crucial to facilitate effective interpersonal relationship while providing intervention during critical situations; Section II, *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 III, *Mediation*, explores conflict situations that involve civil disputes where the parties, with help, can act more rationally; and Section IV, *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:** Journal (computer generated document or book)

## **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 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.

### **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 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 covers assigned readings, lectures, and media used in class. The exam format may include multiple-choice, matching, true/false, fill-in the blanks and short essay and oral responses.

**Make up exams** are allowed in emergency situations only and should be made up as soon as possible after the exam.

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

### **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 work in teams to develop the response. 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.
2. **Journal** entries must be made weekly in response to topics, class exercises and personal observations. 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:

Examinations	30%
In-class exercises	40%
Case Presentations	30%
	<u>100%</u>

### **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

**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 local and/or global events occur that are pertinent to JS131. These opportunities will be announced in class.

### **Dropping and Adding**

Students are responsible for understanding the policies and procedures about add/drops, academic renewal, etc.

<https://slisweb.sjsu.edu/current-students/registration-and-enrollment/adding-and-dropping-classes>

Students should be aware of the current deadlines for dropping and adding classes. <http://www.sjsu.edu/provost/docs/1314aycalendar.pdf>

### **University Policies and Student Resources**

#### **Academic Integrity:**

[www.sjsu.edu/studentconduct/docs/Academic\\_Integrity\\_Policy\\_S07-2.pdf](http://www.sjsu.edu/studentconduct/docs/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 University will not tolerate instances of academic dishonesty. 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. Students must complete all assignments 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 of building evacuation, 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 AEC (Accessible Education Center) to establish a record of their disability. For more information call their office at 408-924-6000 (v) or 408-924-5990 (TTY).

**Accommodation of Religious Creed:** In compliance with Education code, Section 89320, it is the official policy of the Justice Studies department of San Jose' State University to permit any student to undergo a test or examination, without penalty, at a time when that activity would not violate the student's religious creed, unless administering the examination at an alternative time would impose an undue hardship that could not reasonably have been avoided. Requests to accommodate a student's religious creed by scheduling tests or examinations at alternative times should be submitted directly to the faculty member responsible for administering the examination by the second week of the semester.

Reasonable common sense, judgment and the pursuit of mutual goodwill should result in the positive resolution of scheduling conflicts. The regular campus appeals process applies if a mutually satisfactory arrangement cannot be achieved.

**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.

**Peer (Mentoring) Connections:** Peer Connections offers free mentoring and tutoring services to undergraduate SJSU students.

<http://peerconnections.sjsu.edu>

Peer Connections has four locations on SJSU's main campus:

- Student Services Center (SSC) 600, on the corner of 10<sup>th</sup> and San Fernando (inside the 10<sup>th</sup> Street parking garage building)
- Martin Luther King, Jr. Main Library in room LL 67, just off of the elevator lobby on the lower level
- Academic Success Center in Clark Hall, on the first floor next to the Computer Lab
- The Living Learning Center (LLC) in Campus Village B.

**SJSU Writing Center:** The SJSU Writing Center located in Room 126 in Clark Hall offers a variety of resources to help students become better writers, including one-on-one tutoring sessions and numerous writing workshops. All of the services are free for SJSU students. <http://www.sjsu.edu/writingcenter/>

**CASA Student Success Center:** The Student Success Center located in MacQuarrie Hall, Room 533 (top floor) provides advising for undergraduate students majoring or interested in majoring in programs offered by CASA Departments and Schools. The Student Success Center provides general education advising, assistance with changing majors, answers to academic policy related questions, meetings with peer advisors and/or various regularly scheduled presentations and workshops. The Center can be reached by calling 408-924-2910 or connecting to the web site <http://www.sjsu.edu/casa/ssc/>