

Annual Report for the Assessment of Outcomes
2011-2012 Plan

Criminal Justice SAC

Outcomes Assessed: AAS Criminal Justice

1. Describe changes that have been implemented towards improving student's attainment of outcomes that resulted from outcome assessments carried out in the previous academic year.

The original plan was to assess all degree outcomes within the first year. We started by examining assessments in Police Report Writing; a course normally completed just prior to attaining the AAS degree. The outcome focused on preparing quality reports of investigations in a manner that communicates concise and factual information and is capable of withstanding courtroom scrutiny. Results revealed a lack of organizational skills in report preparation. Technical Report Writing (WR 227) was added to the curriculum as a required course. Other outcomes were not assessed as originally planned due to the time and work needed to reconcile the writing issue.

2. Identify the outcomes assessed this year and describe the methods used. What were the results of the assessment?

The outcome assessed this year focused on being able to recognize behaviors during disturbance or crisis encounters with individuals from different cultures that indicate substance abuse or mental health issues.

Assessments were conducted in CJA 101 (Cultural Diversity for Criminal Justice Professionals), CJA 243 (Narcotics and Dangerous Drugs) and CJA 244 (Tactical Communications in Crisis Incidents).

CJA 101 students were initially given instruction on "cross-cultural communication and verbal judo." Verbal and non-verbal communication made up the instruction on communication across cultures. Students were then assigned to interview a criminal justice professional from a different culture. Students then assessed the communication style and perhaps made adjustments to their own. Students also had to assess their own communication style. The information was collected on a term-paper assignment.

Having learned the basics of communication, students then completed CJA 243 focused on learning the effects of controlled substances and how human behavior is affected. The students were assessed through written exams.

Finally students were introduced to an elective, CJA 244 which focused on communicating with those involved in a disturbance or crisis. The learning was assessed by having students engage in role-playing scenarios that centered on crisis intervention techniques and disturbances.

Students were evaluated on:

- a. Voice projection/tone
- b. Speaking clearly/slowly
- c. Eye contact
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- e. Mannerisms
- f. Defusing ability/techniques
- g. Personal safety
- h. Interview skills
- i. Mediation skills
- j. Use of time

Students were assessed by written tests and roll-playing scenarios (see attached).
Scenarios were rated on a scale from 1 to 5 as follows:

1 = very poor 2 = poor 3 = fair 4 = good 5 = very good

3. Students who did not complete CJA 244 were not assessed on crisis intervention techniques and disturbance response. Almost all students who did complete the course received a “good” or “very good” rating on the assessment used in CJA 244. See the attached assessments and grading rubric.
4. Identify any changes that should, as a result of this assessment, be implemented towards improving students’ attainment of outcomes.

CJA 111, CJA 243 and CJA 244 introduce or focus on individuals experiencing behavior related to drugs or mental/emotional crisis. CJA 244 was the only course of the three treated as an elective. CJA 244 will be made a required course so that all graduates are assessed on more issues related to mental health.

5. The assessment tools used in this process seem to be orderly and useful. In this situation role playing seems to be an excellent and engaging assessment tool that other students can be involved with and learn at the same time as those being assessed.

Tactical Communication/Crisis Intervention

ROLE PLAYING CRITIQUE *

Person Being Evaluated: _____

1 = Very Poor 2 = Poor 3 = Fair 4 = Good 5 = Very Good NA = Not Applicable

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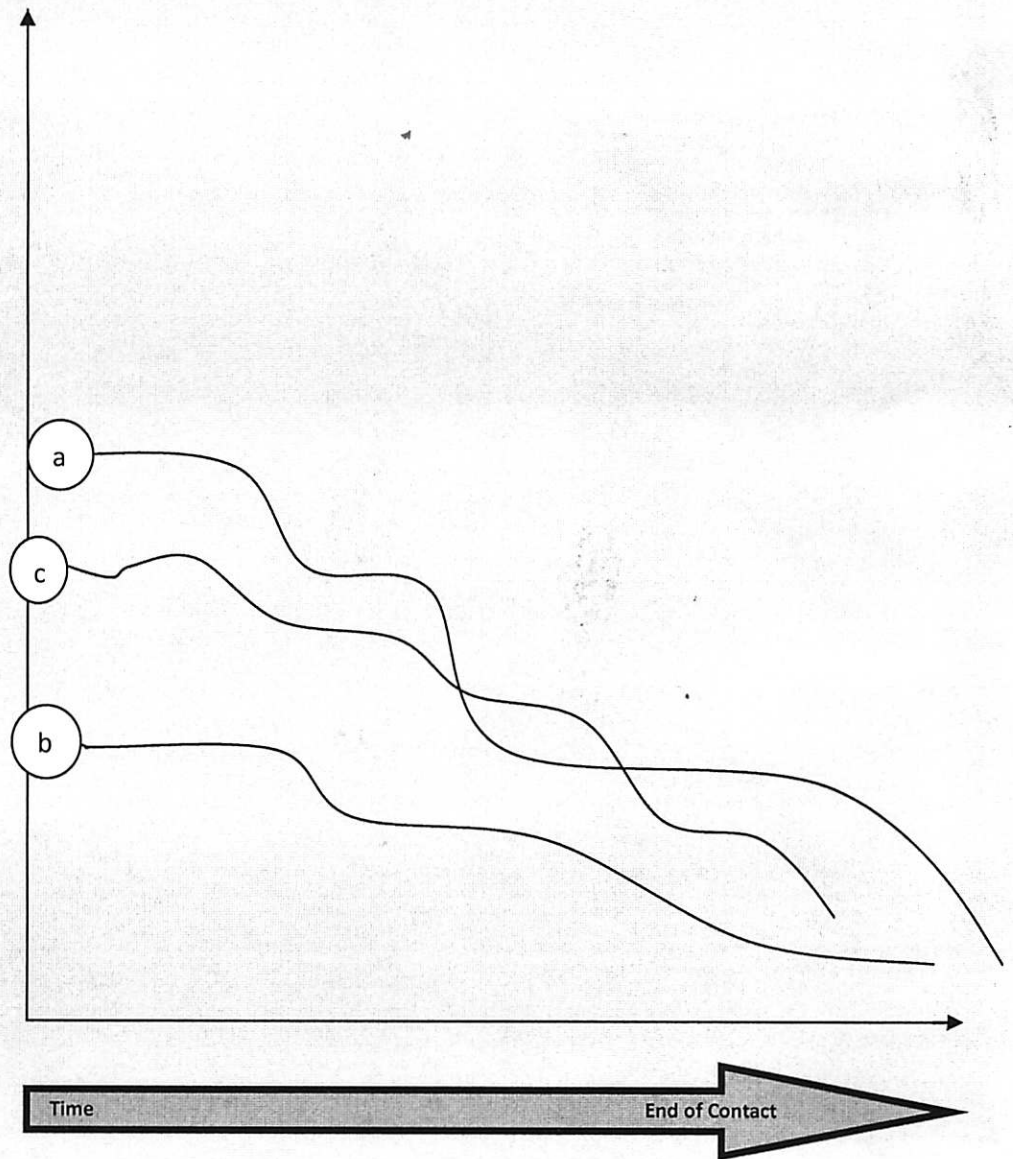
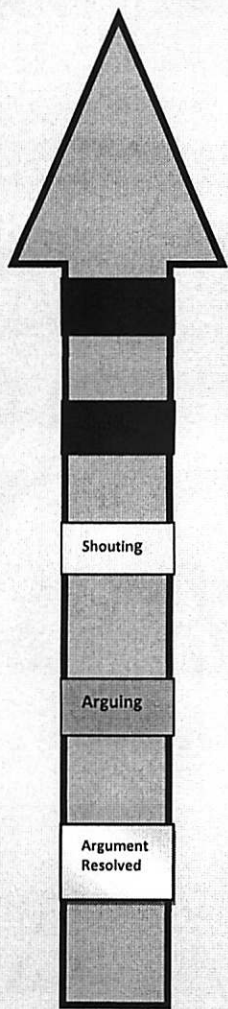
Additional Comments:

*Use this form to evaluate students practicing role playing scenarios

Disturbance Call Graph

CJA 244 Winter Term 2012

- C: Contact Phase – Police arrive and separate disputants.
- D: Need to immediately defuse.
- I: Start Interview Phase; announce ground rules.
- M: Mediation Phase; summarizing what has been said and seeking solutions.
- A: Agreement made.
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1. *Journal of the American Medical Association*, 1997; 277: 1039-1043.

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1. **Introduction**

Role Playing Scenarios

Scene: Tire Company lobby. A customer is visible upset over his car and is demanding someone “fix it immediately.”

Customer: You recently purchased new tires at the store and are angry because you just drove it on the freeway and the car started to vibrate. You are back at the store demanding the vibration be fixed.

Tire Store Employee: You are attempting to calm an angry customer in the store lobby.

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Scene: Coffee Shop. What appears to be a homeless man is reported as acting “strange” and is threatening to other customers.

Homeless Man: You are confused but not angry. You come in to the coffee shop to use the restroom and when you have money, you buy coffee. Today you forget why you went to the store but don't want to leave.

Coffee shop manager: You are attempting to calm a homeless man who regularly visits your store. He is acting “strange” and is frightening the other customers.

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Scene: Two cars have collided on a residential street. One driver is arguing with the other over the collision. There are no injuries and only minor damage.

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Driver #2: You are angry that the car in front of you suddenly stopped, for no reason, causing you to rear-end the car. You get out of your car and approach the other driving, accusing the driver of causing the accident.

Police Officers: You receive a call of two drivers arguing at the scene of a non-injury auto collision.

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Role Playing Scenarios

Scene - At check-out counter of large retail store. Two customers are arguing in the line and police are called.

Customer #1: You are initially angry because the customer behind you in line is "rude" and asks you to move out of the way. You are standing in line but not moving forward...what really is on your mind is that your mother recently passed away and you are understandably distracted and now angry with this customer . You are shouting at the person, telling the person to just wait and shut-up!

Customer #2: You are having a bad day...you are late for an event and had to quickly go to the retail store for last minute supplies. While waiting in line, the person in front is not moving and appears to be distracted. You are upset with this and ask the person to get out of the way; the customer responds by yelling at you and refuses to move. You are frightened, but also upset with the customer and yells back.

Police: You are dispatched to a large retail store to investigate a report of "two customers arguing at the check-out counter and refusing to either stop arguing or leave. As the two of you are entering, you see two people yelling at each other; there appears to be no weapons involved.

Role Playing Scenarios

Scene - Apartment complex. It is late at night and roommates are overheard arguing. When a window is broken, neighbors call 911.

Roommate #1: You have been drinking with your roommates and start to argue with Roommate #2. You feel the roommate has not been keeping up with the assigned chores (taking out the garbage, cleaning, etc.). You are not “fighting” as much as loudly arguing.

Roommate #2: You have been drinking with Roommate #2 and start to argue about who should be cleaning up the apartment. You are angry with Roommate #2 because the roommate is consistently late with the rent. You throw a large ashtray that breaks a small window.

Roommate#3: You were sleeping when you heard loud arguing from your other two roommates. You get up and are in the front room when the police arrive. You have no idea why your roommates are arguing and you are not involved with the incident.

Roommate #4: You are returning to your apartment one late evening when you see your neighbors arguing with the police. You enter the apartment (the door has been left open) to see if you can help.

Police: You are dispatched to an apartment complex on a report of “breaking glass with people fighting in one of the apartments.

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Scene - Fast food restaurant. A customer is demanding a drink refill and maintains that the customer has had refills in the past. The customer is angry because the customer believes the denial is motivated by racism.

Fast food worker: A customer returns to the counter and demands a refill. You tell the customer there are no refills. The customer starts yelling at you, becoming disruptive to the entire restaurant. You ask the customer to leave and the customer refuses, stating the customer wants the police to document the incident because the restaurant is "racist." You try to explain that the customer did not purchase the "meal deal" that allows free refills.

Customer: You have eaten in the restaurant in the past and have been allowed free refills. When you try to get a refill, the front counter server tell you that you cannot have a refill. You get angry after the server says to you "you people are always trying to get something for nothing!" You now feel the serve is motivated by racism and wan the people to intervene to document what you feel is an "illegal act."

Police: You are dispatched to a call of "irate customer at a fast food restaurant, refusing to leave." No weapons are reported.

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Retail clerk: A customer is attempting to return a product that not only has been used but there is no receipt. You try to explain to the customer that the product may not be returned because it has been used and there is no receipt. The customer becomes angry and starts arguing, disrupting the store. (You can give the customer an in-store credit but feel the customer is dishonest and does not deserve the credit.)

Customer: You are attempting to return a product and have lost the receipt but feel you should get your money back. You are angry because the store clerk is unresponsive to your request and refuses to return your money.

Police: You are dispatched to a report of an irate customer refuses to leave a retail store. There are no weapons reported and appears to be a verbal argument at this time.

Role Playing Scenarios

Scene - Two cars collide in a shopping center parking lot. There is minor damage but the two drivers are yelling at each other and appear to be close to coming to blows.

Driver #1: In a full parking lot, you are attempting to park in a space that is being blocked by another driver. As you see the open space, a car further down the lane quickly backs up, attempting to park in the open space. You refuse to pull out of the way because the other driver is in the wrong .

Driver #2: You finally see an open parking space but as you back-up to the space, another driver quickly drives over to block you from entering the parking space. You are angry because you have driving up and down the parking lot a number of times and have finally found an open spot and now you are being prevented from the space...and you are not giving up”!

Mall Security: You are dispatched to a report of two drivers “fighting in the parking lot.” No weapons are reported.

Role Playing Scenarios

Scene - Hotel lobby bar. A group of people are quietly talking and an uninvited guest sits down with the group and refuses to leave. The guest appears to have been drinking but does not appear to be drunk.

Family members at hotel: You are all meeting in the lobby to discuss the following day's funeral of a family member. People are very sad and tearful and some have not seen each other for a long time. While sitting in an open bar area, a man comes over and sits down at the end of one of the long padded bench, but is essentially sitting among the family members. You want the person to be removed because all of you are grieving. One of you asks the person to leave but he does not appear to understand what you are saying.

Hotel Guest: You have been drinking and decide to sit down in the lobby because you feel light headed and need to catch your breath. You do not notice you have sat down among other people.

Hotel Manager: You are approached by some guests who point to a man sitting at the lobby bar. The guests have assembled for a funeral and are upset with the intruder who has sat down with them, and ask you to remove the drunk.

Role Playing Scenarios

Scene - Barber Shop. A customer is irate over his haircut. He feels the barber did a terrible job and he refuses to pay.

Customer: You have just had your hair cut and when you look in the mirror, you are angry over the haircut. You see that the sideburns are uneven and the hair was poorly cut. You refuse to pay for the terrible job. The barber is blocking the doorway and won't let you leave.

Barber: The customer asked for a trim on the sides and to take off more on the top. You do what the customer as asked and don't understand why he is so angry. However, you want him to pay for the haircut because he got what he asked for.

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Hospital ER Supervisor are called to the ER front counter where an "angry and demanding immediate medical attention. There is already a line of people in waiting to be checked by an ER clerk but this person demands to be seen and doctor

ER patient You are suffering from a severe toothache and need immediate relief the Emergency Room waiting area to be checked appear to be in the pain you a want to "jump the line" clerk does not sympathize and merely ignores y demands Others in line are angry that you are attempting to cut

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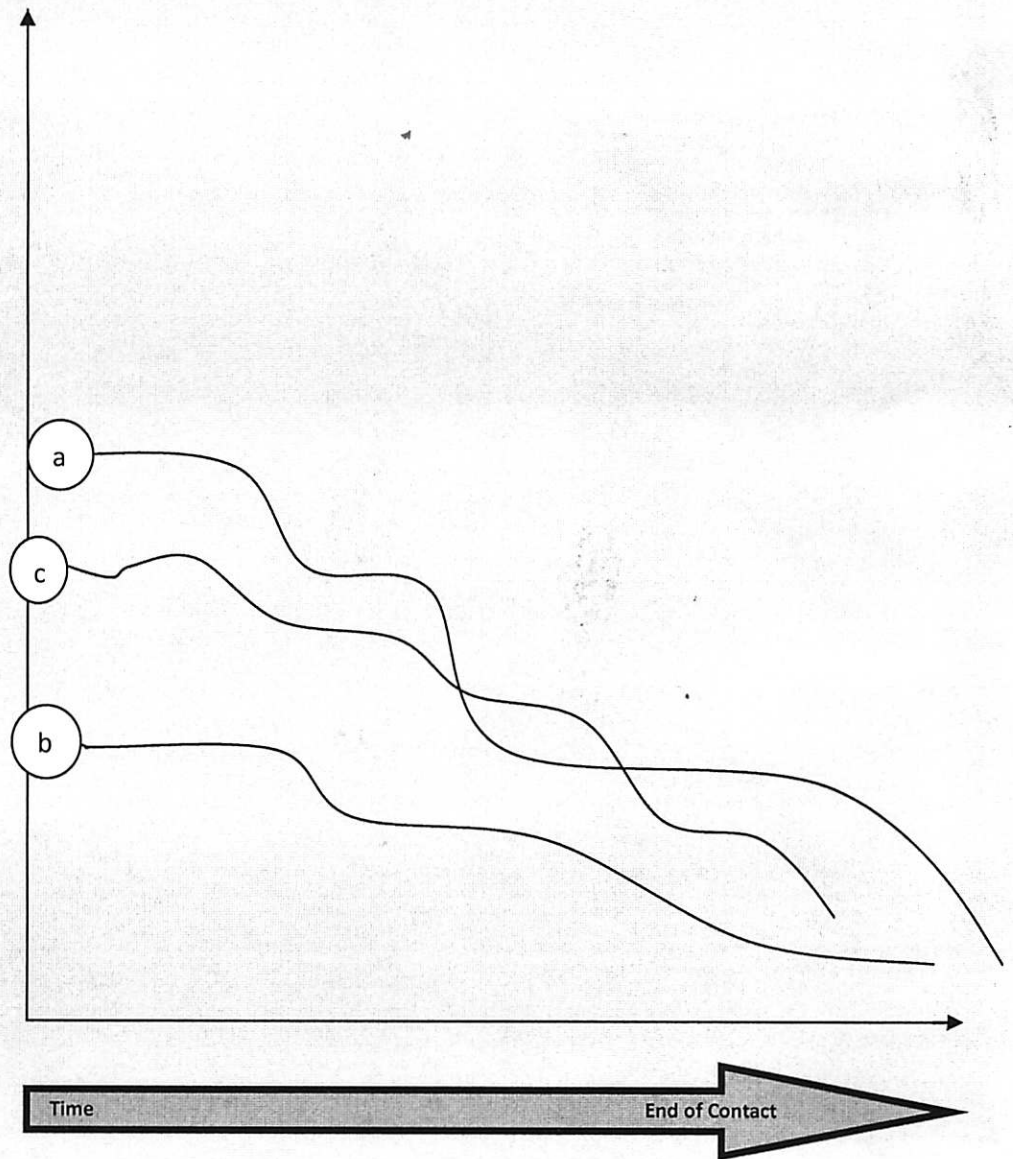
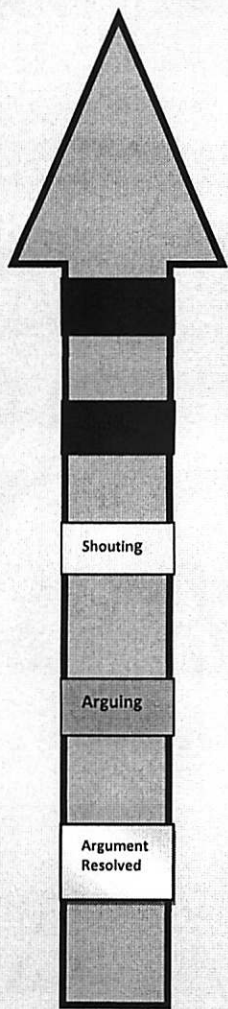
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Officers Hospital Public Safety Officers dispatched to Emergency Room; report a "disturbed person" creating a disturbance. No weapons are reported; appears to be very agitated.

Hospital ER Supervisor You are called to the ER front counter where an "angry and demanding immediate medical attention. There is already a line of people in the waiting area waiting to be checked by an ER clerk but this person demands immediate attention and to be seen by a doctor.

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