

University of North Texas at Dallas
FALL 2016
SYLLABUS

PACS 4000.001/Mediation/3 Hrs. (Face to Face Format)

School of		Human Services	
Instructor Name:		LaCrisia "Cris" Gilbert	
Office Location:		UNT Dallas 7300 University Hills Blvd. Bldg. 2-Adjunct Faculty Center (by appointment)	
Office Phone:		Phone -214/ 802-3339 (day)	
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Office Hours:	MW 3:00-4:00 – Founders Building 2 Adjunct Faculty Center		
Virtual Office Hours:	By appointment:		
Classroom Location:		7300 University Hills Blvd. Bldg. 2 Room 338	
Class Meeting Days & Times:		Monday 4:00-6:50 August 22 – December 13, 2016 (Final)	
Course Catalog Description:	<p>Required upon as first course in the ADR Certificate Program. The mediation course defines, examines, and demonstrates the process of mediation in compliance with Chapter 154 of the Texas Civil Practice and Remedies Code and the Texas Mediation Trainers Roundtable. It covers the history and development of mediation and introduces important concepts and theories of conflict management. Also included is a review of the diverse settings in which mediation may be successful. Significant legal, ethical, and diversity issues are reviewed.</p> <p>Students are introduced to the concepts and practice of mediation through lectures, discussions, presentations, case studies, and significant opportunities for role-playing exercises. Those who successfully complete this course will develop a deep understanding of how mediators think, what works in mediation, and the benefits and limitations of using various mediation techniques in alternative settings. Students who seriously pursue the in-class exercises will gain valuable experience and insight into mediation methods and techniques. Thus, class attendance, including participation in class exercises, is critical to the learning objectives.</p> <p>Upon successful completion of the course, students will have gained sufficient knowledge and role-playing experience to co-mediate a two-party, small claims dispute. Those who do well in class and continue learning will soon be able to work constructively in mediating more complex conflicts. All students of mediation find that they must improve their listening, thinking, reading, and writing skills continuously to serve the needs of conflicting parties.</p> <p>(EL) <i>"Experiential [learning] is a philosophy and methodology in which educators purposefully engage with students in direct experience and focused reflection in order to increase knowledge, develop skills, and clarify values"</i> (Association for Experiential Education). Experiential learning is also referred to as learning through action, learning by doing, learning through experience, and learning through discovery and exploration.</p>		
Prerequisites:	None		

Co-requisites:	None
Required Text	Mediation Theory and Practice 2 nd Edition, Suzanne McCorkle and Melanie J. Reese SAGE Publications, Inc. Thousand Oaks, CA 91320 ISBN-978-1-4833-4685-4 (Paperback) ISBN-978—1-4833-1610-9 (Web pdf)
Recommended Text and References:	Basic Skills for the Mediator, Allan H. Goodman Solomon Publications, 2004. ISBN-0-9670973-3-9 Feelings Buried Alive Never Die, Karol K. Truman, 2007. ISBN-0911207-02-3 Beyond Blame: A New Way of Resolving Conflicts in Relationships, Jeffrey A. Kottler, Jossey-Bass Publishers, San Francisco. 1994. ISBN-1-55542-604-2.
Access to Learning Resources:	UNT Dallas Library: phone: (972) 780-3625; web: http://www.unt.edu/unt-dallas/library.htm UNT Dallas Bookstore: phone: (972) 780-3652; e-mail: 1012mgr@fhcg.follett.com
Course Goals or Overview:	
	The goal of this course is to...
Learning Objectives/Outcomes: At the end of this course, the student will	
	<p>Be able to... <u>Reading</u>: Most reading assignments will be from the text authored by Suzanne McCorkle and Melanie J. Reese, <i>Mediation Theory and Practice 2nd Edition</i>. A considerable amount of handout materials will be distributed throughout the semester. Students will be accountable for reading all materials assigned or distributed in class and must be prepared to discuss and analyze it.</p> <p>Learning objective: (EL) Mediators are expected to be “quick readers” of written materials that parties often bring into mediation sessions.</p> <p><u>Participation</u>: Some class time will be spent in group discussions on theoretical and practice issues in mediation. Most of these group sessions will be led by the teacher and students will be asked questions and must participate meaningfully. Each student is expected to make meaningful and substantial contributions to class discussions and exercises. In particular, you are expected to demonstrate the critical thinking, reasoning, and questioning skills that you will employ in actual mediation sessions.</p> <p>Learning objective: (EL) Mediators must be able to listen actively to what others say and to communicate clearly their own, reasoned responses.</p> <p><u>Mandatory exercises</u>: Participation in seven designated exercises is mandatory. Since a fee must be paid to a publisher (case clearinghouse) for each student involved in most exercises, the instructor will make a list of students who complete the online assignment associated with each exercise and participate in each exercise in the classroom. Failure to complete assignments and/or participate will result in appropriate reductions in final grades. Departing class early or arriving excessively late will count against the class participation portion of your grade and may also prohibit your receiving credit for participating in mandatory exercises. <u>Students who are absent when a class exercise is administered should not expect to make it up at a later date.</u></p> <p>Learning objective: (EL) Through dedicated, full engagement in mediation practice, mediators learn to replace their old, unsuccessful ways of resolving conflict with new skills.</p>

Quiz: Each student will individually read, analyze and answer written questions pertaining to a set of facts provided by the instructor.

Learning objective: *Mediators must apply the skills required of a mediator.*

Group Presentation: The class will be divided into groups for presentations to the class on an assigned topic.

Learning objective: *Mediators must develop the discipline to prepare in advance of each mediation and be skilled at orally communicating complex ideas.*

Final Examination: The final examination will be designed to test students' knowledge and understanding of mediation principles and concepts, including the legal and ethical issues of mediation. The final exam is comprehensive, covering the entire class.

Learning objective: *Mediators must be able to reason and remain focused under pressure.*

Student Learning Outcomes:

1. Students should be familiar with the State of Texas Statutes for Alternative Dispute Resolution.
2. Students should be familiar with how mediation is conducted in the court setting, private practice, agencies and clinics, and community mediation centers
3. Students should be able to implement the most prominent mediation practice models
4. Students should be able to deal with disputes in complex or high-conflict.
5. Students should be familiar and able to manage working with different types of clients for all socio-economic, cultural backgrounds effectively.
6. Students should be able to educate the public about mediation services.
7. Students should be able to professionalize mediation practices by setting ethical standards and criteria for certification and credentialing.
8. Students will be familiar with establishing and maintaining a mediation practice.

COURSE OUTLINE

<u>DATE</u>	<u>TOPICS</u>	<u>ASSIGNMENTS</u>
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COURSE SCHEDULE**Week 1 – August 22, 2016****Getting started**

- Complete: Introductions in class
- Lecture/PowerPoints
- Video: *History of Mediation in Texas*
- Complete: Journal 1 due September 1 on BbL

Week 2 – August 29, 2016**Overview of ADR Legislation in Texas**

- Read and Review of the ADR Statute Chapter 154 Civil Practice & Remedies Code
- Discuss: ADR in Texas, Dispute Resolution Centers
- Complete: Journal 2 due September 8 on BbL

Week 3 – September 5, 2016**Conflict Resolution Theory**

- Complete the assignment Video Reaction Paper attached to Module 1 Week 3 on Blackboard
- Complete the Personal Bargaining Inventory Questionnaire

Basic Conflict Resolution & Mediation Theories: Mediation Practice

- Read: *Mediator's Handbook* – Overview (pages 1-11) and Understanding Conflict (pages (79-92) chapters
- Review: What is Conflict; Powerpoint
- View: Escalation of a Conflict; Conflict Resolution; Why Conflicts Escalate; other videos
- Complete: Journal 3 due September 15 on BbL

Week 4 – September 12, 2016**Self-awareness of the New Mediator**

- Handouts: *Feelings Buried Alive Never Die*
- Handouts: *Needs and Values*
- Handouts: *Conflict Styles & Conflict Analysis Worksheet*
- Complete: Journal 3 due February 9 on BbL
- Discuss: *Roleplay* scenario
- Complete: Journal 4 due September 22 on BbL

Ethics in Mediation

- Read: TX ADR Statute; TX Bar Association Ethical Guidelines
- View: Videos
- Discuss: scenarios on ethics

Week 5 – September 19, 2016**Mediation Theory and Practice**

- Read: Articles on Opening Statements
- View: *Resolutionary People Maryland Community Mediation*
- Write: Opening Statement
- Complete: Journal 5 due September 29 on BbL
- **Conflict Analysis Paper due 9/22**

Week 6 – September 27, 2016

Mediation Process

- View: videos
- Complete: Mediator's Opening Statement exercise using *Roleplay* scenario
- Complete Journal 6 due October 6 on BbL

Week 7 – October 4, 2016 MID-TERM EXAM Due 10/7

Mediator's Techniques and Self-Awareness

- View: Group Assignments for Text Presentations
- Discuss and complete: *Roleplay* scenario
- Complete: *Roleplay* assignment BbL
- Complete Journal 7 due October 13 on BbL
- **Mid-Term Exam Open October 3 Due October 7**

Week 8 – October 12, 2016 –

Mediator's Techniques and Self Awareness

- Read: Questioning Techniques handout BbL
- Complete: discussion board – *Roleplay* scenario
- Complete: Journal 8 due October 20 on BbL

Week 9 – October 18, 2016

- Read: Questioning Techniques handout BbL
- Complete: discussion board – *Roleplay* scenario
- Complete: Journal 8 due October 27 on BbL

Week 10 – October 25, 2014

Communication Skills

- Read:
- Read: excerpts and handouts
- Review: What's In Your toolbox power point
- View: videos
- Discuss and complete: role plays – *Roleplay* scenario
- Complete: Journal 9 due November 3 on BbL

Week 11 November 1, 2016

Communication Skills

- Read: *Mediator's Handbook – Reaching Resolution*

- Read: excerpts and handouts
- Review: What's In Your Toolbox power point
- View: videos
- Complete: *Role play scenario assignment due*
- Complete: Journal 10 due on November 10 on BbL

Week 12– November 8, 2016

Communication Skills

- Read: Excerpts and handouts on professional organizations, networking, practicum experiences, continuing education, establishing a practice, community service/pro bono opportunities
- Complete: Journal 11 due on November 17

Week 13– November 14, 2016

Professional considerations

- Read: Excerpts and handouts on professional organizations, networking, practicum experiences, continuing education, establishing a practice, community service/pro bono opportunities
- Complete: Journal 12 due on November 24
- Complete: *Roleplay scenario assignment due*

Week 14 – November 21, 2016

Professional Considerations

- Profession Mediator Presentation
- Q&A
- Complete: Journal 13 due on December 1

Week 15 November 28, 2016

- Complete: *Roleplay scenario assignment due*
- Complete: Journal 14 due on December 8

Week 16 December 5, 2016

Final Presentations

FINAL EXAMINATIONS – On Blackboard Learn Opening on December 9, Due December 13, 2016

Announcements

Please check the Announcements frequently for updated information and changes.

GRADE EVALUATION METHODS

This course will utilize the following instruments to determine student grades and proficiency of the learning outcomes for this course.

Grading Matrix:

Instrument	Assignment Description	Total
Attendance Participation	Role-plays & Exercises (Blackboard Learn)	20%
Assignments	Daily 6 Journals (Blackboard Learn)	20%
Paper Assignment Conflict Analysis Paper	2-4 Page paper with Analysis Worksheet	20%
Final Text Presentation	In Class	20%
Final Exam & Quizzes	Blackboard Learn	20%
Total:		100%

Grade Determination: *Class Rubrics on Blackboard*

A= 90% or better

B= 80 – 89 %

C= 70 – 79 %

D= 60 – 69 %

F= 60%

If a student believes he/she will miss class over an extended period of time and may be unable to complete all assignments timely, the student must contact the instructor immediately to discuss options. Because completion of all mandatory exercises is required, repeated absences can result in a failing grade for the course.

Instructional methods

Class instruction consists of lecture with a significant amount of interaction by each student, as well as completion and discussion of several exercises. The instructor expects each student to participate in order to integrate the subject matter as a new or improved skill. Online instruction consists of preparation for the exercises, review of videos and written materials, as well as discussion boards, online quizzes and a final assignment/exam.

Course Requirements

Reading: Most reading assignments will be from the required text. Handout materials may also be distributed or uploaded online throughout the semester. Students will be accountable for reading all materials and must be prepared to discuss and analyze it.

Participation: Significant amounts of class time will be spent in group discussions on theoretical and practice issues in mediation. Class discussions will be led by the teacher and students will be asked questions and must participate meaningfully. Class attendance is not sufficient participation. Each student is expected to make meaningful and substantial contributions to class discussions and exercises. In particular, you are expected to demonstrate the critical thinking, reasoning, and questioning skills that you will employ in actual mediation sessions. Upon completion or near completion of the assigned readings and activities, you are expected to engage in an ongoing discussion/debate with your learning community peers.

Attendance Participation – If you are more than 30 minutes late it will be considered an ABSENCE. THREE (3) ABSENCES WILL DECREASE BY A LETTER GRADE. (EXAMPLE: A becomes B) EXCUSED OR UNEXCUSED ABSENCES

Exercises: Students must complete and submit the online assignment associated with each exercise and participate in each exercise in the classroom. Failure to complete assignments or participate in class will result in appropriate reductions in final grades. Departing class early or arriving excessively late will count against the class participation portion of your grade and may also prohibit your receiving credit for participating in the exercise. Students who are absent when a class exercise is administered should not expect to make it up at a later date. 2 points for every infraction.

Role-play Assignments (EL) Students will participate in mock mediation role-plays. After each role-play an assignment will be completed. Copies of the entire role-play are attached to the assignment for **all** questions to be completed in the assignment.

Journals– Weekly journals will be due each week following the lecture and/or class assignments. The format should be followed including the following paragraphs:

Paragraph 1 – Course content; explain what information and materials were discussed during the class period.

Paragraph 2 – Worldview; discuss what would the outside think of the course content discussed during class and how could it be applied in the real world.

Paragraph 3 – Personal experience during class; what did you get out of the content discussed during class.

Conflict Analysis Paper Assignments – Students will write 2-3 page conflict analysis paper on a current or past conflict. Students will use the attached **Conflict Analysis Worksheet**.

Template: (1) describe the conflict in detail; (2) describe how you responded to the conflict; (3) describe the outcome of the conflict; and (4) how what you have learned about conflict could have helped in resolving the conflict.

Mid-Term Exam – The mid-term exam will be opened, completed and uploaded to blackboard prior to the cut-off time. **NO EXCEPTIONS**. There will be enough time to complete the exam before the cut-off.

Final Presentation (EL) – Students will work in groups or alone to present the information on a section of the required text. The presentation can be in the form of visual aids, role-plays, skits or oratorical (speech) formats.

Final: The final assignment will be designed to test students' knowledge and understanding of mediation principles and concepts, including the legal and ethical issues of mediation. The final assignment is comprehensive, covering the entire course. THE FINAL ASSIGNMENT will be conducted and uploaded to Blackboard similar to the Mid-Term. The final exam will be a combination of multiple choice and essay.

Teaching Philosophy

In these times when we want to acquire a new skill or face a formidable challenge we hope to overcome, what we need most are patience, focus, and discipline, traits that seem elusive or difficult to maintain. In this enticing and practical course I will demonstrate how to learn skills for any aspect of life as it relates to conflict and dispute resolution. Students should expect to receive demonstrations, guidance and direction, and an opportunity to practice their new skills in a productive learning environment.

TECHNICAL REQUIREMENTS/ASSISTANCE

The following information has been provided to assist you in preparation for the technological aspect of the course.

Hardware and software necessary to use Blackboard Learn: <http://www.unt.edu/helpdesk>

Browser requirements:

<http://kb.blackboard.com/pages/viewpage.action?pageId=84639794>

Computer and Internet Literacy: http://clt.odu.edu/oso/index.php?src=pe_comp_lit

Necessary plug-ins <http://www.unt.edu/helpdesk/bblearn/>

Internet Access with [compatible web browser](#)

Headset/Microphone (if required for synchronous chats)

Word Processor

ACCESS & NAVIGATION

Access and Log in Information

This course was developed and will be facilitated utilizing the University of North Texas' Learning Management System, Blackboard learn. To get started with the course, please go to: <https://learn.unt.edu>

You will need your EUID and password to log in to the course. If you do not know your EUID or have forgotten your password, please go to: <http://ams.unt.edu>

Student Resources

As a student, you will have access to:

- Student Orientation via Blackboard Learn. It is recommended that you become familiar with the tools and tutorials within the Orientation to better equip you in navigating the course.
- Blackboard's [On Demand Learning Center for Students](#) and [Blackboard Help for Students](#). It is recommended that you become familiar with the tools and tutorials to better equip you to navigate the course.

Being a Successful Online Student

[What Makes a Successful online Student?](#)

[Self Evaluation for Potential Online Students](#)

What Should Students Do First?

Students should submit the following information via Blackboard email the first week of class:

Name

Student ID

EUID

Best phone number and email address for emergency alerts

How Students Should Proceed Each Week for Class Activities

Students should access Blackboard daily for announcements and emails (messages) regarding the course.

Student Support

The University of North Texas DallaS provides student technical support in the use of Blackboard and supported resources. The student help desk may be reach at:

Email: helpdesk@untdallas.edu

Regular hours are maintained to provide support to students. Please refer to the website

<http://www.unt.edu/helpdesk/hours.htm> for updated hours.

COMMUNICATIONS

Information about the communication tools in the course and how they will be used:

Messages

For all course-related questions, please read this syllabus carefully before seeking assistance. You must use the Messages feature in Blackboard for all electronic communications with your professor. STUDENTS ARE ADVISED TO USE UNT EMAIL FOR A PROMPT RESPONSE IN YOUR OPENING SECTION.

Students can expect a response from the instructor within the week of sending a message during business hours throughout the week. If your concern is urgent, send an email to the professor's campus email lacrisia.gilbert@untDallas.edu or please call during business hours and speak by phone or leave a message. You may not receive a return call or electronic response during the weekend.

Please extend the receiver of your message the same courtesy you would expect when communicating. Please read and consider the content of the message before responding. Profanity and insults will not be tolerated.

Accessing Grades

Grades will be accessible to students after assignments/quizzes/exams are completed by all students and graded.

Online Exercises and Discussion Board Assignments

A Grade for each online exercise and discussion board submission will be awarded and posted in Blackboard. Late submissions will **not** be accepted.

COURSE EVALUATION

Toward the end of the semester, students will be able to complete a course survey at www.my.unt.edu. Please logon and select SETE.

SCHOLARLY EXPECTATIONS

All works submitted for credit must be original works created by the scholar uniquely for the class. It is considered inappropriate and unethical, particularly at the graduate level, to make duplicate submissions of a single work for credit in multiple classes, unless specifically requested by the instructor.

A Note on Grammar and Writing: Being able to communicate well in writing is one of the marks of an educated person and is important in most professions. As a result, it will be emphasized in this course. It is always a good idea to proofread your own papers for errors before submission. Students who do not have strong writing skills should consider having another person proofread the paper and/or use the services of the UNT Writing Lab. Students can meet with a tutor in person at the main location in the Auditorium Building (AUDB 105), or participate in an online tutoring session.

The errors listed below or those similar in nature will result in a 1-point loss in the written work assigned for this class every time they appear:

- Using incorrect punctuation or lack of punctuation.
- Failing to capitalize words appropriately.
- Failing to write a complete sentence.
- Misuse of the following words:
 - o affect/effect
 - o dominate/dominant
 - o for/four

- o its/it's
- o quite/quiet
- o there/they're/their
- o then/than
- o to/too/two
- o weather/whether
- o woman/women
- o your/you're
- Using made up words, such as "irregardless" (it's "irrespective" or "regardless") or "supposably" (it's "supposedly");
- Using misspelled words; and,
- Using abbreviations and/or phrases commonly used in text messages, such as "LOL", "OMG", "U R..." .

RESOURCES

Among others, the following web sites provide significant background information:

<http://www.adr.org/>

<http://www.conflictresolution.org/>

<http://www.fmcs.gov/>

<http://www.mediate.com/>

<http://www.txmediator.org/>

<http://txmca.org>

UNT Portal: <http://my.untDallas.edu>

UNT Blackboard Student Resources: Technical Support:

https://ecampusupport.untDallas.edu/index.cfm?M=Student_Resources

UNT Library Information for Off-Campus Users:

<http://www.library.untDallas.edu/services/for-special-audiences/offcampus/information-for-off-campus-users>

UNT Computing and Information Technology Center:

<http://citc.untDallas.edu/services-solutions/students>

PROFESSIONAL CERTIFICATES

NOTE: Attendance is mandatory at all class meetings, for the full class time, if you wish to receive any or all of the professional certificates in mediation, ADR, and family mediation. If you miss a class and want any of these certificates, you are required to attend the same class in the following semester to receive credit. See the instructor for more information.

Mediation Certificate: In conjunction with successful completion of PACS 4060, Practicum in Mediation, this course meets the current State of Texas requirements for court-referred mediations. In order to receive the mediation certificate, you must submit a written request to your advisor. Please go to: <http://pacs.unt.edu/adr/minor-certificates/certificate-application/adr-certificate-application> to complete the application.

COURSE POLICIES

Exercise Policy:

Due dates for each exercise are posted in the instructions connected to each. Exercises should be submitted in the Submission section and submitted by using the "Submit" button.

Exam Policy:

Exams should be taken as scheduled. No makeup examinations will be allowed except for documented emergencies (See Student Handbook).

Quizzes and exams are open-book and open-note; however, you may not discuss a quiz or exam with another student unless both have completed and submitted their answers. Missed quizzes or exams may not be taken at a later date without written documentation that justifies the makeup, which is in the instructor's discretion.

Students may have the opportunity to attempt a quiz or an exam an additional time if they lose their internet connection or have another technical problem beyond their control that prevents completion of the quiz or exam. The instructions for each quiz and exam will explain the number of attempts available and an appropriate course of action to take in the event of technical difficulties.

Late Work

Late work will not be accepted without written documentation that justifies the delayed submission. Acceptance of and credit for is determined consistent with UNT policies and at the instructor's discretion where permitted.

Attendance and Participation Policy:

If you are more than 30 minutes late it will be considered an ABSENCE. THREE (3) ABSENCES WILL DECREASE BY A LETTER GRADE. (EXAMPLE: A becomes B)

Students are required to login regularly to the online class site. The instructor will use the tracking feature in Blackboard Learn to monitor student activity. Students are also required to participate in all class activities such as discussion board, chat or conference sessions and group projects. Class attendance is not sufficient participation to earn additional points.

The University attendance policy is in effect for this course. Class attendance and participation is expected because the class is designed as a shared learning experience and because essential information not in the textbook will be discussed in class. The dynamic and intensive nature of this course makes it impossible for students to make-up or to receive credit for missed classes. Attendance and participation in all class meetings is essential to the integration of course material and your ability to demonstrate proficiency. Students are responsible to notify the instructor if they are missing class and for what reason. Students are also responsible to make up any work covered in class. It is recommended that each student coordinate with a student colleague to obtain a copy of the class notes, if they are absent.

Information about the University of North Texas' Attendance Policy may be found at: <http://policy.unt.edu/policy/15-2-5>

Virtual Classroom Citizenship

The same guidelines that apply to traditional classes should be observed in the virtual classroom environment. Please use proper netiquette when interacting with class members and the professor.

Copyright Notice

Some or all of the materials in this course may be protected by copyright. Federal copyright law prohibits the reproduction, distribution, public performance, or public display of copyrighted materials without the express and written permission of the copyright owner, unless fair use or another exemption under copyright law applies.

Syllabus Change Policy

Changes to the syllabus may be necessary at times. Communication of any changes will be made via an Announcement and Messages function in Blackboard.

Policy on Server Unavailability or Other Technical Difficulties

The University is committed to providing a reliable online course system to all users. However, in the event of any unexpected server outage or any unusual technical difficulty which prevents students from completing a time sensitive assessment activity, the instructor will extend the time windows and provide an appropriate accommodation based on the situation. Students should immediately report any problems to the instructor and also contact the UNT Student Help Desk: vista@unt.edu or 940.565.2324. The instructor and the UNT Student Help Desk will work with the student to resolve any issues at the earliest possible time.

Bad Weather Policy:

On those days that present severe weather and driving conditions, a decision may be made to close the campus. In case of inclement weather, call UNT Dallas Campuses main voicemail number (972) 780-3600 or search postings on

the campus website www.unt.edu/dallas. Students are encouraged to update their Eagle Alert contact information, so they will receive this information automatically.

DEPARTMENT AND UNIVERSITY POLICIES AND PROCEDURES

Student Conduct: Any student behavior that interferes with an instructor's ability to conduct class or other students' opportunity to learn is unacceptable and will not be tolerated in any instructional setting at UNT. This includes traditional face-to-face classes, online or blended classes, labs, discussion groups or boards, field trips, and verbal and/or written (including email) communication with the instructor and/or other students. Examples of unacceptable behavior include, but are not limited to, disrespectful treatment of other students (verbal or written), disrupting lecture, and use of inappropriate or profane language or gestures in class or other instructional settings.

A student engaging in unacceptable behavior may be directed to leave the classroom or other instructional setting and may also be referred to the Dean of Students to consider whether his/her conduct violates UNT's Student Code of Conduct.

Academic Integrity: Academic integrity emanates from a culture that embraces the core values of trust and honesty necessary for full learning to occur. As a student-centered public research university, UNT promotes the integrity of the learning process by establishing and enforcing academic standards. Academic dishonesty breaches the mutual trust necessary in an academic environment and undermines all scholarship. Academic dishonesty includes cheating, plagiarism, forging the signature of the instructor or of another student, fabrication, and/or facilitating or sabotaging the academic dishonesty of other students.

Any suspected occurrence of academic dishonesty will be investigated and handled in accordance with UNT policy and procedures. The following academic penalties may be assessed at the instructor's discretion upon determination that academic dishonesty has occurred. *Admonitions and educational assignments are not appealable.*

1. *Admonition.* The student may be issued a verbal or written warning.
2. *Assignment of Educational Coursework.* The student may be required to perform additional coursework not required of other students in the specific course.
3. *Partial or no credit for an assignment or assessment.* The instructor may award partial or no credit for the assignment or assessment on which the student engaged in academic dishonesty, to be calculated into the final course grade.
4. *Course Failure.* The instructor may assign a failing grade for the course.

Should the procedure for appeal of a case of academic dishonesty extend beyond the date when the instructor submits course grades for the semester, the student will be assigned a grade that reflects the penalty, which shall be adjusted, as appropriate, at the conclusion of any appeal process.

Specific details and description of UNT's Policy on Student Standards of Academic Integrity (18.1.16) and students' right to appeal are available at http://policy.unt.edu/sites/default/files/untpolicy/pdf/7-Student_Affairs-Academic_Integrity.pdf.

Disability Accommodation: In accordance with university policies and state and federal regulations, UNT is committed to full academic access for all qualified students, including those with disabilities. To this end, all academic units are willing to make reasonable and appropriate adjustments to the classroom environment and the teaching, testing, or learning methodologies in order to facilitate equality of educational access for persons with disabilities. Students seeking accommodation must first register with the Office of Disability Accommodation (ODA) to verify their eligibility. If a disability is verified, the ODA will provide the student with an accommodation letter to be hand delivered to the instructor to begin a private discussion regarding the student's specific needs in the course.

Students may request accommodations at any time; however, ODA notices of accommodation should be provided as early as possible in the semester to avoid any delay in implementation. Every semester, students must obtain a new letter of accommodation, and they must meet with each faculty member prior to implementation in each class.

Students are strongly encouraged to deliver letters of accommodation during faculty office hours or by appointment. Faculty members have the authority to request that students discuss such letters during their designated office hours in order to protect the privacy of the student.

For additional information, visit the Office of Disability Accommodation (ODA) in Sage Hall, suite 167, or their website at <http://disability.unt.edu>. You may also contact the ODA office by phone at [940.565.4323](tel:940.565.4323). Specific information on UNT's policies related to disability accommodations is available at <http://policy.unt.edu/policy/18-1-14>.

Please note that disability accommodations are not retroactively applied to the start of a course. Accommodations in the course become effective after the student has delivered an official accommodation letter from UNT's ODA.

Requests for an Incomplete: Students may request a grade of incomplete ("I") only if he/she meets all of the following conditions:

- The request occurs on or after November 9, 2015;
- The student is passing the course;
- There is a justifiable and documented reason beyond the control of the student (e.g., serious illness or military service) for not completing the course on schedule; and,
- The student has the approval of the instructor and the department chair.

Students meeting these criteria must arrange with the instructor to finish the course at a later date by completing specific requirements outlined by the instructor. These requirements must be listed on a "Request for Grade of Incomplete" form signed by the instructor, student, and department chair. More information on UNT's Incomplete Grade policy is available at <http://registrar.untDallas.edu/grades/incompletes>.

Requests to drop the class: We want you to succeed in this class and at UNT. If you are concerned about your progress in the course, or believe you need to drop for other reasons, it is important that you contact the instructor as soon as possible. We want to make sure that dropping the course is your best or only option.

There are consequences to dropping classes that extend beyond losing your invested time, money, and effort. Dropping one or more classes may make you ineligible for financial aid. There are also limits on the number of courses you can drop. You can learn more about this at <http://registrar.untDallas.edu/registration/dropping-class>.

If you absolutely have to drop the course, you must pick up a drop form from the Eagle Student Services Center and take it to the instructor for her/his signature. Once the instructor signs the form, you are responsible for taking it to the Registrar's Office in the Eagle Student Services Center to have it processed. Please be aware that when you choose to drop can affect your grade:

October 2, 2015	Last day to drop a class with an automatic grade of "W" for courses that a student is not passing
November 2, 2015	Last day a student may elect to drop a class. The instructor will assign a grade of "W" or "WF" based on the student's actual performance-to-date in the course.

Student Evaluation of Teaching Effectiveness Policy:

Students' evaluation of course and teaching effectiveness is a requirement for all organized classes at UNT. This short survey will be made available to you at the end of the semester, providing you a chance to comment on how this class is taught. I am very interested in the feedback I get from students, as I work to continually improve my teaching. I consider this evaluation to be an important part of your participation in this class.

Important Notice for F-1 Students taking Distance Education Courses:

Federal Regulation

To read detailed Immigration and Customs Enforcement regulations for F-1 students taking online courses, please go to the Electronic Code of Federal Regulations website at <http://ecfr.gpoaccess.gov>. The specific portion concerning

distance education courses is located at “Title 8 CFR 214.2 Paragraph (f) (6) (i) (G)” and can be found buried within this document: <http://frwebgate.accessgpo.gov/cgi-bin/get-cfr.cgi?TITLE=8&PART=214&SECTION+2&TYPE=TEXT>

The paragraph reads:

(G) For F-1 students enrolled in classes for credit or classroom hours, no more than the equivalent of one class or three credits per session, term, semester, trimester, or quarter may be counted toward the full course of study requirement if the class is taken on-line or through distance education and does not require the student’s physical attendance for classes, examination or other purposes integral to completion of the class. An on-line or distance education course is a course that is offered principally through the use of television, audio, or computer transmission including open broadcast, closed circuit, cable, microwave, or satellite, audio conferencing, or computer conferencing. If the F-1 student’s course of study is in a language study program, no on-line or distance education classes may be considered to count toward a student’s full course of study requirement.

University of North Texas Dallas Compliance

To comply with immigration regulations, an F-1 visa holder within the United States may need to engage in an on-campus experiential component for this course. This component (which must be approved in advance by the instructor) can include activities such as taking an on-campus exam, participating in an on-campus lecture or lab activity, or other on-campus experience integral to the completion of this course.

If such an on-campus activity is required, it is the student’s responsibility to do the following:

- (1) Submit a written request to the instructor for an on-campus experiential component within one week of the start of the course.
- (2) Ensure that the activity on campus takes place and the instructor documents it in writing with a notice sent to the International Student and Scholar Services Office. ISSS has a form available that you may use for this purpose.

Because the decision may have serious immigration consequences, if an F-1 student is unsure about his or her need to participate in an on-campus experiential component for this course, s/he should contact the UNT International Student and Scholar Services Office (telephone 940-565-2195 or email international advising@untdallas.edu) to get clarification before the one-week deadline.

Emergency Notification and Procedures

UNT uses a system called Eagle Alert to quickly notify you with critical information in the event of an emergency (i.e., severe weather, campus closing, and health and public safety emergencies like chemical spills, fires, or violence). The system sends voice messages (and text messages upon permission) to the phones of all currently enrolled students. Please make certain to update your phone numbers at <https://my.untdallas.edu/>. Some helpful emergency preparedness actions include: 1) know the evacuation routes and severe weather shelter areas in the buildings where your classes are held, 2) determine how you will contact family and friends if phones are temporarily unavailable, and 3) identify where you will go if you need to evacuate the Dallas area suddenly. In the event of a university closure, please refer to Blackboard for contingency plans for covering course materials.

Other Resources

Among others, the following web sites provide significant background information:

<http://www.adr.org/>

<http://www.conflictresolution.org/>

<http://www.fmcs.gov/>

<http://www.mediate.com/>

<http://www.txmediator.org/>

<http://txmca.org>

Professional Certificates

NOTE: Attendance is mandatory at all class meetings, for the full class time, if you wish to receive any or all of the professional certificates in mediation, ADR, and family mediation. If you miss a class and want any of these certificates, you are required to attend the same class in the following semester to receive credit. See the instructor for more information.

Mediation Certificate: In conjunction with successful completion of PACS 4060, Practicum in Mediation, this course meets the current State of Texas requirements for court-referred mediations. In order to receive the mediation certificate, you must submit a written request to the Institute of Applied Economics.

RUBRICS FOR
PACS-4000-070
Mediation

Student: _____

Score _____

Class Participation and Attendance: Regular attendance and full participation in class (20%) Large portions of this class will be based on experiential activities, so your active participation in the class is essential. The course is intensive. The topics covered and the knowledge and skills learned build upon one another. Therefore you must attend and actively participate in class and complete assignments on time. Students are expected to attend all classes and to actively participate in class discussions and experiential exercises.

	Need Improvement 80-83	Developing 84-89	Accomplished 90-93	Exemplary 94-100
Preparation for Class/class participation/writing assignments	Does not ask questions or make comments that indicate familiarity with topics for class; turns in less writing assignments	Rarely asks questions or makes comments that indicate familiarity with the topics prepared for class; turns in most writing assignments	Occasionally asks questions or makes observations that indicate reflections, some knowledge or readings for class; turns in all writing assignments	Regularly asks questions or makes observations that indicate reflection, knowledge or readings for class; turns in all writing assignments
Small Group Participation	Does not participate in small groups in class	Does not actively participate in small groups in class	Participates actively in small groups in class	Participates actively and provides leadership in small groups in class
Class Absences	Misses class often	Misses no more than 2 classes w/o prior arrangement	Misses 1 class with prior arrangement	Attends regularly (no missed classes)

RUBRICS FOR
PACS-4000D-070
Mediation

Mock Role-plays and Exercises: Students will be graded according to rubric for class role-plays and exercises.

	Exemplary 94-100	Accomplished 90-93	Developing 84-89	Need Improvement 80-83
Effective Group Participation	Thorough evidence of effective group participation is apparent	Some evidence of effective group participation is evident	Little evidence of effective group participation is evident	No evidence, or evidence of ineffective group participation, is evident
Self-Assessment	Self-assessment reflects on each question listed in handout, plus another question of your own	Self-assessment reflects on each question listed in the handout	Self-assessment reflects on all but one question listed in the handout	Self-assessment reflects on less than four questions listed in the handout

**RUBRICS FOR
PACS-4000D-070
Mediation**

Conflict Analysis Paper: You will write out a conflict you are in or have been in and analysis and assess whether you need or needed a third party neutral to assist. You will submit the conflict, and the conflict analysis worksheet.

	Exemplary 94-100	Accomplished 90-93	Developing 84-89	Need Improvement 80-83
Conflict Resolution Strategies	Depicts more than three effective conflict resolution strategies	Depicts three effective conflict resolution strategies	Depicts two effective conflict resolution strategies	Depicts one or less effective conflict resolution strategies
Professional Quality	It could be distributed across the state	It could be distributed across our district	It could be distributed within our school	It could be distributed in my closet
Effective Conflict Assessment	Thorough evidence of conflict assessment is apparent	Some evidence of conflict assessment is evident	Little evidence of conflict assessment is evident	No evidence, of conflict assessment is evident
Self-Assessment	Self-assessment reflects on each question listed in handout, plus another question of your own	Self-assessment reflects on each question listed in the handout	Self-assessment reflects on all but one question listed in the handout	Self-assessment reflects on less than four questions listed in the handout

RUBRICS FOR
PACS-4000D-070
Mediation

Student: _____

Score _____

Mid-Term Examination: One exam will be administered at the mid-point of the course in the form of a written scenario with 16 questions worth 4 -8points each. The standards for grading the exam are listed below on the following rubric.

Cognitive Domain	Objectives	Materials Covered/Content Distribution	Evaluation 0-4 points
Knowledge	Recognize key terms and concepts as they apply to conflict situations.	Textbook reading, PowerPoint presentations and instruments and class discussion	4 points for each correct question
Comprehension	Identify best response and approaches to nuanced questions and scenarios	Textbook reading, PowerPoint presentations and instruments and class discussion	4 points for each correct question

Pre Final Examination: One exam will be administered at the end of the course in the form of 25 multiple choice & fill in the blank questions worth 4 points each. The standards for grading the exam are listed below on the following rubric.

Cognitive Domain	Objectives	Materials Covered/Content Distribution	Evaluation 0-4 points
Knowledge	Recognize key terms and concepts as they apply to conflict situations.	Textbook reading, PowerPoint presentations and instruments and class discussion	4 points for each correct question
Comprehension	Identify best response and approaches to nuanced questions and scenarios	Textbook reading, PowerPoint presentations and instruments and class discussion	4 points for each correct question

RUBRICS FOR
PACS-4000D-070
Mediation

Final Examination: One exam will be administered at the end of the course in the form of 2 questions worth 25pts each. The standards for grading the exam are listed below on the following rubric.

Cognitive Domain	Objectives	Materials Covered/Content Distribution	Evaluation 0-4 points
Knowledge	Recognize key terms and concepts as they apply to conflict situations.	Textbook reading, PowerPoint presentations and instruments and class discussion	4 points for each correct question
Comprehension	Identify best response and approaches to nuanced questions and scenarios	Textbook reading, PowerPoint presentations and instruments and class discussion	4 points for each correct question

**UNT Mediation Presentations
RUBRIC**

Teacher Name: **Ms. Gilbert** Student Name: _____
Chapter _____

CATEGORY	Exemplary 90-100	Accomplished 80-89	Developing 70-79	Needs Improvement 60-69
Appropriate Dress	Presenter dressed appropriately for the presentation.	Presenter dressed somewhat appropriately for the presentation	Presenter dress could be improved for the presentation	Presenter dressed inappropriately for the presentation.
Speak Clearly	Presenters dealt effectively with chapter information; managed the introduction process in a respectful, balanced and clear fashion; assisted participants in understanding the consequences of their plans, managed presentation consistently.	Presenters dealt effectively with chapter information; managed the introduction process in a respectful, balanced and clear fashion; assisted participants in understanding the consequences of their plans, managed presentation often.	Presenters dealt effectively with chapter information; managed the introduction process in a respectful, balanced and clear fashion; assisted participants in understanding the consequences of their plans, managed presentation sometimes.	Presenters dealt effectively with chapter information; managed the introduction process in a respectful, balanced and clear fashion; assisted participants in understanding the consequences of their plans, managed presentation occasionally.
Content of the Mediation Chapter	Obtained, identified organized, prioritized and evaluated information; assessed the information and options and reason logically; read, comprehends and uses relevant written materials at the appropriate times consistently.	Obtained, identified organized, prioritized and evaluated information; assessed the information and options and reason logically; read, comprehends and uses relevant written materials at the appropriate times often.	Obtained, identified organized, prioritized and evaluated information; assessed the information and options and reason logically; read, comprehends and uses relevant written materials at the appropriate times sometimes.	Obtained, identified organized, prioritized and evaluated information; assessed the information and options and reason logically; read, comprehends and uses relevant written materials at the appropriate times.
Group Management	Student included more information than was required.	Student included all information that was required.	Student included most information that was required.	Student included less information than was required.

<p>Managing Self</p>	<p>Presenter demonstrated mastery of mediation process, awareness of ethical issues; appropriate level of skill, competence, and effectiveness, ability to work with group and ability to self-reflect consistently.</p>	<p>Presenter demonstrated mastery of mediation process, awareness of ethical issues; appropriate level of skill, competence, and effectiveness, ability to work with group and ability to self-reflect often.</p>	<p>Presenter demonstrated mastery of mediation process, awareness of ethical issues; appropriate level of skill, competence, and effectiveness, ability to work with group and ability to self-reflect sometimes.</p>	<p>Presenter demonstrated mastery of mediation process, awareness of ethical issues; appropriate level of skill, competence, and effectiveness, ability to work with group and ability to self-reflect.</p>
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Date Created: April 25, 2011 08:32 pm (UNTD)

RUBRICS FOR
PACS-4000D-070
Mediation

Journals: Each day (on at the beginning of class) you will turn in journaling on the previous day's classes. *[The second class session turn in journals for 1st day]*

- Each journal (for each class) should contain the following
 - 1st Paragraph - What the class discussion / lecture was about
 - 2nd Paragraph – “World View” - What would be the reaction of the outside world about the topic and how does it affect them?
 - 3rd Paragraph – Your own personal view of the class, what did it stir up within you and how did you process it? What were your feelings?

Criteria	No Journal Posted 0	Unsatisfactory 70-79	Satisfactory 80-89	Exemplary 90-100
Demonstrates content knowledge, understanding and application gained from readings, assignments, movies, and/or coursework	No journal posted. 0 points	Reflections show very little evidence of understanding course content knowledge, or application of content within course framework. 25 points	Reflections demonstrate understanding of course content knowledge and application of content within course content framework using prior knowledge and 1-2 examples from course content when applicable. Reflections include critical thinking and synthesis. 30 points	Reflections demonstrate understanding of course content knowledge and application of course content within course framework using prior knowledge and >3 examples from course content and other resources when applicable. Reflections include critical thinking and synthesis. Reflections connect course concepts with other concepts in the subject matter area. 40 points
Spelling and mechanics	No journal posted. 0 points	Reflections are written using grammatically incorrect sentences and/or have greater than 2 spelling errors. 25 points	Reflections have one or more grammatically incorrect sentences and/or two spelling errors. 30 points	Reflections contain grammatically correct sentences without any spelling errors. 30 points
Completion of reflections and timeliness	No journal posted. 0 points	The learner does not complete reflections and/or does not submit reflections on time. 30 points	N/A 30 points	The learner completes reflections and submits them on time. 30 points
Total Points: 100 points				

