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
d. Body language
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.
- S: Summarize
- L: Police Leave

Time → End of Contact
Role Playing Scenarios

Scene: Apartment Building Hallway — Call of disturbance at apartment shared by boyfriend and girlfriend. 911 caller states woman, approx. 23 years old, throwing beer bottles at neighbors door.

Boyfriend: Your girlfriend is upset with you because you want to break up with her...because of her drinking. She is at the door of a neighboring apartment, throwing beer bottles at the door, demanding to come in to confront you.

Girlfriend: You are angry with your boyfriend because he has not paid is share of the rent and now tells you he is moving out. You are very angry because he owes you rent money and you want him to pay you before he moves out.

Police Officers: You are responding to a report of a young woman throwing beer bottles at an apartment door. As you approach the apartment hallway, you see a young woman yelling at a man who is standing by an open apartment doorway.

Scene: Hospital Emergency Room — Internal call to Hospital Security of a hysterical/drunken female yelling in the ER waiting room.

Hysterical Female: You have been drinking and are angry that no one is listening to you. You are demanding to see a doctor.

Hospital Security Officer: You are responding to the ER Waiting Room of a report of a “hysterical female, yelling.”
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.

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.
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.

Driver #1: Another car has struck your car from behind, at a slow speed and no injuries. But as you get out of your car, the other driver confronts you and is angry at you “for causing the accident.”

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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.
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.”
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 tells 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 want 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.
Role Playing Scenarios

Scene - Retail store. Customer attempts to return a product but the product not only has been used, but he customer does not have a receipt. By store policy, this is a "no return" product.

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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.
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.

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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 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.

Police: You are called to a barber shop regarding a report of “two people fighting” (an uninvolved customer in the barber shop has called 911 because the customer fears there will be a physical altercation).
Role Playing Scenarios

**Officers** Store Security called to the Clothing Department of a major retail store. A customer is “angry and demanding a refund.”

**Store Supervisor** You are called to the checkout counter by one of your clerks. You meet a man who is demanding a refund for a clothing item; however, the customer does not have a purchase receipt. Though store policy is not to allow exchanges or refunds without the receipts, the supervisor and may over ride store policy.

**Customer** You are angry that the store clerk refuses to allow you to exchange or refund your item, though you lost the receipt. You are a long term customer and feel you should be treated better and resent an implication from the clerk that you “cannot prove you purchased” the clothing, understandably angry.

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**Officers** Hospital Public Safety Officers dispatched to Emergency Room; reported a 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 waiting to be checked by an ER clerk but this person demands attention by a doctor immediately.

**ER Patient** You are suffering from a severe toothache and need immediate relief. The Emergency Room waiting area appears to be in the pain you are in, you want to “jump the line.” The clerk does not sympathize and merely ignores you. Others in line are angry that you are attempting to cut
Role Playing Scenarios

**Scene**: Duplex in quite residential area. Two neighbors are arguing.

**Neighbor #1**: You are upset with your neighbor because your neighbor leaves trash bags on the front porch. You have taken them in the past but now you are fed-up with your neighbor and confront your neighbor about it.

**Neighbor #2**: You are an avid recycler and are upset with your neighbor for taking your trash bags and throwing the bags in the dumpster.

**Police Officers**: You are responding to a call of two neighbors arguing on a front porch.

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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.
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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.

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**ROLE PLAYING CRITIQUE** *

Person Being Evaluated: ________________________________

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11. Overall Poise/Bearing/Command Presence: 1 2 3 4 5 NA
12. Other: ______________________ 1 2 3 4 5 NA

Additional Comments:

*Use this form to evaluate students practicing role playing scenarios*
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CJA 244 Winter Term 2012

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D: Need to immediately defuse.
I: Start Interview Phase; announce ground rules.
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Time
End of Contact

- Shouting
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a
b
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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.
**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.

**Police:** You are called to a barber shop regarding a report of “two people fighting” (an uninvolved customer in the barber shop has called 911 because the customer fears there will be a physical altercation).
### Role Playing Scenarios

**Officers** Store Security called to the Clothing Department of a major retail store. A customer is “angry and demanding a refund.”

**Store Supervisor** You are called to the checkout counter by one of your clerks. You meet a person who is demanding a refund for a clothing item; however, the customer does not have a purchase receipt. Though store policy is not to allow exchanges or refunds without the receipt, the store supervisor and may over ride store policy.

**Customer** You are angry that the store clerk refuses to allow you to exchange or refund your purchase. You are a long term customer and feel you should be treated better. An implication from the clerk that you “cannot prove you purchased” the clothing is understandably angry.

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**Officers** Hospital Public Safety Officers dispatched to Emergency Room; report of a “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 waiting to be checked by an ER clerk but this person demands immediate attention by a doctor.

**ER Patient** You are suffering from a severe toothache and need immediate relief. The Emergency Room waiting area appears to be in the pain you are unable to be checked. The check out clerk does not sympathize with you and merely ignores you. Others in line are angry that you are attempting to cut in line.
Role Playing Scenarios

Scene: Duplex in quite residential area. Two neighbors are arguing.

Neighbor #1: You are upset with your neighbor because your neighbor leaves trash bags on the front porch. You have taken them in the past but now you are fed-up with your neighbor and confront your neighbor about it.

Neighbor #2: You are an avid recycler and are upset with your neighbor for taking your trash bags and throwing the bags in the dumpster.

Police Officers: You are responding to a call of two neighbors arguing on a front porch.