**Professor’s Contact Information**
Leslie R. Roberts, Senior Lecturer  
Office location - Chilton Hall, room 263  
UNT Office Phone (940) 565-3437 Fax (940) 565-4663  
UNT Office hours – Wednesdays 9am-12pm or by appointment.  
Please send messages about the course to the instructor via Blackboard message.

**About the Professor / Instructor**
Ms. Roberts is an attorney and mediator whose legal practice has encompassed international matters, regulatory and political matters, general business and transactional matters, and special education; mediation practice includes business, employment and family disputes.

**Course Pre-requisites, Co-requisites, and/or Other Restrictions**
Pre-requisite – PACS 4000 Mediation  
Otherwise only with prior written instructor approval.

**Materials – Text, Readings, Supplementary Readings**
Other reading assignments – Please see Blackboard for assignments.

**Course Description**
This course provides an opportunity for students to round out their education in dispute resolution through observations of actual and simulated mediations and personal analyses of them, as well as through guidance on starting a mediation practice, best practices and group discussions with the instructor and/or other conflict professionals.

**Goals / Rationale of the course:**
The goal of this course is to gain practical experience in mediation and alternative dispute resolution (ADR). Upon successful completion of the course, students will have the practical knowledge and experience to comediate a wide variety of disputes.
Learning Objectives:
At the end of this course, the student will:
1. Distinguish between different mediator styles and approaches.
2. Demonstrate the ability to co-mEDIATE a variety of disputes.
3. Define and describe effective mediator skills.
4. Identify effective conflict de-escalation techniques.
5. Understand the requirements to begin a mediation practice.

Teaching Philosophy
Students who have completed mediation and are interested in further pursuing mediation professionally should be independent learners and thinkers who are eager to gain practical experience in the field. Students should expect to receive guidance and direction, but not classroom instruction in this course.

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 After the Required Class Meeting?
Students should submit the following information to the Professor via Blackboard message the first week of class:

Name
Student ID
EUID
Best phone number and email address for emergency alerts

*Students should access Blackboard daily for online announcements, determine due dates for assignments and to reserve observations @ DCAP on the online calendar. Students should also contact other mediation providers to schedule observations.*

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

Website: http://helpdesk.unt.edu
Email: helpdesk.unt.edu
Phone: 940.565-2324
In Person: Sage Hall, room 130

Regular hours are maintained to provide support to students.
COURSE REQUIREMENTS
Each student is required to complete approximately 60 hours of practical course work, which is a combination of online observations, online discussion board assignments and live observations. Required course work includes a combination of the following:

**Textbook:** Students are expected to study and consult the textbook by Beer, Jennifer E. and Stief, Eileen, *The Mediator's Handbook*. The Practicum papers and group discussions must contain references, with citations if in writing, that demonstrate practical knowledge of this text.

**Lecture/Discussion:** As an experiential class, there are no formal class meetings beyond the limited number of required class meetings. Your assignments will provide practical information and experiences about the use of mediation.

**Examinations:** There are no formal examinations.

**Online videos and discussion boards:** Each week students are expected to view an assigned video or read online articles and participate in an online discussion board for a specified period of time in order to earn course points.

**Mediation Papers:** Students will prepare and submit a written paper on all live mediation observations. A probing and reflective product is required in which the student demonstrates good critical thinking as well as skills of interpretation and analysis. Grades will be adjusted for inadequate content, poor grammar or written communication style, and failure to follow the instructions contained in this syllabus. The paper must reflect concrete evidence of your knowledge of the assigned text, with citations. Further written guidelines are provided in the assignment.

**Time log:** Students must submit a time log with each paper by the deadline. A sample is available in Blackboard. Travel/commuting time to an observation does not count toward the approximate 60 hour requirement. Grades are not pro-rated on the basis of hours completed. If you complete substantially fewer than 60 hours you will receive either a D or F grade in the class, depending on the circumstances.

**Questions/Communications:** Students must use the Message feature in Blackboard for all electronic communications about the course with Prof. Roberts.

**Required Attendance:** Students are required to attend the first class meeting before proceeding with any other course activities, as well as all subsequent required class meetings.
COURSE SCHEDULE
This schedule is subject to change by the instructor. Any changes to this schedule will be published by the instructor via Blackboard.

First required class meeting
(Attend at either location)

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Location</th>
</tr>
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</table>
| Friday, August 30, 2013;  
  Thursday, September 5, 2013; | 9:00-10:00, 10:00-11:00 | CHEC campus, Denton campus |

Subsequent class meetings
TBA (follow submission of each paper)

Required assignments

<table>
<thead>
<tr>
<th>Video</th>
<th>Due Date</th>
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<tbody>
<tr>
<td>View Escalation of a Conflict video and complete discussion board</td>
<td>Start Monday, September 9, 2013</td>
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<tr>
<td>assignment</td>
<td>Due Sunday, September 15, 2013</td>
</tr>
<tr>
<td>View Mediator Accountability and Responsibility In Public Disputes</td>
<td>Start Monday, September 16, 2013</td>
</tr>
<tr>
<td>video and complete discussion board assignment</td>
<td>Due Sunday, September 22, 2013</td>
</tr>
<tr>
<td>View Live Mediation Teaching Video : A landlord tenant small claims</td>
<td>Start Monday, September 23, 2013</td>
</tr>
<tr>
<td>mediation video and complete discussion board assignment</td>
<td>Due Sunday, September 29, 2013</td>
</tr>
<tr>
<td>View Mediators at Work: Termination Tempest video and complete</td>
<td>Start Monday, September 30, 2013</td>
</tr>
<tr>
<td>discussion board assignment</td>
<td>Due Sunday, October 6, 2013</td>
</tr>
<tr>
<td>and complete discussion board assignment</td>
<td>Due Sunday, October 13, 2013</td>
</tr>
<tr>
<td>View An Interest Based Mediation, A full, unedited mediation session,</td>
<td>Start Monday, October 14, 2013</td>
</tr>
<tr>
<td>Part 1 video and complete discussion board assignment</td>
<td>Due Sunday, October 20, 2013</td>
</tr>
<tr>
<td>View An Interest Based Mediation, A full, unedited mediation session,</td>
<td>Start Monday, October 21, 2013</td>
</tr>
<tr>
<td>Part 2 video and complete discussion board assignment</td>
<td>Due Sunday, October 27, 2013</td>
</tr>
<tr>
<td>View An Interest Based Mediation, A Narrated mediator training video</td>
<td>Start Monday, October 28, 2013</td>
</tr>
<tr>
<td>and complete discussion</td>
<td>Due Sunday, November 3, 2013</td>
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</tbody>
</table>
board assignment

View *Stop Action! What Would You Do* video and Complete discussion board assignment
Start Monday, November 4, 2013
Due Sunday, November 10, 2013

Review online articles regarding practical aspects Of a mediation practice and complete discussion Board assignment
Start Monday, November 11, 2013
Due Sunday, November 17, 2013

Final group meeting
Tuesday, December 3, 2013
Opportunities for Mediation Observations:

Students may seek observations from private practitioners, but must seek the Professor’s written, prior approval in Blackboard before completing these observations.

Students may have personal or professional relationships with mediators with whom they may seek observations. Students who do not have these relationships may wish to contact practitioners listed in directories published by the following organizations at the following websites:

- Association of Attorney-Mediators – www.attorney-mediators.org
- Texas Association of Mediators – www.txmediator.org
- Association for Conflict Resolution – www.acrnet.org
- State Bar of Texas – www.texasbar.com

Denton County Alternative Dispute Resolution Program [also known as DCAP]
Ms. Erin Manley
Assistant Executive Director
512 W. Hickory, Ste. 202
Denton, Texas 76201
(940) 320-1500
www.dentonadr.com/contact.php

DCAP provides family, personal injury, and other mediation services under contract with Denton County. **One UNT student per day can observe mediations on Mondays - Wednesdays.** Mediations are conducted from 9 a.m. to 5 p.m., and students should arrive at 8:55 a.m. and plan to stay until the case is completed. The dress Code is business casual. Students may bring their own lunch or order on the mediation date with DCAP for $10. DCAP does its very best to notify mediation participants of the presence of Practicum students in advance. However, if a party does not want an observer, DCAP has to respect their wishes and your observation may be cancelled. It also is not unusual for participants to cancel at the last minute or not show up at all. You will not get credit for your hours if you are denied participation or if the scheduled mediation is cancelled.

Mediation will take place at the DCAP office located at 512 W. Hickory, Ste. 202, Denton, TX. 76201. For directions, refer to the following web link: http://dentonadr.com/contact.php.

Students are not charged for observations, but must reserve their mediation observation spots through the Professor after viewing the course’s Blackboard Calendar function. Reservations are made on a first-come, first-served basis. **Mondays, Tuesdays, and Wednesdays** are available each week for UNT students. The scheduling cut-off time for any given week is noon on Thursday of the preceding week. Each student will be limited to **four mediation observation days** on the Calendar during the semester. Students may exceed the four mediation session limit after every student has completed the mandatory four sessions.
Grades will be reduced by one letter grade for each failure to show for a reserved mediation.

Please read the DCAP guidelines on the Blackboard course content page.

**DO NOT CONTACT DCAP DIRECTLY, EXCEPT WHEN A LAST-MINUTE EMERGENCY WILL CAUSE YOU TO BE LATE OR PREVENT YOU FROM ATTENDING A SCHEDULED MEDIATION OR TO CONFIRM THE MEDIATION THE DAY PRIOR TO YOUR SCHEDULED OBSERVATION. DO NOT SCHEDULE ADDITIONAL OBSERVATIONS DIRECTLY WITH DCAP.**

**Dispute Resolution Services of North Texas (Tarrant County), Inc. [also known as DRS]**
Ms. Sarah Stone
Office Manager
4304 Airport Freeway, Suite 100
Fort Worth, TX 761117
(817) 877-4554
FAX: (817) 877-4557
http://www.drsnorthtexas.org/

DRS provides mediation services under contract with Tarrant and surrounding counties. Students may observe civil mediations, but not family mediations. Observation is contingent on party permission. **There is no charge to observe DRS sponsored mediations.**

Please contact DRS directly to schedule observations.

**Dispute Mediation Service, Inc. [also known as DMS]**
Ms. Karlonda Burton
Client Services Coordinator
4144 N. Central Expressway, Suite 1010
Dallas, TX 75204-3217
TEL: (214) 754-0022
FAX: (214) 754-0378
Email: kburton@dms-adr.org
http://www.dms-adr.org/index.shtml

DMS provides a full range of mediation services under contract with Dallas County. Students are provided the opportunity to observe mediations once they complete the application process and secure a reserved date in the schedule. Please contact Ms. Burton by phone or email to schedule orientation and observations. **Practicum students will be charged $40 per observation.**

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Once you have attended the first required class meeting, you may contact the mediation organizations listed herein (except for DCAP in Denton, which requires you to view the Calendar feature in Blackboard and contact the Professor), about scheduling observations.
COMMUNICATIONS
Information about the communication tools in the course and how they will be used:

Messages to Professor
*For all Practicum questions, please read this syllabus carefully before seeking assistance. You must use the message feature in Blackboard for all electronic communications with your professor.*

Students can expect a response from the instructor within 24-hours of sending a message. If your concern is urgent, please call and speak by phone or leave a message.

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.

Announcements
Students must check the Announcements frequently for updated information and changes.

ASSESSMENT & GRADING
Assessments
This course will utilize the following instruments to determine student grades and proficiency of the learning outcomes for the course.

Grading Procedure
Grades are determined according to evidence about the quality of the Practicum learning experience, completion of the 60 hour time requirement, and the student’s practicum behavior. Input about the student’s behavior is collected from the agencies and organizations involved.

*The quality of students’ contributions to assigned discussion boards for the minimum amount of time required constitutes 40% of students’ final course grade.*

*The quality of the content in the papers and related group discussions constitute 60% of students’ final course grade.*

To successfully complete the class and receive a grade, students must complete all video/discussion board assignments, submit a log reflecting approximately 24 hours of completed activity, submit papers in accordance with the deadlines posted in the assignment and participate fully in the required group discussions.

A sample of the time log and instructions for the paper are available in Blackboard on the course content page. If you complete substantially fewer than 24 hours you will receive either a D or F grade in the class, depending on the circumstances. Should you find that one or more of the mediation observation session you attend is of short duration and that you will likely fall short of the approximate 24 hours required, please contact the Professor to discuss options.
(NOTE: You may combine hours from different organizations and/or private observations to achieve the 24 hour requirement.)

**Papers submitted after the deadline will not be graded.**

Grades will be assigned according to the following:

- 90 – 100 points = A
- 80 – 89 points = B
- 70 – 79 points = C
- 60 – 69 points = D
- < 60 points = F

**Accessing Grades**

Your grade will be available in Blackboard under the Grade Book not later than 5pm on December 13, 2013.

**COURSE EVALUATION**

Toward the end of the semester, students will be able to complete a course survey at [www.my.unt.edu](http://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 to make duplicate submissions of a single work for credit in multiple classes, unless specifically requested by the instructor.

**RESOURCES**

**UNT Portal:** [http://my.unt.edu](http://my.unt.edu)

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](http://my.unt.edu) and [Blackboard Help for Students](http://my.unt.edu). It is recommended that you become familiar with the tools and tutorials to better equip you to navigate the course.

**UNT Library Information for Off-Campus Users:**

[http://www.library.unt.edu/services/for-special-audiences/offcampus/information-for-offcampus-users](http://www.library.unt.edu/services/for-special-audiences/offcampus/information-for-offcampus-users)
COURSE POLICIES

Late Work
Submissions of discussion board assignments or the paper after the deadline will not be graded.

Copyright Notice
Some or all of the materials on this course Web site 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. [Additional sample statements can be located at: http://copyright.unt.edu/content/sample-copyright-notices] Additional copyright information may be located at: http://copyright.unt.edu/content/unt-copyright-policies.

Administrative Withdrawal /Add
Students may add this course or withdraw in accordance with the University’s policy currently in effect.

Syllabus Change Policy
Changes to the syllabus may be necessary at times. Communication of any changes will be made via the Announcement tab and Message 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: helpdesk@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.

UNT POLICIES

Student Conduct and Discipline
Please refer to the UNT Faculty Handbook or your department regarding the Student Code of Conduct Policy.

Academic Honesty Policy
Academic dishonesty is defined in the UNT Policy on Student Standards for Academic Integrity.
Any suspected case of Academic Dishonesty will be handled in accordance with University policy and procedures. Possible academic penalties range from a verbal or written admonition to a grade of “F” in the course. Further sanctions may apply to incidents involving major violations. You will find the policy and procedures at http://vpaa.unt.edu/academic-integrity.htm.

ADA Policy
If you have a condition that requires accommodation in this course, please notify the instructor during the first week of class. Any necessary or appropriate accommodations will be made provided that timely notice is received, and that the arrangement is consistent with recommendations from Disability Services, when applicable. Students who require this type of assistance should contact the Office of Disability Accommodation (ODA) at (940) 565-4323, or at TTY (940) 369-8652 to make appropriate arrangements. Information on the services provided by the ODA as well as application procedures is available at http://policy.unt.edu/policy/18-1-14. Please note that disability accommodations are not retroactive. Accommodations will be made only after a disability is officially verified.

Student Behavior in the Classroom or Online
Student behavior that interferes with an instructor’s ability to conduct a class or other students’ opportunity to learn is unacceptable and disruptive and will not be tolerated in any instructional forum at UNT. Students engaging in unacceptable behavior will be directed to leave the classroom or cease participation in the course in Blackboard and the instructor may refer the student to the Center for Student Rights and Responsibilities to consider whether the student’s conduct violated the Code of Student Conduct. The university's expectations for student conduct apply to all instructional forums, including university and electronic classroom, labs, discussion groups, field trips, etc. The Code of Student Conduct can be found at www.unt.edu/csrr.

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.access.gpo.gov/cgi-bin/getcfr.cgi?TITLE=8&PART=214&SECTION=2&TYP=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 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 internationaladvising@unt.edu) to get clarification before the one-week deadline.