### Midterm Paper

name:

Course: MGT 4380

 Nassau Community College is based in the Garden City of New York, United States of America. Nassau Community College was started in the year 1959 with approximately 630 students at that time. This college obtained the property at the time when the Mitchel Air Force based was closed, and property was handed over to the college. This college has a global reputation, and main plus point of this college is that it has east in the four-year institutions’ transferability (Nassau Community College, 2016). By examining the nature of conflict and the conflict resolution processes at Nassau Community College, recommendations can be made concerning the improvement of conflict resolution within the organization.

**Disputing System at Nassau Community College**

 At Nassau Community College, a well-managed dispute or conflict management system exists.. Any dispute, controversy or claim which arises in the college either related to the agreement or not is submitted to arbitration. A dispute may be in connection with the provisions of agreements, related to the faculty member of the college or may be related to other processes of the college. All types of disputes are settled by the arbitration at the locality, as per the rules of the American Arbitration Association. The dispute may be reported by any parties who have a connection to the dispute.

The final and conclusive answers are submitted to the highest court of a forum, which may be Federal or State depending on the jurisdiction, where awards could be rendered upon the parties involved in the dispute. As far as the expenses of the arbitration are concerned, they are borne equally by the parties involved in the arbitration. The parties involved in the disputes either pay for or bear the cost of their experts, counsel or evidence. This formal process exists in the Nassau Community College which must be followed by the disputing parties. The parties are required to be validate and present in the good standing, and there should be no labor dispute or stoppage of the operation by the disputes. It is also necessary for the parties that there should be no pending action, legal, administrative or another kind of proceeding (Nassau Community College, 2016).

**Disputing System at Onondaga Community College**

 Onondaga Community College is similar to the Nassau Community College. Onondaga Community College also addresses disputes and a formal conflict process also exists in the college. The policy of Onondaga Community College is designed to provide a mechanism to the college student to solve the dispute in a manner which is fair for both of the parties involved in the dispute. In order to register a dispute for the final course grade, it is necessary for the student to initiate the dispute procedure according to the dates of grades which are 1st March and 1st October for the summer and spring grades. After passing the due dates, the disputes are not allowed to register as per the policy of the Onondaga Community College (Onondaga Community College, 2016).

The student has the full right to contact the Chairperson in the department of the instructor in the case that instructor is absent at the time of registering disputes. The Department Chair will utilize the grade and record the dispute in the case of non-availability of the instructor. There are three stages for resolving grade disputes. Although the dispute is expected to be resolved at Stage 1, Stage 2 and Stage 3 of this procedure are also available to the student for resolving cases.

 At Stage 1, the Instructor/Student Conference exists in which it is a requirement for the student to bring all the evidence for discussion. The instructor will explain the reason for the dispute and will also explain the grading policy of the instructor. The records will be presented according to the Rules of College Academics. The student will also have to prove a violation occured and offer reason for bringing forward the dispute. I If no resolution can be reached at this stage, the dispute will go forward to Stage 2 where the Chairperson will hear the dispute.

 At Stage 2, the ad-hoc faculty committee exists in which the student will have to submit a written statement of the dispute. The statement will be submitted directly to the Chairperson before the 15th of March and 15th of October as per the spring and summer grades. The chairperson will appoint the ad hoc committee which is where the dispute of the student and instructor will be heard. The ad hoc committee will include department and non-departmental members. In this committee, the written statement will be handed over to the committee and burden of proof will exist on the student. In the case the ad hoc committee rejects the dispute, the dispute will go forward to Stage 3 (Onondaga Community College, 2016).

 Stage 3 is the final appeal stage. In this stage, the dispute will be heard by the Provost and Senior Vice President. The dispute will, again, be submitted in front of the committee and the decision of the Provost and Senior Vice President will be final and cannot be challenged by the either party. This is the formal process of tackling the dispute in the Onondaga Community College.

**Changes in Nassau Community College**

 According to ***“Human Needs model”*** of ***“John Burton”*** as a conflict management strategy, the individual or group should focus on security, equal participation, and recognition to resolve the dispute; there should be strong restructuring in the all these factors. Moreover, according to ***“Roger Fisher and William Ury,”*** the ***“Principle Negotiation”*** is the conflict management strategy in which there are some principles which should be focused on management. These principles are separation of the problem by the people, generation of a variety of options for settlement, prime focus on the interest despite principles and insist on the agreement of objective criteria (Dixit, 2004).

Nassau Community College can learn a lot from the dispute process system of Onondaga Community College. In Onondaga Community College, a well-established system exists which tackles disputes initiated by the students in a serious manner and allow for the proper changes to solve the dispute. There are three stages that exist in Onondaga Community College. At each stage, a different member of the organization, as per seniority, hears the case. Fair chances are available at Onondaga Community College and appeals are available to the both parties so no unfairness exists and the dispute is solved in the correct and fair manner. No such system exists in Nassau Community College and the college needs to make some changes in the dispute process system.

 The main changes which are recommended for Nassau Community College are that stages should be formed for tackling dispute as per Onondaga Community College. The stages may be more or less than the Onondaga Community College system but should be based on seniority level. Moreover, there should also be a specific date for registering the dispute, so it can be solved in a fair period of time.. The students and another party should be given fair chances to represent a side of the dispute before forwarding disputes to the next stage.

These changes may improve the dispute process system in Nassau Community College. The main reason these changes is that there is no such system for hearing the disputes which prevents parties within a dispute from having the basic right to appeal a decision.

**Analysis for Conflict Resolution Processes**

 Based on the analysis, it is recommended that Nassau Community College should adopt the changes, which are recommended as per the disputing process system analyzed in the Onondaga Community College. The changes which are recommended for Nassau Community College will improve the dispute process system in the College. In the Nassau Community College, well-established faculty, academics, and another process exist. There is only some lacking in the dispute process system. The recommended changes will improve this area as well, and it will also play an important role in the success of the college as well.

Hence, as per the conflict management model of ***“Roger Fisher and William Ury and John Burton,”*** this recommended approach is the correct approach because the main reason is that this approach will give fair chances to both of the parties involved in the dispute. The fair chances in this sense are that the case of dispute will be heard properly by the panel and also in the case if any of the parties thinks that the decision is wrong, the party will have a fair chance of appeal against the decision of the dispute. There is no such system exists in the Nassau Community College; the present system just required the disputing party to register its dispute in the arbitrary and arbitrary will settle the dispute the dispute. It may also be possible that arbitrary made any mistake in making the decision either intentionally or unintentionally (Noble, 2011).

Therefore, it will be unfair for the both of the parties to give the decision and to bear the decision of the arbitrary. There is no such system of appealing against the decision. Therefore, in the recommended changes system for dispute process, the dispute will be heard properly by the committees, and in the case of any unfairness, the disputed party has rights to appeal against the decision. In each of the stage, the dispute will be heard by senior level management.

Moreover, beside will this, in the current system of dispute process in the Nassau Community College, the cost of dispute will be bear by the parties involved in the dispute, while in the current changes recommendation, there is no such cost exists for the parties involved in the disputes, rather the parties will have to follow the date of registering the disputes in the furthermore, in the last stage of the dispute process system, both of the parties cannot challenge the decision and no further appeal can be made. Both of the disputed parties will have to accept the decision made in the final stage of the dispute process system.

**Conclusion**

 Hence, it can be concluded that Nassau Community College needs some changes to be made in the present dispute system. The changes in the dispute process system have been recommended. The recommended changes will improve the dispute process system of the college and given fair chances to the parties involved in the dispute.

References

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