

## Certificate Program Assessment of Student Learning Plan

KANSAS STATE UNIVERSITY

A. College, Department and Date of this Submission

College: Human Ecology  
 Department: School of Family Studies & Human Services  
 Date of Submission: September 30, 2005 Original  
 February 8, 2008 Revised  
 September 30, 2008 Revised

B. Contact Person(s) for the Assessment Plans

Terrie R. McCants, Instructor & Program Coordinator

C. Program – degree, minor, or certification

Undergraduate Certificate in Conflict Resolution

D. Assessment of Student Learning

1. It is intended that the Certificate in Conflict Resolution be available upon completion of the 12 required course hours for the certificate.

To be awarded a certificate, the student (a) must not be on probation, (b) must have a cumulative GPA of 2.0 or higher on coursework and on coursework applied to the certificate, (c) must meet all the requirements of the certificate program, and (d) must be enrolled during the semester in which the certificate requirements are completed.

2. Relationship to K-State Undergraduate Student Learning Outcomes

Program SLO's	Knowledge	Critical Thinking	Communication	Diversity	Academic Professional Integrity
COMMUNICATION Students will understand and use effective communication skills, such as reflective listening, assertion messaging, and reframing, and be able to apply them appropriately to specific conflict situations.	X	X	X		

Program SLO's	Knowledge	Critical Thinking	Communication	Diversity	Academic Professional Integrity
<p>CONFLICT ANALYSIS</p> <p>Students will be able to utilize conflict analysis and dispute system models to assess the sources of interpersonal, organizational, culturally based and violence-related conflicts at the micro and macro levels. This includes being able to self-assess by examining and understanding the values, perceptions, experiences, and assumptions relating to their own cultural background, and being able to design strategies for interpersonal, intergroup, or societal conflicts.</p>	X	X		X	
<p>CONFLICT THEORY &amp; CONTENT</p> <p>Students will be able to integrate a broad understanding of conflict resolution theories, models, and principles relating specifically to the areas of cultural conflicts, violence prevention and intervention, divorce and child-custody mediation, and organizational conflicts, and have an understanding of the structured alternative approaches of conflict resolution.</p>				X	
<p>APPLICATION</p> <p>Students will be able to understand and apply the multi-dimensional processes of conflict resolution theories, principles, and methodologies to real world domains relevant to their emphasis of study, such as family, business, and education.</p>	X	X	X	X	X
<p>ETHICAL PRINCIPLES</p> <p>Students are expected to understand and apply the ethical standards for mediation and learn the Kansas Judicial Branch Rules and state approval process for mediators.</p>					X

3. How will the learning outcomes be assessed? What groups will be included in the assessment?

Student Learning Outcomes will be assessed by using an electronic (1) pre-test survey in the first course (FSHS 531) given to all enrolled students; and, (2) post-test survey after the completion of 12 credit hours given to all students wishing to apply for the certificate in conflict resolution.

4. When will these outcomes be assessed? When and in what format will the results of the assessment be discussed?

Program SLO's	Year 1	Year 2	Year 3	Baseline Created?
<b>COMMUNICATION</b> Students will understand and use effective communication skills, such as reflective listening, assertion messaging, and reframing, and be able to apply them appropriately to specific conflict situations.	Pre-Test Survey FSHS 531	Post-Test Survey Review	Revise	Year 1 Fall 2008
<b>CONFLICT ANALYSIS</b> Students will be able to utilize conflict analysis and dispute system models to assess the sources of interpersonal, organizational, culturally based and violence-related conflicts at the micro and macro levels. This includes being able to self-assess by examining and understanding the values, perceptions, experiences, and assumptions relating to their own cultural background, and being able to design strategies for interpersonal, intergroup, or societal conflicts.	Pre-Test Survey FSHS 531	Post-Test Survey Review	Revise	Year 1 Fall 2008
<b>CONFLICT THEORY &amp; CONTENT</b> Students will be able to integrate a broad understanding of conflict resolution theories, models, and principles relating specifically to the areas of cultural conflicts, violence prevention and intervention, divorce and child-custody mediation, and organizational conflicts, and have an understanding of the structured alternative approaches of conflict resolution.	Pre-Test Survey FSHS 531	Post-Test Survey Review	Revise	Year 1 Fall 2008
<b>APPLICATION</b> Students will be able to understand and apply the multi-dimensional processes of conflict resolution theories, principles, and methodologies to real world domains relevant to their emphasis of study, such as family, business, and education.	Pre-Test Survey FSHS 531	Post-Test Survey Review	Revise	Year 1 Fall 2008
<b>ETHICAL PRINCIPLES</b> Students will learn Kansas Judicial Branch rules and ethical standards for mediation.	Pre-Test Survey FSHS 531	Post-Test Survey Review	Revise	Year 1 Fall 2008