

## ***Instructionally Related Activities Report Form***

SPONSOR: [Tracylee Clarke, PhD](#)

PROGRAM/DEPARTMENT: [Communication Program](#)

ACTIVITY TITLE: [Community Member Mediation Coaching](#)

DATE (S) OF ACTIVITY: [Spring and Summer 2017](#)

### **(1) PROVIDE A DESCRIPTION OF THE ACTIVITY**

[Students enrolled in a COMM 340: Conflict Management & Mediation \(required communication course\) must conduct a simulated role play mediation for their final exam. Mediators from the community attended the final mediation, coached students, assessed their performance and provided feedback with a written rubric and then one-on-one conversations.](#)

### **(2) HOW DID THE ACTIVITY RELATE TO A COURSE(S) AND/OR LEARNING OBJECTIVES?**

[This activity relates specifically to COMM 340: Conflict Management and Mediation, a required course for all communication majors and a UIDGE for all students attending CI. Course learning outcomes it specifically supported include:](#)

- [\\*Identify, critically analyze, and improve negotiation and conflict management skills;](#)
- [\\*Identify the role of language and dialogue in the construction, maintenance, and resolution of conflict;](#)
- [\\*Explore the role of self-identity and individual or community behavior in the construction, escalation, management and resolution of conflict;](#)
- [\\*Learn mediation skills as applied to various personal and professional contexts.](#)

### **(3) WHAT DO YOU SEE AS THE STRENGTHS OF THE ACTIVITY?**

[This has proven to be a highly valuable experience for the students as they are provided real-time contextual feedback from experts current in their field. This experience has also served as networking opportunities for students who continue their career in conflict management a common area within our program and field. Engagement between our students and community members is a hallmark of CI and this experience for communication majors supports that tradition.](#)

**(4) WHAT WOULD YOU SAY ARE/WERE THE ACTIVITY'S WEAKNESSES?**

There is a lot of coordination that goes into creating this activity but it is well worth it as it has proven to be an excellent high impact practice for students.

**(5) HOW WOULD YOU IMPROVE THIS ACTIVITY FOR NEXT TIME?**

I would continue the process as it is currently conducted.

**(6) WHAT DID YOU LEARN FROM THE PROCESS?**

The benefits of student and community engagement in the learning process as well as the importance of community relations.

**(7) WHAT ARE STUDENT RESPONSES TO THE ACTIVITY? ATTACH STUDENT EVALUATIONS OR ASSESSMENTS (IN ACCORDANCE WITH FERPA RESTRICTIONS YOU MUST REMOVE ALL PERSONALLY IDENTIFIABLE STUDENT INFORMATION)**

This activity was well received by students as they recognize the value of real-time feedback from experts in the field. Feedback is mainly anecdotal but course evaluations confirm the appropriateness of this activity; *"I love the mediation final – it prepared me for my job"* or, *"I will use these skills in my job as management – I deal with conflict all the time,"* typify student responses.

**(8) GIVE A SUMMARY OF EXPENSES FOR THE ACTIVITY.**

\$4200 was used to pay 14 mediators a small stipend for 3 separate coaching sessions.

**B. ON SEPARATE DOCUMENT, PLEASE ATTACH ATTENDEE LIST (PERSONALLY IDENTIFIABLE INFO REMOVED)**

Students enrolled in 2 sections of COMM 340 spring 2017 and one section of COMM 340 summer 2017. 90 students total were served through this grant.

**C. PLEASE INCLUDE UP TO 6 IMAGES IN THIS DOCUMENT TO DEMONSTRATE STUDENT PARTICIPATION**

Please see attached document.

To: IRA Granting Committee; David Daniels (Instructionally Related Activities Coordinator);  
Christina Smith (Communication Program Chair)

From: Tracylee Clarke, Associate Professor of Communication

Re: IRA Grant Report #885: Community Member Mediation Coaching

Date: May 16, 2018

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This document provides a report and assessment of Instructionally Related Activities (IRA) Grant #885 *Community Member Mediation Coaching* used for honorariums given to community mediator coaches in Fall 2017 and Spring 2018. What follows is a description of pedagogical approach, assessment of funded activity as it relates to learning outcomes, experience responses from students, faculty and the community, and use of funding.

## **I. Pedagogical Experience Overview**

Students enrolled in a *COMM 340: Conflict Management & Mediation* must conduct a simulated role-play mediation for their final exam. For the past 9 years, mediation coaches from the community have attended the final mediation, coached students, assessed their performance and provided feedback through both a written rubric and one-on-one individual conversations with each student. This has proven to be a highly valuable experience for the students as they are provided real-time contextual feedback from experts who are successful and current in their field. This experience also serves as a networking opportunity for students who continue their career in conflict management - a common area within our program. Among the coaches are alumni students who have chosen mediation as a career and are now practicing mediators. Engagement between our students and community members is a hallmark of CI and this experience supports that tradition.

## **II. Relation to Course Curriculum**

This activity relates specifically to *COMM 340: Conflict Management & Mediation*, a required course for all communication majors and an optional UDGE-D and/or Mission Pillar-Interdisciplinary Approaches course for all majors. Course learning outcomes it specifically supports include:

- 1) Identify, critically analyze and improve their own negotiation and conflict management skills, and,
- 2) Identify the role of language and dialogue in the construction, maintenance and resolution of conflict.

## **III. Assessment of Student Learning**

Student meditations are assessed through both written (rubric provided) and oral feedback (individual one-on-one conversations) on their ability to accurately explain the mediation process, use mediation communication skills such as summarizing, reframing and question-asking, and help parties identify issues and problem-solve.

## IV. Participant Response & Evaluation

### A. Student Response & Evaluation

Students enjoy this experience and take it seriously. The activity has gotten a reputation as one of the hallmark experiences in the communication program. Many students appreciate the real-time feedback from current experts in the field and respond positively to both praise and constructive feedback from the mediator coaches.

### B. Faculty Response & Evaluation

Involving community mediators in my final assessment allows me to support hands on pedagogy where students truly demonstrate communication and conflict management skills. It is a pleasure to work with community members and draw on their experience and expertise as I help shape my students into better communicators and citizens.

### C. Community Response & Evaluation

Community members are very supportive of this initiative and our students. They give thorough feedback and seek to help students understand the relevance of this experience even if they do not choose to become mediators in the future. Although the honorarium is not the typical hourly rate they charge, they are happy to engage with our students to provide mentorship and/or networking opportunities.

Over the years, I have modified the process based on both community mediator and student feedback about the role of the community mediator, length of mediation, and grading schematic/rubric.

## V. Budget

The total budget for this grant is \$3500. Funds are used to support honorariums for community mediators for Fall 2017 and Spring 2018. A breakdown of expenditures is as follows:

<b><u>Semester</u></b>	<b><u>Honorariums</u></b>	<b><u>Price</u></b>
Fall 2017	9 Community Mediators @ \$175 ea.	\$1575
Spring 2018	11 Community Mediators @\$200 ea.	\$2200
		<b>Total Expenses: \$3775</b>

## VI. Student Attendance by Major

*COMM 340: Conflict Management & Mediation* is a required course for communication majors and an optional UDGE-D and/or Mission Pillar- Interdisciplinary Approaches course for all majors.

### Fall 2017

Alvarez, Tyler	Business - Marketing
Barakat, Neda	Organizational Communication
Behluli, Valdrin	Organizational Communication
Cao, Tri	Organizational Communication
Cossette, Maria	Organizational Communication

Dellacort, Amanda	Organizational Communication
Duenez, Taylor	Organizational Communication
Encino Casillas	Psychology
Foscue, James	Health Communication
Fought, Sean	Organizational Communication
Hermosillo, Marla	Organizational Communication

Hernandez Rosa	Psychology
Martinez, Jazzmyn	Sociology
Ordonez, Rudy	Psychology
Pflaum, Christian	Organizational Communication
Redondo, ,Renee	Organizational Communication
Rehorn, Madelyn	Organizational Communication
Riffel, Jacob	Organizational Communication
Rojo, Don	History
Rosales, Alejandra	Organizational Communication
Sheaffer, Hallie	Organizational Communication
Sotelo, Christina	Organizational Communication
Spence, Dominique	Organizational Communication
Staben, Paul	Organizational Communication
Tallchief, Emily	Organizational Communication
Travis, Luke	Political Science
White, Gerrick	Business
Younes, Dimitri	Health Communication
de Witte, Sebastiaan	Organizational Communication

### Spring 2018

Acy, Nikia	Organizational Communication
Bacon, Emma	Organizational Communication
Barragan, Alma	Sociology
Castaneda, Leslie	Organizational Communication
Diaz,Abriana	Psychology
Ewing, Kristy	Organizational Communication

Eynck, Ian	Organizational Communication
Galston, Bryan	Business
Genesi, Kelsey	Organizational Communication
Heller, Brooke	Psychology
Hidalgo, Leydi	Organizational Communication
Jaeger, Brandon	Organizational Communication
Maddux, Kaylee	Environmental Communication
Marania, Mikayla	Organizational Communication
McRoberts, Anjean	Psychology
Medina, Zackary	Organizational Communication
Mumford, Alexis	Organizational Communication
O'Brien, Cameron	Organizational Communication
Osorio, Stacey	Organizational Communication
Otte, Heather	Organizational Communication
Payan, Arisleyda	Organizational Communication
Perry, Christie	Organizational Communication
Ramirez Christian	Organizational Communication
Ranck, Lauren	Organizational Communication
Riegert, Hunter	Environmental Communication
Rojas, Andrea	Organizational Communication
Saenz, Jacob	Organizational Communication
Schindler, Joshua	Health Communication
Schmolke, Garrett	Organizational Communication
Shields, Brianna	Organizational Communication
Torres, Elijah	Organizational Communication
Williams, Jentri	Organizational Communication

## VII. Sample Pictures

