1. List in detail your Student Learning Outcomes (SLOs) for each graduate degree/certificate offered.

Conflict resolution has become a recognized field. In Hawaii, the Center for Alternative Dispute Resolution in the Judiciary, the American Arbitration Association, non-profit organizations such as the Mediation Center of the Pacific and a number of private planning and law firms employ conflict resolution professionals. A substantial number of conflict resolution professionals are also engaged in private practice specializing in commercial, family or other types of dispute resolution practice. Some public agencies and private firms are building dispute resolution into their management systems. The Conflict Resolution Certificate offers a theory-based educational resource for these professionals.

The immediate outcome of the Certificate program is to provide trained conflict resolution professionals to the community. The long-term outcome is to transform the culture of disputing in the state as indicated by the frequency with which dispute resolution professionals are called upon to organize and administer group processes for problem identification and solving, plan-making, evaluation, etc. A transformed culture of disputing would also be reflected in reductions in the rates of personal grievances, lawsuits and other measures of use of informal dispute resolution mechanisms.

For the Certificate program, each student is expected to demonstrate basic conflict resolution skills near the end of their study. The demonstration may be a simulated mediation or other problem solving process organized by faculty or an actual mediation process. The six specific skills to be demonstrated are:

- Ability to develop and maintain a collaborative atmosphere and approach;
- Ability to use communication skills such as appropriate questions, summarization, active listening, and re-framing, where appropriate, in the assessment;
- Ability to clarify, analyze, frame, track, and link appropriate issues;
✓ Ability to identify and use objective criteria in evaluating dispute resolution proposals;

✓ Ability to use interest-based negotiation principles effectively;

✓ Ability to develop and test dispute resolution options using interests and criteria.

2. Where are these SLOs published?

The SLOs are published as part of the Certificate brochure distributed to students and on the Spark Matsunaga Institute for Peace and Conflict Resolution webpage.

3. Explain how your SLOs map onto your curriculum.

The SLOs are part of skills training that occurs in the required courses and is reinforced in the elective courses. The skills assessment reinforces the importance of learning the skills.

4. What population is covered by your assessment(s)?

All students in the certificate program are covered by the assessments.

5. Please list/describe all assessment events and devices used to monitor graduate student progress through the program.

Students are assessed by several means:

Class performance. Student performance in individual classes is a primary basis for assessing their skills and knowledge.

Professional assessment instruments. Students enrolled in the required classes have their skills evaluated by fellows students and faculty as they progress through the course.

Capstone paper. We require students to prepare a “capstone” paper. The paper is typically an extended examination of some conflict or conflict resolution process. The student is expect to summarize and critically analyze the conflict for the purpose of derive lessons that might inform the theory and practice of conflict resolution in various settings. The paper
may be an extension of a seminar paper already completed. At least two faculty teaching in the certificate program review the paper.

*Practicum.* Each certificate student is expected to complete a practicum experience composed of at least 100 hours related to conflict resolution. The experience might involve the design of a conflict resolution process, mediation assistance or the facilitation of a complex group planning process involving multiple stakeholders with different perspectives.

*Skills assessment.* Students are expected to demonstrate their ability to meet each of the SLOs described above. The demonstration may involve performance in a simulated mediation (which is organized, supervised and videotaped for analysis by at least two faculty). It may also involve actual mediation or facilitation experience that is evaluated by participants.

6. **Please list/describe how your graduate students contribute to your discipline/academic area.**

Several current and former students assist in a variety of conflict resolution processes as mediators and facilitators. Students have been particularly helpful in assisting in complex group planning or decision making processes.

7. **What attempts are made to monitor student post-graduate professional activities?**

The certificate program is only two years old. We have records on all graduates.

8. **How were the assessment data/results used to inform decisions concerning the curriculum and administration of the program?**

While we have only limited feedback, we have made the capstone and practicum requirements more explicit. Detailed guidance about how to prepare a practicum proposal has been developed.

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