Professor’s Contact Information
Leslie R. Roberts, J.D.
Principal Lecturer and ADR Program Coordinator
Office location - Chilton Hall, room 204L
UNT Office Phone (940) 565-4010 Fax
UNT Denton Office hours – Tuesdays 10am-12pm in Denton or by appointment at the CHEC campus. I welcome your calls and face-to-face meetings. Please send all electronic 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
None; however, PADM 4000 Mediation is recommended.
Enrollment requires completion of an application and prior written department approval.

Materials – Text, Readings, Supplementary Readings
Required text –


Course Description
This course provides an opportunity for students to gain practical experience and insight in dispute resolution, particularly mediation, through observations of actual mediations and personal analyses of them, as well as through limited guidance on managing a mediation practice. Students may also develop presentation and training skills while mentoring high school students in a peer mediation program.

This course is blended, which means that some content must be accessed and all course work must be submitted online.

Goals / Rationale of the course
The goal of this course is to gain practical experience in mediation, whether through observations, practice management, training or mentoring. Upon successful completion of the course, students will have the practical knowledge and experience to determine whether to seek a professional role in alternative dispute resolution.
**Learning Objectives:**
At the end of this course, the student will:

1. Understand mediation as a conflict management technique.
2. Identify and compare different mediator styles and approaches.
3. Identify and describe effective mediator skills.
4. Demonstrate the skills and practices associated with mediating a variety of disputes and management of the mediation process.
5. Demonstrate the use of various tools used in the practice of mediation.

**Teaching Philosophy**
The professor is eager to work with students who have completed mediation and are interested in pursuing mediation professionally or other professions where mediation skills apply. Internship students should be independent learners and thinkers who wish to gain practical experience in the field. Students should expect to receive guidance and direction, but limited classroom instruction in this course.

**Technical Requirements / Assistance**
The following information has been provided to assist students in preparation for the technological aspects of the course.

- Hardware and software necessary to use Blackboard Learn: [http://www.unt.edu/helpdesk](http://www.unt.edu/helpdesk)
- 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](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](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 http://help.blackboard.com/en-us/Learn/9.1_SP_12_and_SP_13/Student. 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 Message the first week of class so I may contact you immediately regarding urgent announcements:

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

**How Students Should Proceed Each Week**

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

**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:

Email: helpdesk@unt.edu
Phone: (940) 565-2324
In person: Walk-ins @ Sage Hall (Room 130)
Regular hours are maintained to provide support to students. Please refer to the website http://www.unt.edu/helpdesk/hours.htm for updated hours.

**Course Requirements**

Each student is required to complete the following:

• Attendance at and quality participation in all required meetings and events
• Review of all course material
• Completion of all assignments, whether written or oral
• Completion of a paper

**Textbook:** Students are expected to study and consult the textbook. Students must refer to topics in the textbooks that demonstrate practical knowledge of this text.
**Required attendance at and participation in internship:** As a primarily experiential class, there are no typical class meetings. Student interns are, however, required to meet with the instructor and your contact at the internship location according to an agreed schedule.

**Examinations:** There are no written exams.

**GoToMeeting online sessions:** Online discussions using GoToMeeting may be used occasionally for the purpose of professor-student or group communication.

**Questions/communication:** 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 Message function in BbL for all electronic communications with your professor about the course. Should we communicate face-to-face or by phone, please restate your communication in a BbL Message so I may respond via BbL Message.

Students can expect a response from the instructor within 24-hours of sending a BbL Message during business hours. BbL messages may not be answered during the weekend.

If your concern is urgent during business hours, please call the office number provided and speak by phone or leave a message. If you leave a message outside of business hours, you can expect to receive a response no later than one full business day after the message is left.

**Courtesy** - 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.

**Blackboard Announcements** - Please check the Announcements daily for updated information and changes.

*Students should access Blackboard daily for online announcements, determine due dates for assignments and to check for available observations or other opportunities.*

**COURSE SCHEDULE**

**Required meeting with professor:**

Location: Chilton Hall, room 204L

Date and Time: TBD
Opportunities for Internships:

All students who are interested in an internship must submit an application by the published deadline. Faculty will review all applications and communicate the granting of internships by the published deadline.

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

DCAP provides family, personal injury, CPS and civil mediation services to county residents under contract with Denton County. Interns participate in the organization’s community mediation program by assisting with client intake, scheduling, office work and observing mediations.

Peer Mediation Program

Interns may participate in mentoring and training student mediators involved in the peer mediation program at North Forney High School in Forney, TX. Interns will work with program faculty to assist in developing and/or training select students in the high school. This program also involves mentoring high school students as they develop leadership skills.

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 learning experience, completion of the course work, and the student’s behavior when at the internship location. Input about the student’s behavior is collected from the agencies that support UNT.

Grades will be assigned according to the following:

Attendance = 100 points
Reflection paper = 100 points
Total points available = 200

180 – 200+ points = A
160 – 179 points = B
140 – 159 points = C
120 - 139 points = D
0 – 119 points = F
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 Sage Hall, room 152, 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:
  - affect/effect
  - dominate/dominant
  - for/four
  - its/it’s
  - quite/quiet
  - there/they’re/their
  - then/than
  - to/too/two
  - weather/whether
  - woman/women
  - 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...”.

Accessing Grades
Your grades for each assignment will be graded and made available in Blackboard in MyGrades.

Grade Calculation Spreadsheet
Students are provided with a grade calculation spreadsheet (see course home page in BbL) that lists all assignments and bonus points available in this course. Students should add their grades to this spreadsheet weekly to be informed of their current grade in the course. Consequently, students are responsible for completing the spreadsheet before inquiring about their current course grade.
**COURSE EVALUATION**

Toward the end of the semester, students will be able to complete a bonus quiz in BbL and course survey at [www.my.unt.edu](http://www.my.unt.edu) to earn bonus points. Please logon and select SPOT.

**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 or approved 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)

UNT Computing and Information Technology Center:
[http://citic.unt.edu/services-solutions/students](http://citic.unt.edu/services-solutions/students)

Computer Labs: General access computer lab information (including locations and hours of operation) can be located at: [http://www.gacl.unt.edu/](http://www.gacl.unt.edu/)

**COURSE POLICIES**

**Individual and Group Assignments**

Students may discuss the reflection paper, but must create their own work product in their own words. Due dates for all course work are posted in the instructions connected to each assignment. Students should complete work in a Word document and copy and paste it in the page available in BbL.

**Late Work**

The professor will base decisions regarding acceptance of and credit for late work consistent with UNT and course policies. An extension may be given under limited circumstances, including but not limited to, the student’s or a close family member’s illness or injury; death of a close family member; other major life event; mandatory military service; or mandatory university approved or
sponsored event.

If a student believes he/she will miss or has missed assigned course work, the student must contact the professor within two (2) days after the course work’s due date has passed. The student must provide written documentation of any such event upon request. If a student fails to timely contact the professor and/or provide the requested documentation, the student will not be given additional time to complete the assigned course work and will receive no credit for the assigned course work.

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. Additional copyright information may be located at: http://copyright.unt.edu/content/unt-copyright-policies.

Undergraduate Online Course Attendance Policy
Students who attend classes regularly typically experience greater success than those students who do not attend regularly. Similarly, students who enroll in online courses also typically perform better by fully participating in the course.

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

Syllabus Change Policy
Changes to the syllabus may be necessary at times. Communication of any changes will be made via an Announcement and/or Message BbL.

Professional Etiquette
The college experience is intended to assist in preparing students for professional and career pursuits. That preparation includes learning to use professional etiquette in dealing with people in positions of authority. The appropriate way to address your instructor depends on her/his particular education credentials. These are usually indicated on the course syllabus. If your instructor has a:

- Law degree (J.D.) you should address them as: Professor Instructor’s last name
- Doctorate (Ph.D. or Ed.D.), you should address them as: Dr. Instructor’s last name
- Master’s degree (MA, MS, MSW, MSSW) you should address them as: Professor Instructor’s last name

If you are not certain about an instructor’s education credentials, you should address them as “Professor.” It is not appropriate to call the instructor by his/her first name unless given permission.

Professional etiquette extends to all types of communication with your instructor. Written
communication—including email—forms a permanent record and so it is important to use care about how you make requests, ask questions, or express concerns. Slang (e.g., Hey, Yo) and texting abbreviations should be avoided. The use of profanity is not permitted.

Any type of communication—verbal or written—is most likely to achieve the intended result when it is polite or courteous. Please note that communication can be polite even if there is some type of conflict involved. Instructors may choose not to respond to emails or other forms of communication that are perceived as insulting or disrespectful.

UNT AND DEPARTMENT POLICIES

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 https://policy.unt.edu/policydesc/student-standards-academic-integrity-18-1-16.

**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. 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 April 9, 2018;
- 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
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.unt.edu/registration/dropping-class](http://registrar.unt.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.

Emergency Notifications & 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.unt.edu/](https://my.unt.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 Denton area suddenly. In the event of a university closure, please refer to Blackboard for contingency plans for covering course materials.

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](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&TXT=TEXT](http://frwebgate.access.gpo.gov/cgi-bin/getcfr.cgi?TITLE=8&PART=214&SECTION=2&TXT=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.

**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.