

Assessment Activities, 2008-2009
Werner Institute on Negotiation and Dispute Resolution

<i>University Assessment Goals</i>	<i>Graduate School Goals</i>	<i>Program Outcomes</i>	<i>Assessment Procedures and Criteria</i>
1. Graduates will demonstrate disciplinary competence and/or professional proficiency.	1. Graduates will demonstrate the disciplinary competence and/or professional proficiency with a global perspective in service to others.	<p>Understand related legal regulations and credentialing requirements for the practice of negotiation and dispute resolution.</p> <p>Understand how to integrate NDR practices with the legal system.</p> <p>Establish service agreements, confidentiality agreements, fee agreements and other related documents for professional practice.</p> <p>Identify leading professional associations governing research, practice and current issues in negotiation and dispute resolution.</p> <p>Identify leading professional publications and websites related to research and practice.</p> <p>Identify methods for advancing professional practice through public policy and professional advocacy.</p> <p>Identify methods for advancing research in negotiation and dispute resolution.</p>	<p>1-The successful completion of the practicum is one way to assess if students have successfully integrated NDR practices with the legal system and other organizations. Built into the practicum is an evaluation form and a paper that students need to write in order to establish if they have successfully achieved their learning goals.</p> <p>2-The assessment criteria is students' attendance to professional conferences and publishing articles.</p> <p>3-Students' ability to find and retain a job in the field of conflict resolution or related field. Although we do not place students in jobs, we support their efforts and notify them of job opportunities.</p>

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2. Graduates will demonstrate critical thinking skills.	2. Graduates will demonstrate an ability to combine critical thinking, disciplined research, and effective problem-solving in their field of study.	<p>Apply research-based knowledge from negotiation, dispute resolution and related fields as the basis for practice</p> <p>Use professional judgment to determine appropriate levels, depth and type of engagement in conflict situations</p> <p>Assess levels and types of conflict across diverse stakeholder groups</p> <p>Evaluate stakeholder needs including interests, values, and substantive needs</p> <p>Evaluate process progression and outcomes based on stakeholder satisfaction, process goals, and peer evaluation</p> <p>Identify principles of complexity and how they apply to dispute resolution in systems/ organizations.</p> <p>Integrate knowledge of own conflict styles, communication abilities, values and culture into professional practice.</p>	<p>1-The NDR core courses have reflective essays and critical papers that they must submit. These papers have a set of criteria to evaluate students' performance. If a student submits a paper that does not reflect critical judgment or independent thinking, we share it with the NDR faculty and work an action plan to take the student to the next level. We have chosen to do this on a case by case basis as opposed to using exclusively the final grade for the course. The focus when revising these papers also includes: content, organization, and grammar.</p> <p>2-The skills and processes courses (Negotiation, Mediation, and Facilitation) have workshops and/extensive experiential exercises build into the course requirements to determine students' ability to evaluate the needs, interests, and values of stakeholders as well as identify principles of complexity and its application to dispute resolution. If the professor identifies that a student is having difficulty, this is shared with the NDR faculty and more intense coaching takes place with the student. We take into consideration for Assessment purposes the number and intensity of this individual coaching when necessary.</p> <p>3- Grades are also used in conjunction with other criteria to assess. However, when grades are used there are explicit performance criteria and the NDR faculties meets to discuss cases in which there could potentially be a problem with a student not measuring up to the Department's goals.</p>
3. Graduates will demonstrate Ignatian values,	3. Graduates will demonstrate ethical decision making,		

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to include but not limited to a commitment to an exploration of faith and the promotion of justice.	service, and civic responsibility in accordance with the Judeo-Christian tradition and Ignatian values.		
4. Graduates will demonstrate the ability to communicate clearly and effectively.	4. Graduates will respectfully and effectively communicate information through all modes of expression.		
5. Graduates will demonstrate deliberative reflection for personal and professional formation.	5. Graduates will demonstrate deliberative reflection for lifelong personal and professional formation.	<p>Engage in self reflection and collegial dialogue about professional practice.</p> <p>Develop methods for monitoring and evaluating effectiveness in engaging in NDR processes.</p> <p>Integrate knowledge of own conflict styles, communication abilities, values and culture into professional practice.</p> <p>Demonstrate sensitivity to personal and cultural definitions of conflict.</p>	<p>1-For certain core courses (eg. Negotiation and Facilitation) students are required to keep a daily reflective journal in which they analyze their view on topics discussed in class and write 3-4 “fruitful questions” that they wish to further explore regarding this topic.</p> <p>2-For certain core courses (eg. Facilitation, cross-cultural perspectives in CR) students are asked to facilitate a class dialogue on assigned readings. They then have to reflect upon what they did and what they would do differently</p> <p>3-Students are required to evaluate, summarize, apply, and comprehend conflict styles across cultures. This is done through role plays and class discussions. Many of our core courses have role play simulations followed by a debriefing process and personal reflection papers that enhance students’ skills in NDR processes such as facilitation, negotiation, etc...</p>
6. Graduates will demonstrate the ability to work effectively across race, ethnicity, culture, gender, religion, and sexual orientation.	6. Graduates will demonstrate an ability to work effectively and in solidarity across the distinctions of human diversity.		