

This template is to be used only by programs that have received specific written approval from the Provost's office to proceed with internal proposal development and review. The proposal template should be completed in full and submitted to the University Provost's Office [mailto:[curriculumplanning@asu.edu](mailto:curriculumplanning@asu.edu)]. It must undergo all internal university review and approval steps including those at the unit, college, and university levels. A program **may not** be implemented until the Provost's Office notifies the academic unit that the program may be offered.

**College/School/Institute:**

New College of Interdisciplinary Arts and Sciences

**Department/Division/School:**

School of Humanities, Arts, &amp; Cultural Studies, School of Social &amp; Behavioral Sciences

**Proposing faculty group (if applicable):**
**Are two or more academic units collaborating on this program?**

No, this is not a joint degree program

*If "Yes", list all the additional college(s)/school(s)/institute(s) that will be involved in the development and resources for the degree program by offering courses, faculty or facilities. Please note: This question does not refer to official joint degree programs. Official joint degree programs are ones in which the degree is jointly conferred by two colleges. If the program is jointly conferred, please complete the Proposal to Establish a New Joint Undergraduate Degree Program.*

**Degree type:**

BA-Bachelor of Arts

If other; provide degree type title and proposed abbreviation:

**Name of degree program (major):**

Conflict Resolution

**Are any concentrations to be established under this degree program?**

No, concentrations will not be established.

**Is a program fee required?**

No, a program fee is not required.

**What is the first catalog year available for students to select on the undergraduate application for this this program?**

2018-19

**Delivery method and campus or location options: select all locations that apply**
☐ Downtown Phoenix    ☐ Polytechnic    ☐ Tempe    ☐ Thunderbird    ☒ West    ☐ Other: \_\_\_\_\_

☐ **Both on-campus and** ☐ ASU Online\* - (check applicable campus(es) from options listed above)

☐ ASU Online only (all courses online and managed by ASU Online)

*Note: Once students elect a campus or online option, students will not be able to move between the on-campus and the ASU Online options. Approval from the Office of the University Provost and Philip Regier (Executive Vice Provost and Dean) is required to offer programs through ASU Online. Please contact Ed Plus then complete the ASU Online Offering form in [Curriculum ChangeMaker](#) to begin this request.*

**Proposal Contact**
**Name:** Patricia Friedrich

**Title:** Professor and Associate Dean

**Phone number:** 602/543-5046

**Email:** patricia.friedrich@asu.edu

**DEAN APPROVAL(S)**

**This proposal has been approved by all necessary unit and College/School levels of review. I recommend implementation of the proposed organizational change.**

**College/School/Division Dean name:** Todd Sandrin

**Signature:** 
**Date:** 11 / 29 / 2017

**College/School/Division Dean name:**  
(if more than one college involved)

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_ / \_\_\_\_ / 20\_\_\_\_

*Note: An electronic signature, an email from the dean or dean's designee, or a PDF of the signed signature page is acceptable.*

## **1. Purpose and Nature of Program**

Provide a brief program description. Include the distinctive features of the program that make it unique.

Conflict resolution will allow students to understand relevant theory (communication, conflict resolution and transformation, peace) and apply it to real-life situations of conflict, both at individual and collective spheres, to better address, through communication, the tensions and disputes that inevitably occur when people interact, professionals work together and governments work out their differences. The program is made unique by its attention to all these levels of communication, from the micro to the macro level.

## **2. Student Learning Outcomes and Assessment Methods**

### **A. Knowledge, Competencies, and Skills**

List the knowledge, competencies, and skills students should have when they graduate from the proposed degree program. (You can find examples of program Learning Outcomes at (<https://uoeee.asu.edu/assessment>)).

Graduates of the Conflict Resolution Program will be life-long learners who understand the elements of conflict and develop healthy ways to address it and who can apply the tools offered by the program to communication and conflict transformation in the real world, both at the micro and macro levels.

### **B. Assessment**

Describe the plan and methods to assess whether students have achieved the knowledge, competencies and skills identified in the Learning Outcomes. (You can find examples of assessment methods at (<https://uoeee.asu.edu/assessment>)).

Learning Outcome 1 Students will be able to analyze and synthesize elements of theories of Conflict Resolution and apply those to situations of conflict in the real world.

Measure 1.1 Outcome will be measured by the successful completion of a paper drawn from PAX 230 that demonstrates an ability to analyze, synthesize and apply theory to practice of Conflict Resolution (direct measure).

Performance Criterion 1.1 At least 75% of the papers will demonstrate the students' ability to analyze, synthesize and apply theory. The papers will be assessed on the basis of the following rubric (instrument): (1) fails to meet expectations, (2) meets expectations, and (3) exceeds expectations.

Measure 1.2 Outcome will be measured by students' progress in college-level writing competency as related to analyses and syntheses will be assessed (direct measure) using a VALUE Rubric (instrument).

Performance Criterion 1.2 At least 75% of students will be progressing in college-level writing competency as indicated by their satisfactory results in the VALUE Rubric (instrument) assessment.

Learning Outcome 2 Students will be able to distinguish and respond to the arguments, biases, and motivations of the author while evaluating messages and texts.

Measure 2.1 Outcome will be measured by the successful completion of a paper drawn from COM 312, to be analyzed by a committee of three program faculty, that will demonstrate an ability to engage critically with texts, questioning their arguments, biases, and motivations (direct measure).

Performance Criterion 2.1 At least 75% of the papers will demonstrate the students' ability to engage critically with texts. The papers will be assessed on the basis of the following rubric (instrument): (1) fails to meet expectations, (2) meets expectations, and (3) exceeds expectations.

Measure 2.2 Outcome will be measured by the successful completion of a section of the final exam, in which students respond to academic texts (direct measure), through use of a VALUE Rubric (instrument).

Performance Criterion 2.2 At least 75% of students will be progressing in their ability to respond to others' work as indicated by their satisfactory results in the VALUE Rubric (instrument) assessment.

Learning Outcome 3 Students will demonstrate the ability to utilize different media to systematize and present their understanding of conflict while engaging with multiliteracies.

Measure 3.1 Outcome will be measured by the successful completion of an electronic final portfolio, which will be analyzed by a committee of three program faculty for its engagement with multiple forms of literacy (direct measure).

Performance Criterion 3.1 At least 75% of the portfolios will demonstrate the students' ability to engage with multiliteracies and take a critical look at theory and practice related to their program of study. A rubric with several related elements will be created and the papers will be assessed on the basis of the following rubric (instrument): (1) fails to meet expectations, (2) meets expectations, and (3) exceeds expectations.

Learning Outcome 4 Students will demonstrate the ability to combine theory and practice to address problems in the real world.

Measure 4.1 Outcome will be measured by the successful completion of an electronic final portfolio, which will be analyzed by a committee of three program faculty for its author's ability to connect theory and practice (direct measure).

Performance Criterion 4.1 At least 75% of the portfolios will demonstrate the students' ability to connect theory to practice to address problems in the real world. A VALUE Rubric will be used (instrument).

### 3. Academic Curriculum and Requirements

#### A. Major Map

Attach a copy of the “proposed” major map for this degree program. Instructions on how to create a “proposed major map” in BAMB can be found in the Build a Major Map Training Guide.

#### B. Summary of Credit Hours Required for this Program

Total credit hours must be 120 and include first year composition, general studies, core/required courses, program specific electives, and any additional requirements (e.g., concentration credits).

Requirements	Credit Hours
First Year Composition	6
ASU 101 (or Equivalent)	1
General Studies	41
Core/required courses	15
Program specific electives	30
Additional requirements	0
Other; please explain (University electives)	27
<b>Total</b>	<b>120</b>

#### C. Core/Required Courses

##### i. Total required and/or core course credit hours

15

##### ii. List the prefix, number, name and credit hours for each required/core course for this program

COM 100 Introduction to Human Communication (3)

COM 310 Relational Communication (3)

COM 312 Communication, Conflict, and Negotiation (3)

NEW 484 Internship (3) OR NEW 493 Honors Thesis (3) OR NEW 499 Individualized Instruction (3)

PAX 230 Introduction to Peace Studies (3) OR JHR 100 Introduction to Social Justice and Human Rights (3)

**D. Program Specific Electives****i. Total required program elective credit hours**

30

**ii. List the prefix, number, name and credit hours for any program specific electives for this program**

Students will choose 12 credit hours from each of two focus areas. The areas include Communication and Ethics, Global Awareness and Historical Context, Interpersonal Dynamics, and Politics and Social Problems. Students will also choose 6 credit hours from any of the four focus areas.

**Communication and Ethics**

COM 230 Small Group Communication (3)

COM 414 Crisis Communication (3)

COM 415 Risk Communication (3)

COM 430 Leadership in Group Communication (3)

ENG/PAX 456 Studies in Forensic Linguistics (3)

IAS/PHI 406 Moral Dilemmas (3)

PHI 306 Applied Ethics (3)

PHI 360 Business and Professional Ethics (3)

**Global Awareness and Historical Context**

HST 355 Total War and the Crisis of Modernity (3)

HST 360 The Crusades: Religion and Conflict in the Middle Ages (3)

HST 454 History of Genocide (3)

IAP 307 Art and War (3)

LAS 481 Dictatorships and Dirty Wars: Latin American Cinema from Resistance to Reconciliation (3)

POS 260 Current Issues in International Politics (3)

POS/SBS 480 Global Justice (3)

SOC 445 Globalization, Development, and Resistance (3)

**Interpersonal Dynamics**

COM 263 Elements of Intercultural Communication (3)

COM 316 Gender and Communication (3)

COM 317 Nonverbal Communication (3)

COM 353 Professional Communication (3)

COM 371 Language, Culture, and Communication (3)

COM 451 Communication and Work Relationships (3)

COM 494 Topic: Facilitating Collaboration and Dialogue (3)

COM 494 Topic: Forgiveness and Reconciliation (3)

IAS 305 Work and Identity (3)

**Politics and Social Problems**

ENG/PAX 456 Studies in Forensic Linguistics (3)

ETH 380 Race, Gender, and Class (3)

ETH 449 Hate Speech, Manifestos, and Radical Writings (3)

POS 230 Current Issues in National Politics (3)

POS 470 Law and the Political Order (3)

POS 475 Morality and Politics (3)

SOC 241 Modern Social Problems (3)

SOC 270 Racial and Ethnic Relations (3)

SOC 352 Social Change (3)

**E. Additional Program Requirements, if any:**

List and describe any capstone experiences, milestone, and/or additional requirements.

**F. Concentrations**

i. Are any concentrations to be established under this degree program? No, concentrations will not be established.

ii. If yes, are concentrations required? No, concentrations will not be required.

iii. List courses & additional requirements for the proposed concentration(s):

Concentration Name	Total credit hours	Core/Required Courses for Concentration (Prefix, # & Title)	Total Core credit hours	Program Specific Electives (include course name and prefix)	Total Elective credit hours	Additional Requirements (i.e. milestones, capstones)

**4. New Course Development**
**A. Will a new course prefix (es) be required for this degree program? No**

If yes, list prefix name(s) (i.e. ENG- English): No, courses will utilize existing prefixes such as NEW, ENG, COM, PHI, POS, and PAX

*Note: A request for a New Prefix form must be completed for each new prefix required and submitted with this proposal: New prefix request form.*

**B. New Courses Required for Proposed Degree Program**

List all new courses required for this program, including course prefix, number and course description.

None at this time. We will be developing new courses for this program as needed.

*Note: New course requests must be submitted electronically via Curriculum ChangeMaker and undergo all internal university review and approval steps including those at the unit, college, and university levels.*



## 5. Program Need

Explain why the university needs to offer this program (include target audience and market).

This will be the only ASU degree especially focused on conflict resolution. This is a growing area of interest for a variety of reasons, which include greater access to communication tools and venues made possible by electronic communications, polarization of political views requiring mediation by specialists on conflict transformation, a greater understanding of the role of language in facilitating peace and understanding. While there will be a few courses and ideas that overlap with the concentration in Peace Studies offered as part of the Social and Cultural Analysis degree, the foci are different: conflict resolution also emphasizes skills to solve conflict at the individual- and small-group level (at work, for example), whereas Peace Studies focuses on a more humanitarian pursuit of peace.

## 6. Impact on Other Programs

List other academic units that might be impacted by the proposed program and describe the potential impact (e.g., how the implementation of this program might affect student headcount/enrollment, student recruitment, faculty participation, course content, etc. in other programs). Attach letters of collaboration/support from impacted programs.

Since this is a unique program, with no equivalent on other campuses, we do not anticipate a direct impact on other programs. However, we are asking for impact statements by the School of Social Transformation, the Hugh Downs School of Human Communication, and the College of Integrative Science and Arts.

## 7. Projected Enrollment

How many new students do you anticipate enrolling in this program each year for the next five years?

<b>5-YEAR PROJECTED ANNUAL ENROLLMENT</b>					
	<b>1<sup>st</sup> Year</b>	<b>2<sup>nd</sup> Year</b> (Yr 1 continuing + new entering)	<b>3<sup>rd</sup> Year</b> (Yr 1 & 2 continuing + new entering)	<b>4<sup>th</sup> Year</b> (Yrs 1, 2, 3 continuing + new entering)	<b>5<sup>th</sup> Year</b> (Yrs 1, 2, 3, 4 continuing + new entering)
Number of Students Majoring (Headcount)	15	30	50	70	90

## 8. Accreditation or Licensing Requirements

If applicable, provide the names of the external agencies for accreditation, professional licensing, etc. that guide your curriculum for this program, if any. Describe any requirements for accreditation or licensing.

N/A

## 9. Faculty & Staff

### A. Current Faculty

List the name, rank, highest degree obtained, and area of specialization or expertise of all current faculty who will teach in the program, and estimate their level of involvement.

Doug Kelley, Ph.D., Professor, Communication, Forgiveness, Social Justice, Relationships, Intimacy

Vincent Waldron, Ph.D., Professor, Family Communication, Conflict within Organizations, Resilience

Patricia Friedrich, Ph.D., Professor, Peace Studies, World Englishes, Linguistics, Rhetoric

Jeffrey Kassing, Ph.D., Professor, Communication, Community Sports, Dissent in Organizations

Majia Nadesan, Ph.D., Professor, Communication, Risk Communication, Crisis Communication, (Bio)Politics

Richard Lerman, Ph.D., Professor, Interdisciplinary Media and Digital Art, Film and Media Studies

Shari Collins, Ph.D., Associate Professor, Philosophy, Ethics, Environmental Ethics, Applied Ethics

Bertha Manninen, Ph.D., Associate Professor, Philosophy, Applied Ethics, Medical Ethics, Philosophy of Religion

Stephen Toth, Ph.D., Associate Professor, History, Genocide

William Ackroyd, Ph.D., Senior Lecturer, Political Science

Tuomas Manninen, Ph.D., Senior Lecturer, Philosophy, Moral Dilemmas, Religion

Bonnie Wentzel, Ph.D., Lecturer, Communication

Each of these faculty members will offer between 1-3 courses a year to serve this program

**B. New Faculty**

Describe the new faculty hiring needed during the next three years to sustain the program. List the anticipated hiring schedule and financial sources for supporting the addition of these faculty members.

We will not require new hires in the first three years.

**C. Administration of the Program**

Explain how the program will be administered for the purposes of admissions, advising, course offerings, etc. Discuss the available staff support.

This program is a joint initiative by the School of Social and Behavioral Sciences and School of Humanities, Arts and Cultural Studies and will be administered primarily by the former (with input and scheduling where necessary by the latter) with existing structures and resources.

**10. Resources (necessary to launch and sustain the program)**

**A. Required Resources**

Describe any new resources required for this program's success, such as new support staff, new facilities, new library resources, new technology resources, etc.

No new resources required

**B. Resource Acquisition**

Explain how the resources to support this program will be obtained.

N/A

**APPENDIX**  
**OPERATIONAL INFORMATION FOR UNDERGRADUATE PROGRAMS**  
(This information is used to populate the Degree Search/catalog website.)

**1. Program Name (Major):** Conflict Resolution**2. Marketing Description** (*Optional. 50 words maximum. The marketing description should not repeat content found in the program description*)

Handling conflict effectively is an essential skill in today's world. Drawing from disciplines such as political science, communication and ethics, students learn how to address conflict and transform it into productive dialogue. Ideal for any career field, this program is appropriate for students interested in business, education, government or law.

**3. Program Description** (*150 words maximum*)

The BA program in conflict resolution introduces students to theories and practices that will enable them to understand, address and transform conflict, while dealing with challenges both at the micro and the macro levels in such contexts as professional, cross-cultural, individual and collective interactions. Having engaged with subject areas in political science, communication, ethics, peace studies, history and others, graduates of the program will be ready to pursue further education or careers in business, mediation, advocacy, education, government and law.

**4. Contact and Support Information**Building code and room number: (*Search ASU map*)

FAB N100

Program office telephone number: (*i.e. 480/965-2100*)

602/543-3000

Program Email Address:

sbsadvising@asu.edu

Program Website Address:

<https://newcollege.asu.edu/conflict-resolution-degree>**5. Delivery/Campus Information Options:**

On-campus only (ground courses and/or iCourses)

*Note: Once students elect a campus or online option, students will not be able to move between the on-campus and the ASU Online options. Approval from the Office of the University Provost and Philip Regier (Executive Vice Provost and Dean) is required to offer programs through ASU Online. Please contact Ed Plus then complete the ASU Online Offering form in Curriculum ChangeMaker to begin this request*

**6. Campus/Locations** indicate all locations where this program will be offered.

☐ Downtown Phoenix    ☐ Polytechnic    ☐ Tempe    ☐ Thunderbird    ☒ West    ☐ Other: \_\_\_\_\_

**7. Additional Program Description Information**

A. Additional program fee required for this program? No

B. Does this program have a second language requirement? No

**8. Career Opportunities**

Provide a brief description of career opportunities available for this degree program. (150 words maximum)

Students graduating from the program will have great career prospects in business, education, non-governmental agencies, healthcare advocacy, public and government administration, mediation and advocacy.

**9. Additional Freshman Admission Requirements**

If applicable, list any freshman admission requirements that are higher than and/or in addition to the university minimum undergraduate admission requirements.

N/A

**10. Additional Transfer Admission Requirements**



If applicable, list any admission requirements for transfer students that are higher than and/or in addition to the university minimum undergraduate transfer admission requirements.

N/A

**11. Change of Major Requirements**

*Standard change of major text is as follows:* A current ASU student has no additional requirements for changing majors. Students should refer to <https://students.asu.edu/changingmajors> for information about how to change a major to this program.

If applicable, list any additional requirements for students who may change their major into this program.

N/A

**12. Keywords**

List all keywords used to search for this program (limit 10). Keywords should be specific to the proposed program.

conflict, resolution, peace, mediation, communication, justice, ethics, politics, intercultural, international

**13. Advising Committee Code**

List the existing advising committee code to be associated with this degree.

UGNCSB

*Note: If a new advising committee needs to be created, please complete the following form:*

[Proposal to create an undergraduate advising committee](#)

**14. First Required Math Course**

List the first math course required in the major map.

MAT 142

**15. WUE Eligible**

Has a request been submitted to the Provost by the Dean to consider this degree program as eligible for WUE?

Yes

*Note: No action will be taken during the implementation process with regards to WUE until approval is received from the Provost.*

**16. Math Intensity**

a. List the highest math course required on the major map. (This will not appear on Degree Search.)

MAT 142

b. What is the math intensity as indicated by the highest math required on the major map? Math intensity categorization can be found here: <https://catalog.asu.edu/mathintensity>

General

**17. ONET Codes**

Identify ONET/SOC codes that should be displayed on Degree Search. ONET/SOC codes can be found at: <http://www.onetonline.org/crosswalk/SOC/>. Alternate titles displayed on Degree Search may vary and can be found at: <https://catalog.asu.edu/alternate-career-titles>.

23-1022.00	25-9099.00
21-1012.00	25-9031.00
43-4051.03	
39-9041.00	
27-3031.00	

**18. Area(s) of Interest**

A. Select **one (1)** primary area of interest from the list below that applies to this program.

- |  |  |
|--|--|
| <input type="checkbox"/> Architecture & Construction | <input type="checkbox"/> Health & Wellness                         |
| <input type="checkbox"/> Arts                        | <input type="checkbox"/> Humanities                                |
| <input type="checkbox"/> Business                    | <input type="checkbox"/> <a href="#">Interdisciplinary Studies</a> |
| <input type="checkbox"/> Communications & Media      | <input type="checkbox"/> Law, Justice, & Public Service            |
| <input type="checkbox"/> Computing & Mathematics     | <input type="checkbox"/> <a href="#">STEM</a>                      |
| <input type="checkbox"/> Education & Teaching        | <input type="checkbox"/> <a href="#">Science</a>                   |
| <input type="checkbox"/> Engineering & Technology    | <input checked="" type="checkbox"/> Social and Behavioral Sciences |
| <input type="checkbox"/> Entrepreneurship            | <input type="checkbox"/> Sustainability                            |
| <input type="checkbox"/> <a href="#">Exploratory</a> |  |












B. Select **one (1)** secondary area of interest from the list below that applies to this program.

- |  |  |
|--|--|
| <input type="checkbox"/> Architecture & Construction       | <input type="checkbox"/> Health & Wellness                         |
| <input type="checkbox"/> Arts                              | <input type="checkbox"/> Humanities                                |
| <input type="checkbox"/> Business                          | <input type="checkbox"/> <a href="#">Interdisciplinary Studies</a> |
| <input checked="" type="checkbox"/> Communications & Media | <input type="checkbox"/> Law, Justice, & Public Service            |
| <input type="checkbox"/> Computing & Mathematics           | <input type="checkbox"/> <a href="#">STEM</a>                      |
| <input type="checkbox"/> Education & Teaching              | <input type="checkbox"/> <a href="#">Science</a>                   |
| <input type="checkbox"/> Engineering & Technology          | <input type="checkbox"/> Social and Behavioral Sciences            |
| <input type="checkbox"/> Entrepreneurship                  | <input type="checkbox"/> Sustainability                            |
| <input type="checkbox"/> <a href="#">Exploratory</a>       |  |

## 2018 - 2019 Major Map

### Conflict Resolution, (Proposed)

School/College:  
VETTWMX

Term 1 0 - 13 Credit Hours <b>Critical course signified by</b> 	Hours	Minimum Grade	Notes
 COM 100: Introduction to Human Communication (SB)	3	C	<ul style="list-style-type: none"> <li>• An SAT, ACT, Accuplacer, IELTS, or TOEFL score determines placement into first-year composition courses.</li> <li>• ASU Mathematics Placement Test score determines placement in mathematics course.</li> <li>• ASU 101 or college-specific equivalent First-Year Seminar required of all freshman students. NEW 101 satisfies this requirement.</li> <li>• IAS 300 (3 credit hours) is required for all transfer students in place of NEW 101.</li> <li>• Select your <b>career interest area</b> and play <b>me3@ASU</b>.</li> </ul>
ENG 101 or ENG 102: First-Year Composition OR			
ENG 105: Advanced First-Year Composition OR	3	C	
ENG 107 or ENG 108: First-Year Composition			
NEW 101: The ASU New College Experience	1		
Mathematics (MA)	3	C	
Elective	3		
Term hours subtotal:	13		
Term 2 13 - 29 Credit Hours <b>Critical course signified by</b> 	Hours	Minimum Grade	Notes
 Conflict Resolution Focus Area Course	3	C	<ul style="list-style-type: none"> <li>• Conflict Resolution focus area: students must complete 12 credit hours from each of two different tracks.</li> </ul>
ENG 101 or ENG 102: First-Year Composition OR			
ENG 105: Advanced First-Year Composition OR	3	C	
ENG 107 or ENG 108: First-Year Composition			
Computer/Statistics/Quantitative Applications (CS)	3	C	
Natural Science - Quantitative (SQ)	4	C	
Elective	3		
 Complete ENG 101 OR ENG 105 OR ENG 107 course(s).			
Term hours subtotal:	16		
Term 3 29 - 45 Credit Hours <b>Critical course signified by</b> 	Hours	Minimum Grade	Notes
 Conflict Resolution Focus Area Course	3	C	<ul style="list-style-type: none"> <li>• Conflict Resolution focus area: students must complete 12 credit hours from each of two different tracks.</li> <li>• Develop your <b>skills</b>.</li> </ul>
Global Awareness (G) AND Historical Awareness (H)	3	C	
Humanities, Arts and Design (HU)	3	C	
Literacy and Critical Inquiry (L)	3	C	
Natural Science - Quantitative (SQ) OR Natural Science - General (SG)	4	C	
 Complete First-Year Composition requirement.			
 Complete Mathematics (MA) requirement.			
Term hours subtotal:	16		
Term 4 45 - 60 Credit Hours <b>Critical course signified by</b> 	Hours	Minimum Grade	Notes
 PAX 230: Introduction to Peace Studies (G) or JHR 100: Introduction to Social Justice and Human Rights (SB & G)	3	C	<ul style="list-style-type: none"> <li>• Conflict Resolution Program Elective: choose a course from any track area.</li> </ul>

Conflict Resolution Program Elective	3	C
Humanities, Arts and Design (HU)	3	C
Social-Behavioral Sciences (SB) AND Cultural Diversity in the U.S. (C)	3	C
Elective	3	
Term hours subtotal:		15

- Explore an **internship**, study abroad, or an **IGLE** experience

Term 5 60 - 75 Credit Hours Necessary course signified by ★	Hours	Minimum Grade	Notes
★ COM 312: Communication, Conflict, and Negotiation	3	C	<ul style="list-style-type: none"> <li>• Conflict Resolution focus area: students must complete 12 credit hours from each of two different tracks.</li> <li>• IAS 300 (3 credit hours) is required for all transfer students.</li> <li>• Develop your <b>professional online presence</b>.</li> </ul>
Upper Division Literacy and Critical Inquiry (L) OR IAS 300: Adult Career Development (L or SB)	3	C	
Upper Division Elective	3		
Complete 2 courses: Elective	6		
Term hours subtotal:		15	

Term 6 75 - 90 Credit Hours Necessary course signified by ★	Hours	Minimum Grade	Notes
★ COM 310: Relational Communication	3	C	<ul style="list-style-type: none"> <li>• Conflict Resolution focus area: students must complete 12 credit hours from each of two different tracks.</li> <li>• Conflict Resolution Program Elective: choose a course from any track area.</li> <li>• Research <b>employment opportunities</b>.</li> </ul>
★ Complete 2 courses: Upper Division Conflict Resolution Focus Area Course	6	C	
Conflict Resolution Program Elective	3	C	
Upper Division Language and Cultures: Requirement satisfied through the following: * Completion of six semester hours of upper-division courses that have a Global Awareness (G) or Cultural Diversity (C) designation, in addition to the courses used to meet the University General Studies requirements or four (4) sequential semesters of one foreign language or two (2) semesters of a current computer language. Adjustment to upper division hours is required if lower division courses are used.	3	C	
Term hours subtotal:		15	

Term 7 90 - 105 Credit Hours Necessary course signified by ★	Hours	Minimum Grade	Notes
★ Complete 2 courses: Upper Division Conflict Resolution Focus Area Course	6	C	<ul style="list-style-type: none"> <li>• Conflict Resolution focus area: students must complete 12 credit hours from each of two different tracks.</li> </ul>
Upper Division Language and Cultures: Requirement satisfied through the following: * Completion of six semester hours of upper-division courses that have a Global Awareness (G) or Cultural Diversity (C) designation, in addition to the courses used to meet the University General Studies requirements or four (4) sequential semesters of one foreign language or two (2) semesters of a current computer language. Adjustment to upper division hours is required if lower division courses are used.	3	C	
Upper Division Humanities, Arts and Design (HU) OR Upper Division Social-Behavioral Sciences (SB)	3	C	
Upper Division Elective	3		
Term hours subtotal:		15	

Term 8 105 - 120 Credit Hours Necessary course signified by ★	Hours	Minimum Grade	Notes
★ NEW 484: Internship OR NEW 493: Honors Thesis (L) OR NEW 499: Individualized Instruction	3	C	

★ <i>Complete 2 courses:</i> Upper Division Conflict Resolution Focus Area Course	6	C
<i>Complete 2 courses:</i> Elective	6	
Term hours subtotal:	15	

- Conflict Resolution focus area: students must complete 12 credit hours from each of two different tracks.

- Conflict Resolution focus area: students must complete 12 credit hours from each of two different tracks.

Hide Course List(s)/Track Group(s)

Communication and Ethics	Global Awareness and Historical Context	Interpersonal Dynamics
COM 230: Small Group Communication (SB)	HST 355: Total War and the Crisis of Modernity (SB & G & H)	COM 263: Elements of Intercultural Communication (SB & C & G)
COM 414: Crisis Communication		
COM 415: Risk Communication	HST 360: The Crusades: Religion & Conflict in the Middle Ages (SB & H)	COM 316: Gender and Communication (SB & C)
COM 430: Leadership in Group Communication	HST 454: History of Genocide (G & H)	COM 317: Nonverbal Communication
ENG 456: Studies in Forensic Linguistics or PAX 456: Studies in Forensic Linguistics	IAP 307: Art and War (HU & G)	COM 353: Professional Communication
IAS 406: Moral Dilemmas (L or HU) or PHI 406: Moral Dilemmas (L or HU)	LAS 481: Dictatorships and Dirty Wars: Latin American Cinema from Resistance to Reconciliation (HU & G)	COM 371: Language, Culture, and Communication (SB & C & G)
PHI 306: Applied Ethics (HU)	POS 260: Current Issues in International Politics ((L or SB) & G)	COM 451: Communication and Work Relationships
PHI 360: Business and Professional Ethics (HU)	POS 480: Global Justice (G) or SBS 480: Global Justice (G)	COM 494: Facilitating Collaboration and Dialogue
	SOC 445: Globalization, Development, and Resistance (SB & G)	COM 494: Forgiveness and Reconciliation
		IAS 305: Work and Identity (SB)
Politics and Social Problems		
ENG 456: Studies in Forensic Linguistics or PAX 456: Studies in Forensic Linguistics		
ETH 380: Race, Gender, and Class (SB & C)		
ETH 449: Hate Speech, Manifestos, and Radical Writings (SB & C)		
POS 230: Current Issues in National Politics (L or SB)		
POS 470: Law and the Political Order (SB)		
POS 475: Morality and Politics		
SOC 241: Modern Social Problems (SB)		
SOC 270: Racial and Ethnic Relations (SB & C)		
SOC 352: Social Change (SB & G & H)		



**Total Hours:** 120.0

**Upper Division Hours:** 45 minimum

**Major GPA:** 2.00 minimum

**Cumulative GPA:** 2.00 minimum

**Total hrs at ASU:** 30 minimum

**Hrs Resident Credit for**

**Academic Recognition:** 56 minimum

**Total Community College Hrs:** 64 maximum

**Total College Residency Hrs:** 12 minimum

### **General University Requirements Legend**

General Studies Core Requirements:

- Literacy and Critical Inquiry (L)
- Mathematical Studies (MA)
- Computer/Statistics/Quantitative Applications (CS)
- Humanities, Arts and Design (HU)
- Social-Behavioral Sciences (SB)
- Natural Science - Quantitative (SQ)
- Natural Science - General (SG)

General Studies Awareness Requirements:

- Cultural Diversity in the U.S. (C)
- Global Awareness (G)
- Historical Awareness (H)

First-Year Composition

General Studies designations listed on the major map are current for the 2018 - 2019 academic year.

<b>Date:</b> 11/29/2017	<b>Program Name:</b> BA in Conflict Resolution	<b>Status:</b> UOEEE Provisional Approval
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**Comment**

**Assessment Plan**

<b>Outcome 1:</b>	Students will be able to analyze and synthesize elements of theories of Conflict Resolution and apply those to situations of conflict in the real world.
Measure 1.1	Outcome will be measured by the successful completion of a paper drawn from PAX 230 that demonstrates an ability to analyze, synthesize and apply theory to practice of Conflict Resolution (direct measure).
Performance Criterion 1.1	At least 75% of the papers will demonstrate the students' ability to analyze, synthesize and apply theory. The papers will be assessed on the basis of the following rubric (instrument): (1) fails to meet expectations, (2) meets expectations, and (3) exceeds expectations.
Measure 1.2	Outcome will be measured by students' progress in college-level writing competency as related to analyses and syntheses will be assessed (direct measure) using a VALUE Rubric (instrument).
Performance Criterion 1.2	At least 75% of students will be progressing in college-level writing competency as indicated by their satisfactory results in the VALUE Rubric (instrument) assessment.
Measure 1.3	
Performance Criterion 1.3	
<b>Outcome 2:</b>	Students will be able to distinguish and respond to the arguments, biases, and motivations of the author while evaluating messages and texts.
Measure 2.1	Outcome will be measured by the successful completion of a paper drawn from COM 312, to be analyzed by a committee of three program faculty, that will demonstrate an ability to engage critically with texts, questioning their arguments, biases, and motivations (direct measure).
Performance Criterion 2.1	At least 75% of the papers will demonstrate the students' ability to engage critically with texts. The papers will be assessed on the basis of the following rubric (instrument): (1) fails to meet expectations, (2) meets expectations, and (3) exceeds expectations.
Measure 2.2	Outcome will be measured by the successful completion of a section of the final exam, in which students respond to academic texts (direct measure), though use of a VALUE Rubric (instrument).
Performance Criterion 2.2	At least 75% of students will be progressing in their ability to respond to others' work as indicated by their satisfactory results in the VALUE Rubric (instrument) assessment.
Measure 2.3	
Performance Criterion 2.3	
<b>Outcome 3:</b>	Students will demonstrate the ability to utilize different media to systematize and present their understanding of conflict while engaging with multiliteracies.
Measure 3.1	Outcome will be measured by the successful completion of an electronic final portfolio, which will be analyzed by a committee of three program faculty for its engagement with multiple forms of literacy (direct measure).
Performance Criterion 3.1	At least 75% of the portfolios will demonstrate the students' ability to engage with multiliteracies and take a critical look at theory and practice related to their program of study. A rubric with several related elements will be created and the papers will be assessed on the basis of the following rubric (instrument): (1) fails to meet expectations, (2) meets expectations, and (3) exceeds expectations.
Measure 3.2	

Performance Criterion 3.2

Measure 3.3

Performance Criterion 3.3

<b>Outcome 4:</b>	Students will demonstrate the ability to combine theory and practice to address problems in the real world.
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Measure 4.1	Outcome will be measured by the successful completion of an electronic final portfolio, which will be analyzed by a committee of three program faculty for its author's ability to connect theory and practice (direct measure).
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Performance Criterion 4.1	At least 75% of the portfolios will demonstrate the students' ability to connect theory to practice to address problems in the real world. A VALUE Rubric will be used (instrument).
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Measure 4.2

Performance Criterion 4.2

Measure 4.3

Performance Criterion 4.3

<b>Outcome 5:</b>
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Measure 5.1

Performance Criterion 5.1

Measure 5.2

Performance Criterion 5.2

Measure 5.3

Performance Criterion 5.3

If you would like to make additional revisions to the plan, please make revisions to this document and email to [wkrause@asu.edu](mailto:wkrause@asu.edu).



November 13, 2017

To: Todd Sandrin, Dean and Professor  
New College of Interdisciplinary Arts and Sciences

From: Scott Barclay, Director and Professor  
School of Social and Behavioral Sciences

Louis Mendoza, Director and Professor  
School of Humanities, Arts, and Cultural Studies

Subject: Proposal to Establish BA Conflict Resolution

Attached please find the Proposal to Establish the BA Conflict Resolution. This proposal was prepared by faculty members from the School of Social and Behavioral Sciences and the School of Humanities, Arts, and Cultural Studies.

This proposal, approved for planning in December 2015, was approved by the New College Undergraduate Curriculum Committee. Please approve this proposal and forward it for further approvals.

**New College of Interdisciplinary Arts and Sciences**

Mailing Address: PO Box 37100, Phoenix, AZ 85069-7100  
Street/Shipping Address: 4701 W. Thunderbird Road, Glendale, AZ 85306-4908  
(602) 543-7000 Fax: (602) 543-4565  
newcollege@asu.edu  
<http://newcollege.asu.edu>

## Stacey Kimbell

---

**From:** Patricia Clark  
**Sent:** Tuesday, October 17, 2017 1:10 PM  
**To:** Kimberly Kobojek; Ramsey Eric Ramsey  
**Cc:** Stacey Kimbell; Catherine Kerrey  
**Subject:** Re: BA in Conflict Resolution-questions

**Importance:** High

Stacey: The curriculum committee gives its full approval. Thank you everyone.

Patricia

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**From:** Kimberly Kobojek <[Kimberly.Kobojek@asu.edu](mailto:Kimberly.Kobojek@asu.edu)>  
**Date:** Tuesday, October 17, 2017 at 12:38 PM  
**To:** Ramsey Eric Ramsey <[rer@asu.edu](mailto:rer@asu.edu)>, Patricia Clark <[patricia.clark@asu.edu](mailto:patricia.clark@asu.edu)>  
**Cc:** Stacey Kimbell <[kimbell@asu.edu](mailto:kimbell@asu.edu)>, Catherine Kerrey <[Catherine.Kerrey@asu.edu](mailto:Catherine.Kerrey@asu.edu)>  
**Subject:** RE: BA in Conflict Resolution-questions

I concur with Dr. Ramsey. I truly appreciate the additional explanation and information that Patty provided. Thank you.

---

**From:** Ramsey Eric Ramsey  
**Sent:** Tuesday, October 17, 2017 12:36 PM  
**To:** Patricia Clark <[PATRICIA.CLARK@asu.edu](mailto:PATRICIA.CLARK@asu.edu)>  
**Cc:** Kimberly Kobojek <[Kimberly.Kobojek@asu.edu](mailto:Kimberly.Kobojek@asu.edu)>; Stacey Kimbell <[kimbell@asu.edu](mailto:kimbell@asu.edu)>; Catherine Kerrey <[Catherine.Kerrey@asu.edu](mailto:Catherine.Kerrey@asu.edu)>  
**Subject:** Re: BA in Conflict Resolution-questions

In light of all the additional information (grateful to all who supplied such) I support this moving ahead.

RER

Ramsey Eric Ramsey, Ph.D.  
Associate Dean  
Barrett, The Honors College  
Arizona State University at the West campus  
Phoenix, Arizona 85069  
602-543-3410  
Co-editor, Philosophy/Communication book series  
Duquesne University Press  
Editor, *Review of Communication*



## Stacey Kimbell

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**From:** Duane Roen  
**Sent:** Friday, December 15, 2017 2:56 PM  
**To:** Stacey Kimbell  
**Cc:** Nicholas Alozie; Jacqueline Martinez; Brooks Simpson  
**Subject:** FW: Proposal to Establish Conflict Resolution Minor  
**Attachments:** Establish\_Conflict Resolution Minor\_provost edits\_12-5-17 (003).docx

Stacey,

CISA is pleased to support your proposal for a minor in Conflict Resolution.

Please let us know what else we can do to help.

Best,  
Duane

Duane Roen  
Vice Provost, Polytechnic campus  
Dean, College of Integrative Sciences and Arts  
Dean, University College  
**Arizona State University**  
Mail Code: 2780  
7271 E Sonoran Arroyo Mall  
Mesa, AZ 85212-6415  
P: 480-727-6513

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**From:** Stacey Kimbell  
**Sent:** Friday, December 15, 2017 2:53 PM  
**To:** Duane Roen <Duane.Roen@asu.edu>  
**Subject:** Proposal to Establish Conflict Resolution Minor

Good afternoon Duane,

New College is proposing to establish a minor in Conflict Resolution and the Provost's Office has requested that we obtain an impact statement from your college. I am attaching a copy of our proposal, with the hopes that we could obtain an impact statement from you at your earliest convenience.

If you have any questions about the proposal, please contact Associate Dean Patricia Friedrich, the author of the proposal, who is available via email today.

Thank you!  
Stacey

**Stacey Kimbell**  
Executive Admin Support Specialist  
Academic Administration and Curriculum Planning  
ASU New College of Interdisciplinary Arts and Sciences  
Voice: (602) 543-6150 Fax: (602) 543-4565

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## Stacey Kimbell

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**From:** Patricia Friedrich  
**Sent:** Tuesday, November 07, 2017 10:43 AM  
**To:** Stacey Kimbell  
**Subject:** FW: impact statement request

Dear Stacey,

Here is the relevant conversation with the Hugh Downs School of Human Communication. They have no concerns regarding Conflict Resolution.

Thanks, Patty

Patricia Friedrich, PhD  
Associate Dean for Academic Programs,  
New College of Interdisciplinary Arts and Sciences  
Professor of Linguistics/Rhetoric and Composition,  
School of Humanities, Arts, and Cultural Studies  
Arizona State University P. O. Box 37100  
4701 W. Thunderbird Rd. Mail Code 3051  
Phoenix, AZ, USA 85069-7100  
voice 602 543-6046

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**From:** Linda Lederman <Linda.Lederman@asu.edu>  
**Date:** Monday, November 6, 2017 at 6:19 PM  
**To:** Patricia Friedrich <Patricia.Friedrich@asu.edu>  
**Subject:** Re: impact statement request

Thanks! We have no problem w the degree and wish you the best of luck with it. Please tell me if you need a more formal statement/document. Best, Linda

Dr. Linda C. Lederman, Professor & Director, Hugh Downs School of Human Communication, Arizona State University

On Nov 6, 2017, at 5:34 PM, Patricia Friedrich <[Patricia.Friedrich@asu.edu](mailto:Patricia.Friedrich@asu.edu)> wrote:

Thank you. I am sorry I missed that. The degree is face to face, offered only at West. As with other degrees, a student majoring in Conflict Resolution might be able to take an icourse elective, but other than that, this is not an online degree.

Thank you, Patty

Patricia Friedrich, PhD  
Associate Dean for Academic Programs,  
New College of Interdisciplinary Arts and Sciences  
Professor of Linguistics/Rhetoric and Composition,  
School of Humanities, Arts, and Cultural Studies  
Arizona State University P. O. Box 37100  
4701 W. Thunderbird Rd. Mail Code 3051

Phoenix, AZ, USA 85069-7100  
voice 602 543-6046

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**From:** Linda Lederman <[Linda.Lederman@asu.edu](mailto:Linda.Lederman@asu.edu)>

**Date:** Monday, November 6, 2017 at 5:25 PM

**To:** Patricia Friedrich <[Patricia.Friedrich@asu.edu](mailto:Patricia.Friedrich@asu.edu)>

**Subject:** Re: impact statement request

I do. I had asked you if it was face to face or online and was simply waiting to hear from you.  
Thanks. Linda

Dr. Linda C. Lederman, Professor & Director, Hugh Downs School of Human Communication,  
Arizona State University

On Nov 6, 2017, at 11:57 AM, Patricia Friedrich <[Patricia.Friedrich@asu.edu](mailto:Patricia.Friedrich@asu.edu)> wrote:

Dear Dr. Lederman:

I was wondering if you have any updates regarding the request below. We will have to submit our materials in the next couple of days.

Thank you, Patty

Patricia Friedrich, PhD  
Associate Dean for Academic Programs,  
New College of Interdisciplinary Arts and Sciences  
Professor of Linguistics/Rhetoric and Composition,  
School of Humanities, Arts, and Cultural Studies  
Arizona State University P. O. Box 37100  
4701 W. Thunderbird Rd. Mail Code 3051  
Phoenix, AZ, USA 85069-7100  
voice 602 543-6046

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**From:** Patricia Friedrich <[Patricia.Friedrich@asu.edu](mailto:Patricia.Friedrich@asu.edu)>

**Date:** Tuesday, October 17, 2017 at 1:22 PM

**To:** Linda Lederman <[Linda.Lederman@asu.edu](mailto:Linda.Lederman@asu.edu)>

**Cc:** Stacey Kimbell <[kimbell@asu.edu](mailto:kimbell@asu.edu)>

**Subject:** impact statement request

Dear Dr. Lederman:

I am writing to request an impact statement regarding a BA in Conflict Resolution that we received permission to plan. I am attaching the next step, the proposal to establish form, for your information, and would appreciate it if you would let us know what impact, if any, this degree would have on your programs.

Thank you for your help,

Patty

Patricia Friedrich, PhD  
Associate Dean for Academic Programs,  
New College of Interdisciplinary Arts and Sciences  
Professor of Linguistics/Rhetoric and Composition,  
School of Humanities, Arts, and Cultural Studies  
Arizona State University P. O. Box 37100  
4701 W. Thunderbird Rd. Mail Code 3051  
Phoenix, AZ, USA 85069-7100  
voice 602 543-6046

<Proposal\_to\_establish\_Conflict Resolution v5.pdf>

## Stacey Kimbell

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**From:** Patricia Friedrich  
**Sent:** Tuesday, November 07, 2017 11:01 AM  
**To:** Stacey Kimbell  
**Subject:** FW: impact statement request  
**Attachments:** Proposal\_to\_establish\_Conflict Resolution v5.pdf

Dear Stacey:

Here is the thread with my requests for the school of Social Transformation. I think we are ready to submit since I did not obtain a reply.

Thanks. -P

Patricia Friedrich, PhD  
Associate Dean for Academic Programs,  
New College of Interdisciplinary Arts and Sciences  
Professor of Linguistics/Rhetoric and Composition,  
School of Humanities, Arts, and Cultural Studies  
Arizona State University P. O. Box 37100  
4701 W. Thunderbird Rd. Mail Code 3051  
Phoenix, AZ, USA 85069-7100  
voice 602 543-6046

---

**From:** Patricia Friedrich <Patricia.Friedrich@asu.edu>  
**Date:** Monday, November 6, 2017 at 11:53 AM  
**To:** Elsie Moore <Elsie.Moore@asu.edu>  
**Cc:** Stacey Kimbell <kimbell@asu.edu>  
**Subject:** FW: impact statement request

Dear Elsie:

I was wondering if you have any news on an impact statement for the program below. We will have to submit it in the next couple of days.

Thank you so much, Patty

Patricia Friedrich, PhD  
Associate Dean for Academic Programs,  
New College of Interdisciplinary Arts and Sciences  
Professor of Linguistics/Rhetoric and Composition,  
School of Humanities, Arts, and Cultural Studies  
Arizona State University P. O. Box 37100  
4701 W. Thunderbird Rd. Mail Code 3051  
Phoenix, AZ, USA 85069-7100  
voice 602 543-6046

---

**From:** Patricia Friedrich <Patricia.Friedrich@asu.edu>  
**Date:** Tuesday, October 17, 2017 at 1:28 PM



**To:** Elsie Moore <Elsie.Moore@asu.edu>

**Cc:** Stacey Kimbell <kimbell@asu.edu>

**Subject:** FW: impact statement request

Dear Elsie:

I am writing to request an impact statement regarding a BA in Conflict Resolution that we received permission to plan. I am attaching the next step, the proposal to establish form, for your information, and would appreciate it if you would let us know what impact, if any, this degree would have on your programs.

Thank you for your help,

Patty

Patricia Friedrich, PhD  
Associate Dean for Academic Programs,  
New College of Interdisciplinary Arts and Sciences  
Professor of Linguistics/Rhetoric and Composition,  
School of Humanities, Arts, and Cultural Studies  
Arizona State University P. O. Box 37100  
4701 W. Thunderbird Rd. Mail Code 3051  
Phoenix, AZ, USA 85069-7100  
voice 602 543-6046

## Stacey Kimbell

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**From:** Patricia Friedrich  
**Sent:** Wednesday, December 20, 2017 10:16 PM  
**To:** Stacey Kimbell  
**Subject:** Fwd: Revised Proposal to Establish BA Conflict Resolution

Dear Stacey: I think we are ready to submit.

THANK YIOU!

Begin forwarded message:

**From:** Cynthia Lietz <[clietz@asu.edu](mailto:clietz@asu.edu)>  
**Date:** December 20, 2017 at 9:41:59 PM MST  
**To:** Patricia Friedrich <[Patricia.Friedrich@asu.edu](mailto:Patricia.Friedrich@asu.edu)>  
**Subject:** RE: Revised Proposal to Establish BA Conflict Resolution

I am supportive of this degree program. Is this email sufficient or do you need something more formal?

Sounds interesting, I hope it goes well!

Cynthia A. Lietz, PhD, LCSW  
Senior Associate Dean  
College of Public Service & Community Solutions | Arizona State University  
411 N. Central Ave | UCENT Suite 750 | Phoenix, AZ 85004  
[clietz@asu.edu](mailto:clietz@asu.edu)

<image001.jpg>

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**From:** Patricia Friedrich  
**Sent:** Tuesday, December 19, 2017 12:21 PM  
**To:** Cynthia Lietz <[clietz@asu.edu](mailto:clietz@asu.edu)>  
**Subject:** FW: Revised Proposal to Establish BA Conflict Resolution

Dear Cindy:

I hope you are doing great. I was wondering if you could help us with an impact statement for a degree program we are seeking to establish. We received permission to plan a BA in Conflict Resolution a while back and are now submitting a request to establish it. We were advised to seek an impact statement from you. The Senate deadline is January 11, so if you could provide us with a reply in time for us to meet that, it would be great.

Thank you so much for your consideration,

Patty

**New College of Interdisciplinary Arts and Sciences**  
*School of Social and Behavioral Sciences AND*  
*School of Humanities, Arts and Cultural Studies*  
Establishment of an undergraduate degree

## BA in Conflict Resolution

Patricia Friedrich, PhD  
Associate Dean for Academic Programs,  
New College of Interdisciplinary Arts and Sciences  
Professor of Linguistics/Rhetoric and Composition,  
School of Humanities, Arts, and Cultural Studies  
Arizona State University P. O. Box 37100  
4701 W. Thunderbird Rd. Mail Code 3051  
Phoenix, AZ, USA 85069-7100  
voice 602 543-6046