433/572 -- NEGOTIATION & CONFLICT MANAGEMENT

SYLLABUS

COURSE OBJECTIVES
This course views conflict as an ever-present component of any decision-making environment, including Planning, Public Administration and Non-Profit Management. It offers tools for:

✓ understanding the nature of conflict and of individual and joint decision making processes;
✓ devising individual and group strategies that minimize the destructive consequences of conflict;
✓ identifying and negotiating solutions satisfactory to all involved.

Some negotiation and conflict-related concepts and processes are general and context-free, while others are specific to the planning, policy, administration or non-profit fields. Some simulation games will illustrate context-free decision patterns (for example, the Prisoners’ Dilemma, the Battle of Sexes, the Game of Chicken) while some will exemplify conflict and choice patterns specific to public sector decision making (for example, making budgeting decisions or negotiating public-private cost-sharing arrangements). Games and cases, and students’ reaction to them, form the basis for class discussions about the nature of various decision mechanisms and the role of perceptions in managing conflicts.

Students will acquire the ability to analyze decision situations, understand the stakes of all involved, identify sources of conflict, devise and implement negotiation strategies that recognize when cooperation is beneficial.

COURSE STRUCTURE
The course consists of:

• lectures on individual/joint decision processes, negotiations, and conflict management strategies;
• class discussions and student presentations on assigned conflict management topics;
• simulation games illustrating various aspects of negotiation and conflict management;
• discussions of game outcomes in terms of formal decision making models and negotiation theory.

◊ Students are expected to: attend all classes; participate actively in discussions (see grading).
◊ Homework should be: TYPED, labeled (student’s name) and emailed ON TIME. Communication skills complement analytic ones, so pay attention to completeness, clarity, and aspect of written work. Grading is based on sound analysis, and on effective communication of results.
◊ Prepare for class sessions: read text assignments and identify topics that need clarification. Feel free to raise questions to ensure thorough understanding and ability to use the information in contexts outside the classroom.
◊ Prepare for class discussions of games: keep notes on your own behavior, feelings, choices and rationales, as well as notes on your partners' and opponents' behavior.
(Make journal entries during games, or take some time after class to record your thoughts and perceptions.)
GENERAL INFORMATION

Instructor:  Professor Sanda Kaufman
Office:  UR220.
Office hours:  Before class and by appointment.
Office phone:  216.687.2367
E-Mail:  s.kaufman@csuohio.edu  (please use this address to email me, NOT BLACKBOARD EMAIL!)
Computer:  Consult the LCUA WEB page
Lab hours:  http://urban.csuohio.edu/tech/
              (Students can pick up their account information during hours when the computer lab is open)
Snowy days:  Call 216.687.2000

CONSULT:

- The course web page  http://urban.csuohio.edu/~sanda/syl/conf.htm
- Blackboard:  schedule, readings, homework/paper descriptions, test outcomes, powerpoints, game debriefs, puzzles
- The conflict resources web page  http://urban.csuohio.edu/~sanda/conflict.htm
- The instructor's web page  http://urban.csuohio.edu/~sanda/newsk.htm

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TEXTS

   (LBS in Schedule.)
OTHER READINGS

R. Cohen, Negotiating across Cultures (United States Institute of Peace, 1998).
W.A. Donohue, Managing Interpersonal Conflict (Sage, 1992).
J.P. Folger & T.S. Jones eds., New Directions in Mediation: Communication Research & Perspectives (Sage, 1994).
S. Gleason, ed., Workplace Dispute Resolution (Michigan State University Press, 1997)
D. Kolb & Assoc., When Talk Works: Profiles of Mediators (Jossey-Bass 1994)
M. LeBaron Duryea, Conflict and Culture: A Literature Review and Bibliography (UVic Institute for Dispute Resolution, 1992).
I. Mitroff, Smart Thinking for Cray Times: The Art of Solving the Right Problems (Berrett-Koehler, 1998)
E. Rasmussen, Games and Information: An Introduction to Game Theory (Blackwell, 1989).
R. Shell, Bargaining for Advantage: Negotiation Strategies for Reasonable People (Viking, 1999)
http://cat.xula.edu/thinker/ : Thinker - assists students with their mastery and appreciation for the field of cognitive psychology.

EVALUATION PROCEDURE
The final grade (4 credits) will be a composite of:

<table>
<thead>
<tr>
<th>Grades for</th>
<th>Weight</th>
<th>Max. Grade/Max. Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>assignments (due 9.6, 10.9, 11.15)</td>
<td>10%</td>
<td>3, 2, 5/10</td>
</tr>
<tr>
<td>class participation (in games, discussions, hw &amp; game presentations)</td>
<td>25%</td>
<td>15 presence + 10 rest/25</td>
</tr>
<tr>
<td>midterm 1 (9/25)</td>
<td>15%</td>
<td>100/15</td>
</tr>
<tr>
<td>midterm 2 (11/1)</td>
<td>20%</td>
<td>100/20</td>
</tr>
<tr>
<td>final paper (due 12/6)</td>
<td>30%</td>
<td>100/30</td>
</tr>
</tbody>
</table>

* Game 2 (see schedule below) is the basis for the final paper and cannot be made up.
* Late work will **not** be accepted.
* No additional credit is available.
* **All** tests & papers are **required**. Test make-ups will be given **only** in extreme circumstances (proof required; vacations are not emergencies). Students are responsible for scheduling make-ups within 1 week of the class test. (Make-ups are different in content, length and format from in-class tests.)

**ATTENDANCE**

This class relies on role plays and discussion of results. Therefore, attendance is a proxy for participation and is taken at every class.
* Arrive on time (late students hold back the class and require redistribution of roles)
* Attend classes to participate, and to become familiar with the concepts tested in the midterms.
* Any syllabus changes are announced in class.

**IMPORTANT CSU dates**

For add/drop deadlines, holidays and Spring Break dates, see CSU Academic calendar, [http://www.csuohio.edu/enrollmentservices/registrar/calendar/](http://www.csuohio.edu/enrollmentservices/registrar/calendar/)

**UNIVERSITY POLICIES**

- **PLAGIARISM** (see the CSU student code of conduct, section 3.1.2) - CSU Student Handbook definition:

  Plagiarism – Stealing and/or using the ideas or writings of another in a paper or report and claiming them as your own. This includes but is not limited to the use, by paraphrase or direct quotation, of the work of another person without full and clear acknowledgment. (Academic Regulations)

  [Penalties for plagiarism: http://www.csuohio.edu/studentlife/StudentCodeOfConduct.pdf](http://www.csuohio.edu/studentlife/StudentCodeOfConduct.pdf)

- **Penalties for plagiarism:** The penalties for plagiarism are found full in the Student Handbook under Academic Conduct Regulations.

- **OTHER**
  - Refer to the CSU Bulletin for add/drop/withdrawal procedures, S/U and incomplete grading.
  - For class cancellations due to weather, call CSU information (687-2000) before class.
  - Grades cannot be changed after their issuance at the end of the Semester.

**STUDENTS WITH SPECIAL NEEDS**

“Educational access is the provision of classroom accommodations, auxiliary aids and services to ensure equal education opportunities for all students regardless of their disability. Any student who feels he or she may need an accommodation based on the impact of disability should contact the Office of Disability Services at 216.687.2015. Accommodations need to be requested in advance and will not be granted retroactively.”

Students should notify the instructor as soon as possible if they have been granted an accommodation through the Office of Disability Services (The Office is located in MC147. [http://www.csuohio.edu/offices/disability/](http://www.csuohio.edu/offices/disability/)).
**Schedule**

(tentative, changes are likely and will be announced in class and on the web)

<table>
<thead>
<tr>
<th>WEEK</th>
<th>READ LBS</th>
<th>SUBJECT</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>8.28</td>
<td>Chapter 1 Introduction—class organization, course content. The nature of conflict.</td>
</tr>
<tr>
<td></td>
<td>8.30</td>
<td>Chapter 1; readings 1.1 &amp; 1.4 The nature of negotiation; decision making basics</td>
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<tr>
<td>2.</td>
<td>9.4</td>
<td>Chapter 2, part 1 Strategy &amp; Tactics of Distributive Bargaining</td>
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<tr>
<td></td>
<td>9.6</td>
<td>Chapter 2, part 2 Strategy &amp; Tactics of Distributive Bargaining (cont.) HW1 due</td>
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<tr>
<td>3.</td>
<td>9.11</td>
<td>Chapter 3, part 1 Strategy &amp; Tactics of Integrative Negotiation</td>
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<tr>
<td></td>
<td>9.13</td>
<td>Chapter 3, part 2, readings 1.8, 1.10 Strategy &amp; Tactics of Integrative Negotiation (cont.)</td>
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<tr>
<td>4.</td>
<td>9.18</td>
<td>Chapter 4 Negotiation: Strategy &amp; Planning</td>
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<tr>
<td></td>
<td>9.20</td>
<td>Chapter 5, readings 1.5, 2.2 Perception, cognition and communication</td>
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<tr>
<td>5.</td>
<td>9.25</td>
<td>Chapters 1-4, readings MIDTERM 1 (class time)</td>
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<tr>
<td></td>
<td>9.27</td>
<td>readings 2.1 &amp; 2.9, Chapter 6 Perception, cognition and communication (cont.) ; Communication</td>
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<tr>
<td>6.</td>
<td>10.2</td>
<td>readings 2.8, 3.5, 4.2 &amp; 4.3 Chapter 7 Finding and using negotiation leverage</td>
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<tr>
<td></td>
<td>10.4</td>
<td>Readings 2.4 &amp; 2.7 Finding and using negotiation leverage</td>
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<tr>
<td>7.</td>
<td>10.9</td>
<td>Chapter 9, readings 3.11 Relationships in Negotiations HW2 due</td>
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<td></td>
<td>10.11</td>
<td>Chapter 10 Multiple Parties and Teams</td>
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<tr>
<td>8.</td>
<td>10.16</td>
<td>readings 3.11, 6.6 Multiple Parties and Teams (cont.); preparation for Negotiations (roles distributed)</td>
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<td></td>
<td>10.18</td>
<td><strong>DO NOT MISS CLASS!!!!!</strong> Negotiations (Big game 1)</td>
</tr>
<tr>
<td>9.</td>
<td>10.23</td>
<td>Chapter 9, readings 4.2 Big game presentations, Relationships in Negotiations</td>
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<td></td>
<td>10.25</td>
<td>Chapter 11 International and Cross-Cultural Negotiation</td>
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<tr>
<td>10.</td>
<td>10.30</td>
<td>Study for test (no class)</td>
</tr>
<tr>
<td>11.</td>
<td>11.1</td>
<td>Chapters 5-7, 9 MIDTERM 2 (class time)</td>
</tr>
<tr>
<td>12.</td>
<td>11.6</td>
<td>readings 5.1, 5.3 International and Cross-Cultural Negotiation, Preparation for Negotiations</td>
</tr>
<tr>
<td></td>
<td>11.8</td>
<td><strong>DO NOT MISS CLASS!!!!!</strong> Negotiations (Big game 2, for the final paper)</td>
</tr>
<tr>
<td>VD</td>
<td>11.13</td>
<td><strong>VETERANS DAY, NO CLASS</strong></td>
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<tr>
<td>13.</td>
<td>11.15</td>
<td>readings 7.4 Mediation HW3 due</td>
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<tr>
<td>14.</td>
<td>11.20</td>
<td>Chapter 8 Ethics in negotiation</td>
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<td></td>
<td>11.22</td>
<td><strong>THANKSGIVING RECESS, NO CLASS</strong></td>
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<tr>
<td>15.</td>
<td>11.27</td>
<td>readings 2.10, 2.11 &amp; 2.12 Ethics in negotiation (cont.)</td>
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<tr>
<td></td>
<td>11.29</td>
<td></td>
</tr>
<tr>
<td>16.</td>
<td>12.4</td>
<td>Chapter 12 Best Practices</td>
</tr>
<tr>
<td></td>
<td>12.6</td>
<td>Final presentations (cont.), Wrap-up Final PAPER due</td>
</tr>
</tbody>
</table>
HOMEWORK FORMAT

- **Make it interesting to you:** keep your writing brief and structured; **1-2 pages** as needed (but not less than 1), do not use fillers and tell what you think you would be interested in hearing from others.

- **Make it professional:** spell-check and proofread all work you hand in. Check that assignments cover all the points mentioned in their description below (correctness, completeness and clarity). Cleveland State University's Writing Center can help.

- **Make it easy to find:** label your products with your name, the homework number and date, and page numbers (if needed).

- **Make it easy to read:** type all text using word processing.

- **Make it easy to understand:** explain your logic. State your conclusions where appropriate. Do not leave the reader guessing.

- **Make it presentable:** be prepared to share your story with the class; plan your presentation so you give only key points, relating them to textbook concepts and classroom discussions.

- **Hand it in on time:** Email it to s.kaufman@csuohio.edu (not Blackboard!!!), naming the file “last name_hw#” (e.g., “smith_HW1”)

**HOMEWORK 1**

**Due 9.6**

Think of a real situation most like a 2-party, one-time, fixed-sum (**distributive**) negotiation. (It can be a story from your experience, or a current event.) Describe it briefly, then analyze it in terms of:

- How reality deviates from the 2-party distributive negotiation presented in the text (if everything seems different, you should pick a different example that has at least a few of the key characteristics of a distributive negotiation);

- What goals the players might have had;

- What strategies the players used, and what they might have used to get the best outcome for themselves;

Be prepared to present your example in class.

**HOMEWORK 2**

**Due 10.9**

Read the volunteer dilemmas (handout posted on Blackboard) and decide how you will react under each scenario. For each write a brief paragraph explaining your choice.

Be prepared to discuss your choices in class.

**HOMEWORK 3**

**Due 11.15**

Think of a real situation you have experienced, in which you or someone else played an informal third party role. Briefly describe the situation and the role played by the third party (why was it “informal”?). Analyze concisely the effect the third party had on the situation, speculating on the outcome that would have prevailed otherwise.

Be prepared to present your example in class.
You are part of a group unable to function if you are not present. In deference for your colleagues, make every effort to be present at the two sessions.

**PROCESS** *(Meet during class time and perform the negotiations described below.)*

### Session 1:
- ✔️ Read the materials carefully and prepare, recording your reasons for your choices (for example, establish your reservation price and list your reasons for it). Think of strategies (and keep notes for your reasons). Remember: The “Public Background Information” is shared by all; role instructions are confidential, not to be disclosed lightly to the other side.
- ✔️ Decide which role to take (do it expeditiously -- it should take no longer than 10 minutes to organize).
- ✔️ Strategize: all City of Tamarack reps should get together on one side of the room, while mining company reps should get together on the other side of the room, to discuss the strategies.

### Session 2:
- ✔️ Convene in your own group and firm up plans, keeping track of what you decide (and why).
- ✔️ Find a space that allows for negotiations without interference from the other groups.
- ✔️ Begin negotiations. Throughout the process, pay attention to trust, character of the interactions (whether competitive or cooperative), the basis for decision making (the interplay of power, threats, bluff, problem solving, etc.). Keep notes with your observations of process, and of the participants’ behavior.
- ✔️ You can take breaks and caucus with your group when needed (for example to revise the team’s strategy).
- ✔️ Record your perception of the opponents’ strategy and reservation price, and changes in them as negotiations unfold. Record changes in your team’s reservation price and strategy as more information becomes available.
- ✔️ Record the settlement.
- ✔️ Keep notes for all the points you will need to discuss in the presentation. You may or may not come to an agreement: either outcome is acceptable, as long as you will be able to analyze the reasons for it.
- ✔️ At the end, spend some time in your group to prepare a group presentation for next week.

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### Timeline

<table>
<thead>
<tr>
<th>Session I</th>
<th>Preparation</th>
<th>Session II</th>
<th>Negotiation</th>
</tr>
</thead>
<tbody>
<tr>
<td>0:00</td>
<td>0:10</td>
<td>0:10</td>
<td>0:15</td>
</tr>
<tr>
<td>Organize</td>
<td>Read</td>
<td>Strategize</td>
<td>Begin negotiation</td>
</tr>
<tr>
<td>Form groups &amp; teams</td>
<td>Take notes</td>
<td>Discuss plans with others in same role</td>
<td>Negotiate a settlement</td>
</tr>
<tr>
<td>Pick group recorder</td>
<td>Think</td>
<td>(if there is one) Make copies for everyone</td>
<td>Decide who will do what</td>
</tr>
</tbody>
</table>
CLASS PRESENTATION CONTENT

- prepare to present your work to the class
- coordinate so all members of your group have some part and there is no overlap (no "like she said...") – divide the work among group members
- try to make it as interesting as possible to your colleagues
- use class concepts to explain what happened in your group; select and present in an interesting way some unique feature of the case or some lesson learned.

- **STAKEHOLDER ANALYSIS:**
  - state your initial understanding of the problems;
  - describe your situation: interests, goals, reservation prices, alternatives, power, strategy
  - analyze your opponents’ situation in similar terms ("put yourself in your partners’ shoes" – look at issues from their angle, rather than give an opinion on what that angle "should" have been).

- **PROCESS ANALYSIS:**
  - describe very briefly the negotiation in terms of moves and outcome;
  - review your original plans: did you follow them? Did you meet your objectives? Why or why not?
  - what tactics did you employ and how effective were they?

- **REFLECTIVE ANALYSIS:**
  - evaluate the outcome for each party
  - how completely/easily did you identify with your role? (were there times when you acted more as yourself than as how you think the real parties would?)
  - if in this position again, what would you do differently? Why?
  - what did you notice that would have helped people in the other roles be more effective in dealing with your role?

- **WHAT HAVE WE LEARNED:**
  - was this situation different from those of other situations you are familiar with? if yes, how?
  - what do you think you have learned that could be taken to other bargaining situations? (each group member has to report on this portion! – a personal "nugget of wisdom")

All Powerpoints used in class will be posted on Blackboard before class (ppts folder) so students can annotate them during class.
Game results and debriefs will be posted after the class in which a game has been played game results and debriefs folders respectively).
Please download this material for study for the midterms.

Materials (role play instructions necessary for use in class) will be posted on Blackboard before each class. Please check the folder “Print for class today” before coming to class, and print the materials (which will not be distributed in class and without which students cannot participate in the role plays).
BIG GAME 2: ELMWOOD HOSPITAL NEGOTIATIONS

Lewicki Readings, materials on Blackboard and distributed in class (basis for final paper)

You are part of a group unable to function if you are not present. In deference for your colleagues, make every effort to be present at this session. This is the material for your final paper.

PROCESS (Meet during class time, and perform the negotiations described below.)

Session 1:
- Find out your assigned group role. Begin by carefully reviewing the questions you will have to answer for the final paper. That will guide you in your note-taking during the game.
- Take 10-15 minutes to read the materials carefully and prepare, recording your reasons for your choices (for example, establish your reservation price and list your reasons for it). Think of strategies (and keep notes for your reasons).
- Within each group, decide who should play the several roles mentioned in the instructions. Then discuss how the group will handle internal differences and how the different roles will be played.
- Strategize: all Community/Hospital/Mediator reps should get together in different corners of the room to discuss the strategies for up to 30 minutes.; then meet in your own group and firm up plans for the next session (take notes!).

Session 2:
- Reconvene, find a space that allows for negotiations without interference from the other groups.
- Begin negotiations. Throughout the process, pay particular attention to issues such as trust, character of the interactions (whether competitive or cooperative), the basis for decision making (the interplay of power, threats, bluff, problem solving, etc.). Also, pay attention to the intra-group dynamics. Keep notes with your observations of process, and of the participants’ behavior.
- Take breaks when needed (for example to revise the team’s strategy).
- Record your perception of the opponents’ strategy and reservation price, and changes in them as negotiations unfold. Also record changes in your own reservation price and strategy as more information becomes available. Keep an eye on the intra-group interactions in the opponent team, and think about how they affect your team’s decisions, trust, etc.
- Record the settlement.
- Keep good notes for all the points you will need to discuss in the paper. You may or may not come to an agreement: either outcome is acceptable, as long as you will be able to analyze the reasons for it.
- Write the paper around your notes.

<table>
<thead>
<tr>
<th>SESSION 1</th>
<th>PREPARATION</th>
<th>SESSION 2</th>
<th>NEGOTIATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>ORGANIZE</td>
<td>READ</td>
<td>STRATEGIZE</td>
<td>BEGIN NGOTIATION</td>
</tr>
<tr>
<td>Form groups &amp; teams</td>
<td>Take notes</td>
<td>Discuss plans with others in same role (Hospital, Community, Mediator)</td>
<td>Negotiate a settlement</td>
</tr>
<tr>
<td>Pick group recorder</td>
<td>Think</td>
<td>Keep good notes</td>
<td>(if there is one)</td>
</tr>
<tr>
<td></td>
<td>Pick intra-group roles</td>
<td></td>
<td>Write down key impressions</td>
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<tr>
<td></td>
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<td></td>
<td>Decide who will do what</td>
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</tbody>
</table>
**Paper Content** (no more than 8 typewritten pages)  
Label the sections; email to [s.kaufman@csuohio.edu](mailto:s.kaufman@csuohio.edu), naming the file with your last name.

- **Title Page:** Paper title, author’s CSU ID (no name!)
- **Introductory Section:** “road map” for the paper (tells the reader what to expect in each section)  
  - describe the paper layout, your role, and (briefly) your main conclusions (as in an executive summary).
- **Stakeholder Analysis Section:**  
  - state your initial understanding of the problems;  
  - analyze your situation: interests, goals, reservation prices, alternatives, power, strategy, opportunities and difficulties related to the different roles within your own group;  
  - analyze your partners’ situation in similar terms (“put yourself in your partners’ shoes” -- attempt to see the problem from their angle, rather than give an opinion on what that angle “should” have been);  
  - if you are a mediator, do this for both parties; if you are a party, analyze the other and the mediator.
- **Process Analysis Section:**  
  - describe the negotiation briefly in terms of moves and outcome (it should not be the bulk of your paper);  
  - review your original plans: did you follow them? Did you meet your objectives? Why or why not?  
  - what tactics did you employ within your own group and toward the other group? how effective were they?  
  - (how) was power used by the parties and the mediator?  
  - did the mediator help or hinder? How? (If a party) What was the mediator’s strategy?  
  - (If a mediator) What did the parties do to help or hinder the mediator’s work?
- **Reflective Analysis Section:**  
  - evaluate the outcome for each party and for the mediator  
  - how completely/easily did you identify with your role? if in this position again, what would you do differently? Why?  
  - what did you notice that would have helped people in the other roles be more effective in dealing with your role?  
  - what are some strategies for dealing with your own group?
- **Conclusions Section:**  
  - (“nugget of wisdom”) what have you learned that could be taken to other bargaining situations?

**Form**  
_Those who write clearly have readers, those who write obscurely have commentators._ Albert Camus, writer and philosopher (1913-1960)  
- Be concise; bring in information only when needed to support one of your arguments – do not repeat what you already said and do not spend most of your time retelling the story from the book.  
- Back your statements with your reasoning, carefully separate fact (observed) from your opinion of it.  
- Use conflict management concepts discussed in class wherever possible.  
- Break your writing into sections and subsections (labeled to reflect the content relevant to your paper)

**Class Presentation**  
- follow the paper outline, distributing the portion among the group members so there is no overlap  
- try to make it as interesting as possible to your colleagues  
- prepare an individual portion (your own nugget of wisdom) regarding what you have observed/learned in this exercise.

**Grading**  
- **Paper form:** use of the proposed analytical structure, conciseness, clarity, attention to the difference between facts, beliefs and values and attribution to any sources used;  
- **Paper content:** logic and completeness of arguments, coverage of issues required, ability to derive some general insights from the specific case studied, contribution beyond insights offered in the case.  
- **Presentation:** use of class concepts to explain what happened in your group; clarity; ability to select and present in an interesting way some unique feature of the case or some lesson learned.

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1 Master and Honors students write 12 pages.