**CRES Program**

**Assessment Plan**

***The Conflict & Dispute Resolution Program expects that our graduates should be able to:***

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| **Outcome No.** | **Learning Outcomes** | **Performance Indicators** |
| **1** | * Integrate and apply a broad range of theoretical concepts, processes, skills, and strategies to analyze, prevent, manage, and resolve conflicts. | *Students will demonstrate achievement of this learning outcome by doing the following:*   * Successfully completing a course in:   + Negotiation   + Mediation   + Perspectives on Conflict   + Psychology of Conflict   + Philosophy of Conflict   + Cross Cultural Dynamics in Conflict Resolution * Completing an experiential learning opportunity in which a significant focus includes conflict management theory and skills. “Experiential learning opportunities” include internships, clinics, seminars, workshops, professional conferences, volunteer opportunities, etc.   *Institutional efforts and opportunities to facilitate this learning outcome include:*   * Opportunities for the practice of negotiation through internship developments * Co-curricular observation opportunities, volunteering opportunities and outside speakers. * Non-credit bearing skill-building workshops. * Engagement and support of student groups (e.g., Students Engaged in Dialogue & Discourse) |
|  | *How will we assess this?* | *What kinds of specific performance measures would tell us that students are achieving this outcome?*   * Satisfactory completion of core, electives, and internships * Successfully apply theoretical concepts in final exams and written work product. * Feedback from internship supervisors on skill level. * Instructor observation and feedback on absolute skill level, and skill progression. * Number of student writing awards, competitions, or other professional accolades. * Acceptance rate in PhD Programs (among the small subset of students interested in pursuing a PhD). * Alumni survey. |
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| **2** | Understand the contexts in which conflicts occur and apply to them the appropriate conflict and dispute resolution theory and skills. | *Students will demonstrate achievement of this learning outcome by doing the following:*   * Completion of course papers * Successful completion of final projects (thesis, terminal project, course concentration) * Journaling through internships * Completion of cross-cultural dynamics in conflict resolution course   *Institutional efforts and opportunities to facilitate this learning outcome include:*   * Visiting speakers * Specialized skill-building workshops * Engagement and support of student groups * Support of participation and engagement in professional conferences * Coordination with other departments to facilitate cross-registration in other departments |
|  | *How will we assess this?* | *What kinds of specific performance measures would tell us that students are achieving this outcome?*   * Participation and performance in courses offered outside the department. * Participation level in co-curricular opportunities described above. * Feedback from internship supervisors * Feedback from thesis advisors. |
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| **3** | Facilitate, lead, and engage in constructive communication and collaborative problem-solving in a variety of interpersonal, cross-cultural, and intra-and inter-institutional settings. | *Students will demonstrate achievement of this learning outcome by doing the following:*   * Completion of skill-building simulation courses * Completion of internships & extracurricular activities that include application of skills   *Institutional efforts and opportunities to facilitate this learning outcome include:*   * Facilitate internship opportunities * Facilitate and support collective program evaluation through forums such as town hall meetings, etc. * Support skill building activities (e.g., negotiation and mediation competitions, etc.) * Frohnmeyer Leadership Program * Coordination with other departments to facilitate cross-registration in other departments |
|  | *How will we assess this?* | *What kinds of specific performance measures would tell us that students are achieving this outcome?*   * Strong post-graduate employment levels * Student selection for leadership roles on and outside of campus * Participation level in skill building activities * Employment rate * Alumni survey * Number of students participating in Frohnmeyer Leadership Program |
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| **4** | Recognize, understand, acknowledge, and address the role of power, difference, and inequity in conflict. | *Students will demonstrate achievement of this learning outcome by doing the following:*   * Engaging with the School of Law’s Diversity Action Plan where appropriate * Exploring and applying these concepts through research, writing, and internships   *Institutional efforts and opportunities to facilitate this learning outcome include:*   * Frohnmeyer Leadership Program * Leweicki award for service to underserved populations |
|  | *How will we assess this?* | *What kinds of specific performance measures would tell us that students are achieving this outcome?*   * Performance in Psychology of Conflict, Perspectives on Conflict, Cross-Cultural Perspectives in Conflict * Student participation in co-curricular opportunities at the law school relating to the diversity action plan * Student climate survey |
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| **5** | Demonstrate deepened and self-reflective skills in critical thinking, research, writing, ethics, and the craft of conflict management. | *Students will demonstrate achievement of this learning outcome by doing the following:*   * Completion of internships, including the associated self-reflection writing requirement * Completion of written final projects   *Institutional efforts and opportunities to facilitate this learning outcome include:*   * Internship counseling * Advising for final projects |
|  | *How will we assess this?* | *What kinds of specific performance measures would tell us that students are achieving this outcome?*   * Completion of final project * Reviewing midterm evaluations for internships * Alumni survey |