

## EDUC-920: Student Mediator Training

### Independent Study Online Course Syllabus

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**Number of Graduate Semester Units:** 3 units  
**Target Audience:** 3rd - 12<sup>th</sup> Educators, administrators, lead teachers, district leaders  
**Course Access:** <https://connect.fresno.edu>

#### Course Description

This course is designed to provide participants (teachers, school counselors, and administrators) with the theory, models, skills, and strategies to train students (grades 3-12) to be peer mediators and peacemakers using the ***Making Things Right (MTR)*** curriculum by Ron and Roxanne Claassen, pioneers in the field of restorative justice practices.

Participants will understand the content of the *MTR* curriculum and the skills and strategies presented. Using the *MTR* Curriculum, participants will be confident and competent to train students to identify restorative practices, to understand the dynamics of conflict, and to apply the skills and strategies through guided activities. Student mediators will be trained to facilitate a mutually respectful and cooperative resolution process with students and to apply restorative practices to resolve their own conflicts with friends, siblings, parents, and teachers. The curriculum allows the participant to train students in real time while getting immediate feedback.

As a participant, you will also be skillful and confident to design, introduce, advocate for, and implement a peer mediation program for your learning community.

**Note:** Required book must be acquired separately. The required course materials are included in the course fee and will be sent via postal mail after registration is processed.

#### Required Texts and Course Materials

**Book:** *Making Things Right Curriculum* by Ron & Roxanne Claassen (2015). ISBN: 978-1503344280. [https://www.amazon.com/dp/1503344282/ref=cm\\_sw\\_su\\_dp](https://www.amazon.com/dp/1503344282/ref=cm_sw_su_dp)

#### Course Materials (will be sent via postal mail after registration is processed)

- 4 Options for Handling Conflict / Peacemaking Process cards – three packs of 12
- 4 Options for Handling Conflict poster for the classroom
- Peacemaking Process poster for the classroom

**Online Resources:** Relevant online resources that support the course content and encourage further investigation will be available throughout the course assignments. Active hyperlinks are

utilized throughout the course and will link to the appropriate information when clicked. These include videos, podcasts, worksheets, online activities, journal articles and other resources.

**Canvas:** This course will be delivered totally online. Canvas is a web-based learning management system (LMS) that provides students access to online resources, documents, videos, assignments, quizzes, forums, etc. Canvas is easy to learn and has a user-friendly interface.

## Course Dates

Self-paced; students may enroll at any time and take up to one year, from the date of registration, to complete assignments. Students may complete assignments in no less than three weeks for a 3-unit course (one week per unit).

## National Standards Addressed in This Course

### National Board for Professional Teaching Standards (NBPTS)

(<http://www.nbpts.org/standards-five-core-propositions/>)

First published in 1989 and updated in 2016, [\*What Teachers Should Know and Be Able to Do\*](#) articulates the National Board's Five Core Propositions for teaching. The Five Core Propositions - comparable to medicine's Hippocratic Oath — set forth the profession's vision for accomplished teaching. Together, the propositions form the basis of all National Board Standards and the foundation for National Board Certification. Course assignments have been designed so students can demonstrate excellence against these professional teaching standards whenever possible.

- Proposition 1: Teachers are committed to students and their learning
- Proposition 2: Teachers know the subject they teach and how to teach those subjects to students
- Proposition 3: Teachers are responsible for managing and monitoring student learning
- Proposition 4: Teachers think systematically about their practice and learn from experience
- Proposition 5: Teachers are members of learning communities

### The CEP's Character Education Quality Standards (11 Principles of Effective Character Ed.)

1. Character education promotes core ethical values as the basis of good character.
2. "Character" must be comprehensively defined to include thinking, feeling and behavior.
3. Effective character education requires an intentional, proactive, and comprehensive approach that promotes the core values in all phases of school life.
4. The school must be a caring community.
5. To develop character, students need opportunities for moral action.
6. Effective character education includes a meaningful and challenging academic curriculum that respects all learners and helps them succeed.
7. Character education should strive to develop students' intrinsic motivation.
8. The school staff must become a learning and moral community in which all share responsibility for character education and attempt to adhere to the same core values that guide the education of students.
9. Character education requires moral leadership from both staff and students.
10. The school must recruit parents and community members as full partners in the character-building effort.
11. Evaluation of character education should assess the character of the school, the school staff's functioning as character educators, and the extent to which students manifest good character.

## Continuing Education Student Learning Outcomes (CE-SLO)

CE-SLO 1	Demonstrate proficient written communication by articulating a clear focus, synthesizing arguments, and utilizing standard formats in order to inform and persuade others, and present information applicable to targeted use.
CE-SLO 2	Demonstrate comprehension of content-specific knowledge and the ability to apply it in theoretical, personal, professional, or societal contexts.
CE-SLO 3	Reflect on their personal and professional growth and provide evidence of how such reflection is utilized to manage personal and professional improvement.
CE-SLO 4	Apply critical thinking competencies by generating probing questions, recognizing underlying assumptions, interpreting and evaluating relevant information, and applying their understandings to the professional setting.
CE-SLO 5	Reflect on values that inspire high standards of professional and ethical behavior as they pursue excellence in applying new learning to their chosen field.
CE-SLO 6	Identify information needed in order to fully understand a topic or task, organize that information, identify the best sources of information for a given enquiry, locate and critically evaluate sources, and accurately and effectively share that information.

## Course Student Learning Outcomes (C-SLO)

<b>Student Learning Outcomes for This Course</b> By the end of this course student will be able to:	<b>National Standards Addressed*</b>	<b>CE-SLO Addressed**</b>
1. Develop and implement a working understanding of conflict, restorative justice, and mediation and their implications for use in the educational environment through “Making Things Right” and its corresponding “tryout” activities and written reflections.	NBPTS – 1-4 CEP – 1-11	CE 1-6
2. Explain and teach students to understand the dynamics of conflict through activities, class presentations, and written reflections.	NBPTS – 1-4 CEP – 1-11	CE 1-6
3. Demonstrate ability to lead a cooperative resolution process as mediator (e.g., students, friends, siblings, other teachers, parents, etc.) by practicing skills/strategies presented and evaluating them through peer discussion and self-reflection.	NBPTS – 1-5 CEP – 1-11	CE 1-6
4. Compare other models in which restorative justice and peer mediation are used through credible web searches, peer discussion, and written reflection.	NBPTS – 1-4 CEP – 1-11	CE 1-6

5. Examine, demonstrate, and analyze the peacemaking process and the steps for conflict resolution using the Four Options Model and Peacemaking Model.	NBPTS – 1-4 CEP – 1-11	CE 1-6
6. Demonstrate ability to utilize the tools and communication skills implicit in the process of conflict resolution, including active listening and the use of 'I' messages.	NBPTS – 1-4 CEP – 1-11	CE 1-6
7. Develop and refine the use of mediation through practice, reflection, and articulation (oral and written), and through working collaboratively with colleagues.	NBPTS – 1-5 CEP – 1-11	CE 1-6
8. Explain and teach MTR skills to students in the classroom as well as to other teachers, staff, and school community stakeholders. Teacher will evaluate effectiveness based on student responses, student reflections, and student evaluation activity.	NBPTS – 1-5 CEP – 1-11	CE 1-6
9. Create and present a (written) plan (by synthesizing information from the course) for introducing and implementing a peer mediation program in the classroom, at the school site, and at the district level.	NBPTS – 1-5 CEP – 1-11	CE 1-6

\* Please refer to the section on **National Standards Addressed in This Course**

\*\* Please refer to the section on **Continuing Education Program Student Learning Outcomes**

## Topics, Assignments, and Activities

Module Title	Module Assignments and Activities	Points Possible
<b>Welcome Module</b>	<ul style="list-style-type: none"> <li>Welcome Video</li> <li>Course Syllabus</li> <li>Introduce Yourself Forum</li> </ul>	
<b>Module 1 – Introduction to <i>Making Things Right</i></b>	<ul style="list-style-type: none"> <li>1.0 Orientation Assignment</li> <li>1.1 Introduction Video **Reflection</li> <li>1.2 MTR Introduction **Reflection</li> <li>1.3 MTR Activities 1-3 Presentation Option 1 Written Reflection Option 2 May make video of doing activities w/ class</li> <li>1.4 Additional Reading **Reflection</li> <li>1.5 Web Search **Reflection</li> <li>1.6 Discussion Forum</li> </ul>	10 pts 5 pts 5 pts 5 pts  5 pts 5 pts 5 pts
<b>Module 2 – Conflict Theory and Dynamics</b>	<ul style="list-style-type: none"> <li>2.1 Video **Reflection</li> <li>2.2 Experience about “Blocking” **Reflection</li> <li>2.3 Experience about “Unmanaged Conflict Cycle” Option 1**Reflection Option 2 May make a video describing “The Unmanaged Conflict Cycle”</li> <li>2.4 Experience Conflict and Distance **Reflection</li> <li>2.5 MTR Activities 4-7 **Reflections</li> </ul>	5 pts 5 pts 5 pts  5 pts 5 pts

Module Title	Module Assignments and Activities	Points Possible
	<ul style="list-style-type: none"> <li>2.6 Web Search **Reflection</li> <li>2.7 Discussion Forum</li> </ul>	5 pts 5 pts
<b>Module 3 – Four Options Model</b>	<ul style="list-style-type: none"> <li>3.1 Video **Reflection</li> <li>3.2 Articles: The Four Options or Optional Alternative: The Four Options and Matthew 18 **Reflection</li> <li>3.3 The Four Options Activity and **Reflection</li> <li>3.4 Student Conflict Activities 8 &amp; 9 Option 1 **Written Reflection or Option 2 May Role Play Scenario and make a video</li> <li>3.5 The Four Options Class Presentation Option 1 **Written Reflection or Option 2 May submit a video discussing your experience (to include student interviews)</li> <li>3.6 Web Search **Reflection “Four Options Model”</li> <li>3.7 Discussion Forum</li> </ul>	5 pts 5 pts  5 pts 5 pts  5 pts 5 pts 5 pts
<b>Module 4 – Introduction to Mediation</b>	<ul style="list-style-type: none"> <li>4.1 Video **Reflections</li> <li>4.2 MTR Activities 10-11 Presentation **Reflections</li> <li>4.3 Student Interview of play MTR pp. 65-66 Option 1- Written transcript of student interviews* Option 2-Video student interviews* (to include 3-5 interview questions)</li> <li>4.4 Web **Reflection “Peer Mediation”</li> <li>4.5 Discussion Forum</li> </ul>	5 pts 5 pts 5 pts  5 pts 5 pts
<b>Module 5 – Two Essential Skills (Communication)</b>	<ul style="list-style-type: none"> <li>5.1 Video **Reflection for “Active Listening”</li> <li>5.2 QQTP **Response to “Active Listening”</li> <li>5.3 “Active Listening” **Log w/ Comments</li> <li>5.4 Video **Reflection for “I Messages”</li> <li>5.5 “I Message” Write/Read/Response **Reflection</li> <li>5.6 MTR Activities 12-16 Option 1 **Written Reflection Option 2 May design an online survey (e. g. Google docs.) to generate student feedback from activities 12-16*</li> <li>5.7 Web **Reflection “Active Listening” and “I Messages”</li> <li>5.8 Discussion Forum</li> </ul>	5 pts 5 pts 5 pts 5 pts 5 pts 5 pts  5 pts 5 pts
<b>Module 6 – Perspective in Conflict and Peacemaking</b>	<ul style="list-style-type: none"> <li>6.1 Video **Reflection</li> <li>6.2 Make a Digital Poster illustrating “perspective” then explain and discuss your poster with one other person- write a brief paragraph about the other person’s response.</li> <li>6.3 MTR Activities 17-19 Student Interviews (Written, audiotaped, or videotaped) (Include interview questions.)</li> <li>6.4 Web Search “perspective.” Chart: Make a list of at least 10 different perspectives. After each compare to your own point of view, note your personal bias.</li> <li>6.5 Discussion Forum</li> </ul>	5 pts 5 pts  5 pts  5 pts  5 pts
<b>Module 7 – A Peacemaking Model</b>	<ul style="list-style-type: none"> <li>7.1 Video **Reflection</li> <li>7.2 “A Peacemaking Model” or Optional Alternative: “A Peacemaking Model: Biblical Perspectives” **Reflection</li> <li>7.3 Conflict Situation **Reflection</li> <li>7.4 MTR Activity 20 **Reflection</li> <li>7.5 Web **Reflection “A Peacemaking Model”</li> </ul>	5 pts 5 pts  5 pts 5 pts 5 pts

Module Title	Module Assignments and Activities	Points Possible
	<ul style="list-style-type: none"> <li>7.6 Discussion Forum</li> </ul>	5 pts
<b>Module 8 – Mediation Process</b>	<ul style="list-style-type: none"> <li>8.1 Mediation Video **Reflection</li> <li>8.2 “Strategies for Peacemaking” Read pp. 2-42 and 70-89 then demonstrate through PowerPoint or Video of you describing “A Peacemaking Process-Article 1</li> <li>8.3 MTR Activities 21-26 Write **Reflection Paper after conducting student interviews</li> <li>8.4 Web **Reflection on “Mediation Process” (highlight any new learnings)</li> <li>8.5 Discussion Forum</li> </ul>	5 pts 10 pts  5 pts 5 pts 5 pts
<b>Module 9 – Mediation Practice</b>	<ul style="list-style-type: none"> <li>9.1 Video **Reflection with focus on the “Criteria for a Good Agreement.”</li> <li>9.2 Web Search “Peer Mediation Articles” Compare/Contrast **Reflection</li> <li>9.3 Lesson Plan</li> <li>9.4 Discussion Forum</li> </ul>	5 pts 5 pts 5 pts 5 pts
<b>Module 10- Evaluation</b>	<ul style="list-style-type: none"> <li>10.1 Web Search “Peer Mediation Curriculum”-Compare / Contrast and then **write about one added strategy/lesson to try; discuss rationale for using</li> <li>10.2 MTR Activities 31-32; Option 1**Reflection Paper on Mediation Problem Solving Test/Evaluations, Mediator Agreement and Your Experience w/ Course; includes evaluation of responses Option 2 May make a Google form for responses. Participants have Students in their class complete online. (Responses will aggregate automatically.) Provide link when completed.</li> <li>10.3 Written MTR Implementation Plan Proposal</li> <li>10.4 Administrator Appointment (Present Plan) **Reflections</li> <li>10.5 Discussion Forum</li> </ul>	5 pts  5 pts  10 pts 5 pts 5 pts
<b>Course Wrap-up – Grading and Evaluation</b>	<ul style="list-style-type: none"> <li>Final Reflection Forum</li> <li>Course Evaluation</li> <li>Course Completion Checklist</li> <li>Grade Request / Transcript Request</li> </ul>	
	<b>TOTAL POINTS</b>	<b>310 points</b>

## Grading Policies, Rubrics, and Requirements for Assignments

### Grading Policies

- Assignments will be graded per criteria presented in the course rubrics.
- A = 90-100% and B = 80-89%, (anything below 80% will not receive credit.)
- The discernment between an A or a B letter grade is at the discretion of the instructor based on the quality of work submitted (see course rubrics).
- Coursework falling below a B grade will be returned with further instructions.



- All assignments must be completed to receive a grade and are expected to reflect the quality that teacher-training institutions require of professional educators. If completed assignments do not meet this standard, students will be notified with further instructions from the instructor.

### Grading Rubrics

Grade	Percent	Description	Rubric
A	90-100%	Excellent	Meets all course / assignment requirements with significant evidence of subject mastery and demonstration of excellent graduate level professional development scholarship.
B	80-89%	Very Good	Adequately meets criteria for all course/assignment requirements - demonstrates subject competency with very good graduate level professional development scholarship.
NC	Below 80%	Unacceptable	Does not meet the minimum criteria for all course/assignment requirements and demonstrated little, if any, evidence of acceptable graduate level professional development scholarship.

### Writing Requirements

- **Superior:** Writing is clear, succinct, and reflects graduate level expectations. Clearly addresses all parts of the writing task. Maintains a consistent point of view and organizational structure. Includes relevant facts, details, and explanations.
- **Standard:** Writing is acceptable with very few mistakes in grammar and spelling. Addresses most parts of the writing task. Maintains a mostly consistent point of view and organizational structure. Includes mostly relevant facts, details, and explanations.
- **Sub-standard:** Writing contains noticeable mistakes in grammar and spelling. Does not address all parts of the writing task. Lacks a consistent point of view and organizational structure. May include marginally relevant facts, details, and explanations.

### Lesson Plan Requirements

- **Superior:** Instructional goals and objectives clearly stated. Instructional strategies appropriate for learning outcome(s). Method for assessing student learning and evaluating instruction is clearly delineated and authentic. All materials necessary for student and teacher to complete lesson clearly listed.
- **Standard:** Instructional goals and objectives are stated but are not easy to understand. Some instructional strategies are appropriate for learning outcome(s). Method for assessing student learning and evaluating instruction is present. Most materials necessary for student and teacher to complete lesson are listed.
- **Sub-standard:** Instructional goals and objectives are not stated. Learners cannot tell what is expected of them. Instructional strategies are missing or strategies used are inappropriate. Method for assessing student learning and evaluating instruction is missing. Materials necessary for student and teacher to complete lesson are missing.

### Instructor/Student Contact Information

Throughout the course participants will be communicating with the instructor and their classmates on a regular basis using asynchronous posting forums. Students are provided with instructor contact information in the event they want to make email or phone contact. In addition, students are

encouraged to email or phone the instructor at any time. Students will also receive feedback on the required assignments as they are submitted.

## Forums

Participation is an important expectation of this course and all online courses. Online forums promote reflection and analysis while allowing students to appreciate and evaluate positions that others express. Forum postings are open to be viewed by all students in the course, so do not post sensitive or personal information about your students. While students may not be engaging with the same students throughout this course, they will be expected to offer comments, questions, and replies to the forum questions whenever possible. The faculty role in the forums is that of an observer and facilitator.

## Coursework Hours

Based on the Carnegie Unit standard, a unit of graduate credit measures academic credit based on the number of hours the student is engaged in learning. This includes all time spent on the course: reading the textbook, watching videos, listening to audio lessons, researching topics, writing papers, creating projects, developing lesson plans, posting to discussion boards, etc. Coursework offered for FPU Continuing Education graduate credit adheres to 45 hours per semester unit for the 900-level courses. Therefore, a student will spend approximately 135 hours on a typical 3-unit course.

## Services for Students with Disabilities

Students with disabilities are eligible for reasonable accommodations in their academic work in all classes. In order to receive assistance, the student with a disability must provide the Academic Support Center with documentation, which describes the specific disability. The documentation must be from a qualified professional in the area of the disability (i.e. psychologist, physician or educational diagnostician). Once documentation is on file, arrangements for reasonable accommodations can be made. For more information and for downloadable forms, please go to <https://www.fresno.edu/departments/disability-access-education>.

## Plagiarism and Academic Honesty

All people participating in the educational process at Fresno Pacific University are expected to pursue honesty and integrity in all aspects of their academic work. Academic dishonesty, including plagiarism, will be handled per the procedures set forth in the Fresno Pacific University Catalogue and Handbook - <https://handbook.fresno.edu/graduate/academic-policies>

## Technology Requirements

To successfully complete the course requirements, course participants will need Internet access, can send and receive email, know how to manage simple files in a word processing program, and have a basic understanding of the Internet. Please remember that the instructor is not able to offer technical support. If you need technical support, please contact your Internet Service Provider.

**Getting Help with Canvas:** If you need help with Canvas, please contact the FPU Help Desk by phone: (559) 453-3410 or email: [helpdesk@fresno.edu](mailto:helpdesk@fresno.edu). Help is available Mon-Fri 8:00 am to 7:00 pm.



## Final Course Grade and Transcripts

When all work for the course has been completed, students will need to logon to the Continuing Education website (<https://ce.fresno.edu/my-account>) and “Request Final Grade”. Once the instructor receives the requests and submits the grade online, students may log back in to view their Final Grade Report or order transcripts online. Please allow at least two weeks for the final grade to be posted. For more information, see the Continuing Education Policies and Procedures at <https://ce.fresno.edu/ce-policies-and-procedures>.

## University Policies and Procedures

Students are responsible for becoming familiar with the information presented in the Academic Catalog and for knowing and observing all policies and procedures related to their participation in the university community. A summary of university policies may be found on the university website at <https://www.fresno.edu/departments/registrars-office/academic-catalogs>.

## Fresno Pacific University Student Learning Outcomes (FPU-SLO)

FPU-SLO 1	<b>Student Learning Outcomes Oral Communication:</b> Students will <i>exhibit</i> clear, engaging, and confident oral communication – in both individual and group settings – and will critically <i>evaluate</i> content and delivery components.
FPU-SLO 2	<b>Written Communication:</b> Students will <i>demonstrate</i> proficient written communication by <i>articulating</i> a clear focus, <i>synthesizing</i> arguments, and utilizing standard formats in order to <i>inform</i> and <i>persuade</i> others.
FPU-SLO 3	<b>Content Knowledge:</b> Students will <i>demonstrate</i> comprehension of content-specific knowledge and the ability to apply it in theoretical, personal, professional, or societal contexts.
FPU-SLO 4	<b>Reflection:</b> Students will <i>reflect</i> on their personal and professional growth and <i>provide evidence</i> of how such reflection is utilized to manage personal and vocational improvement.
FPU-SLO 5	<b>Critical Thinking:</b> Students will <i>apply</i> critical thinking competencies by <i>generating</i> probing questions, <i>recognizing</i> underlying assumptions, <i>interpreting</i> and <i>evaluating</i> relevant information, and <i>applying</i> their understandings to new situations.
FPU-SLO 6	<b>Moral Reasoning:</b> Students will <i>identify</i> and <i>apply</i> moral reasoning and ethical decision-making skills and <i>articulate</i> the norms and principles underlying a Christian worldview.
FPU-SLO 7	<b>Service:</b> Students will <i>demonstrate</i> service and reconciliation as a way of leadership.
FPU-SLO 8	<b>Cultural and Global Perspective:</b> Students will <i>identify</i> personal, cultural, and global perspectives and will employ these perspectives to <i>evaluate</i> complex systems.
FPU-SLO 9	<b>Quantitative Reasoning:</b> Students will accurately <i>compute</i> calculations and symbolic operations and <i>explain</i> their use in a field of study.
FPU-SLO 10	<b>Information Literacy:</b> Students will <i>identify</i> information needed in order to fully understand a topic or task, <i>explain</i> how that information is organized, <i>identify</i> the best sources of information for a given enquiry, <i>locate</i> and critically <i>evaluate</i> sources, and accurately and effectively <i>share</i> that information.