

Syllabus
CRIJ 3311.060 – Administration of Criminal Justice Agencies
Fall 2026
08/24/2026 – 12/12/2026

Instructor Information

Instructor: Alejandro Castillo

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Preferred form of communication: Do not hesitate to contact me and we can arrange a call, in-person visit or via Zoom.

Office hours: please reach out anytime.

Class: online/Canvas, but we can meet in person to discuss anything, all assignments will be submitted via Canvas/on-line.

Course Overview

The purpose of this course is to expose you to the complex problems criminal justice agencies confront daily. You will become familiar with the theoretical concepts and practical applications of the principals that guide effective criminal justice administrators. You will be able to intellectually discuss the importance of effective communication, leadership, management principles, management theories, and motivation that enables criminal justice agencies to become effective in a service-oriented environment.

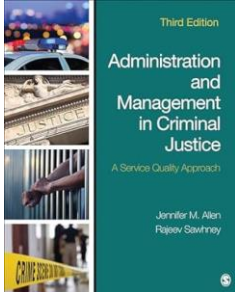
Student Learning Outcomes

Through readings, discussions and other materials, we will pursue the following course objectives:

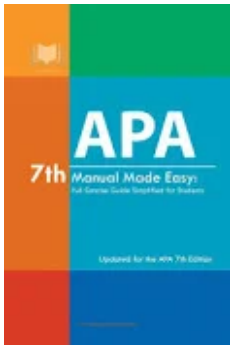
1. Explain the dynamics of an organization
2. Describe the characteristics of public sector organizations.
3. Compare and contrast closed organizations to open organizations and the related theoretical arguments contained within each concept.
4. Describe how personnel within criminal justice agencies react to environmental pressures.
5. Compare and contrast content/need motivational theories to the process theories of motivation.
6. Explain how leadership theories relate to effectively leading in a criminal justice organization.
7. Summarize the importance of understanding communication barriers and how to effectively communicate to enhance administrative effectiveness.
8. Recommend measures to improve administrative practices in policing, the courts, and corrections.
9. Synthesize reasons a service quality approach to administration within criminal justice is important

Required Textbooks

Allen, Jennifer M., & Sawhney, Rajeev. (2019). Administration and Management in Criminal Justice: A Service Quality Approach. Edition 3. Sage Publications, Inc.
ISBN: 978-1-5063-6152-9



American Psychological Association- 7th edition
(This book is not mandatory, but contains important information necessary for discussions)



Assignments and weights/percentage values

Chapter Discussions	20%
Case Study Discussions	20%
Quizzes	25%
<u>Exams</u>	<u>35%</u>
Total	100%

Grading Scale

A	=	90% or greater
B	=	80 – 89%
C	=	70 – 79%
D	=	60 – 69%
F	=	below 60%

Late Work and Make-Up Exams

The general rule is I will not accept any late assignments. Please pay particular attention to all due dates. Please contact me as soon as possible and we will work together on the assignment.

Attendance Policy

Although the course is online/Canvas, you are expected to engage in all assignments, follow instructions, and do your best to communicate with the instructor. There will be important information being discussed that you will need to ensure your success in this course. It is important that you read all reading assignments to have a firm understanding of all material because it will assist you in preparing for all assignments.

UT Tyler does have a [Class Attendance policy](#) in the catalog.

University Policies and Information

Withdrawing from Class

Students may withdraw (drop) from this course using the Withdrawal Portal. Withdrawing (dropping) this course can impact your Financial Aid, Scholarships, Veteran Benefits, Exemptions, Waivers, International Student Status, housing, and degree progress. Please speak with your instructors, consider your options, speak with your advisor, and visit the One-Stop Service Center (STE 230) or email enroll@uttyler.edu to get a complete review of your student account and the possible impacts to withdrawing. We want you to make an informed decision. UT Tyler faculty and staff are here for you and often can provide additional support options or assistance. Make sure to carefully read the implications for withdrawing from a course and the instructions on using the Withdrawal portal.

Texas law prohibits students from dropping more than six courses during their entire undergraduate career. The six courses dropped includes those from other 2-year or 4-year Texas public colleges and universities. Consider the impact withdrawing from this class has on your academic progress and other areas, such as financial implications. We encourage you to consult your advisor(s) and Enrollment Services for additional guidance. CAUTION #1: Withdrawing before census day does not mean you get a full refund. Please see the Tuition and Fee Refund Schedule. CAUTION #2: All international students must check with the Office of International Programs before withdrawing. All international students are required to enroll full-time for fall and spring terms. CAUTION #3: All UT Tyler Athletes must check with the Athletic Academic Coordinator before withdrawing from a course. CAUTION #4: All veterans or military-affiliated students should consult with the Military and Veterans Success Center.

Artificial Intelligence Statement

UT Tyler is committed to exploring and using artificial intelligence (AI) tools as appropriate for the discipline and task undertaken. We encourage discussing AI tools' ethical, societal, philosophical, and disciplinary implications. All uses of AI should be acknowledged as this aligns with our commitment to honor and integrity, as noted in UT Tyler's Honor Code. Faculty and students must not use protected information, data, or copyrighted materials when using any AI tool. Additionally, users should be aware that AI tools rely on predictive models to generate content that may appear correct but is sometimes shown to be incomplete, inaccurate, taken without attribution from other sources, and/or biased. Consequently, an AI tool should not be considered a substitute for traditional approaches to research. You are ultimately responsible for the quality and content of the information you submit. Misusing AI tools that violate the guidelines specified for this course is considered a breach of academic integrity. The student will be subject to disciplinary actions as outlined in UT Tyler's Academic Integrity Policy. Refer to the About This Course section of the UT Tyler Syllabus Module for specific information on appropriate use of AI in your course(s).

Course Requirements Information

Quizzes

At the end of each chapter, you will be required to complete a comprehension reading chapter quiz. These quizzes will be multiple choice and true/false. The purpose of each quiz is to encourage you to read the chapter. These quizzes will be due by the posted date/time.

Class Assessment

You must be in attendance to receive credit for the assessments. Reading and being prepared is important for your success in this course and develops a positive discipline. Your overall course grade will also consist of in-class assessments intended to assess your learning and to enhance the learning environment. Please do your best to participate and complete all assignments. Make sure you read the material and think about it before class. Each of you will be expected to be an active participant in all assignments.

Discussions

You will be required to complete online activities that correspond with the materials presented in the chapter/s for the week and will be provided with instructions for each activity. These entries are designed to allow you the opportunity to analyze the material through the use of critical thinking.

Post/Reply requirements: First, post an original answer to the discussion question in the format indicated. Second, you must respond/comment to a classmate/s post, this response must also be detailed and complete. To receive full credit, you must complete both sections of the requirement, unless instructed otherwise. The discussion will be due by the posted date/time.

Case Study Discussions

At the end of each chapter there is a case study which is a real-life scenario from that chapter. The expectation is that each student will independently fully answer the question/s for each case study and/or reply to a classmate/s, using APA format-7th edition. The case studies will be due by the posted date/time.

Exams

There are three (3) exams throughout this course. The questions are straightforward and arise from your readings. All exams will be due by the posted date/time.

Student Expectations

- The utilization of critical thinking.
- The respectful discussion of ideas.
- Read the required text and other relevant information provided throughout this course.
- Active participant in class based on knowledge gained through credible, relevant sources.
- The completion and submittal of all assignments before or by the due date.
- Access and stay current with Canvas.
- Check your email.

The following is provided in your course Canvas within the Syllabus Module:

- Resources to assist you in the course
- Resources available to UT Tyler Students
- University Policies and Information

Class Schedule

(subject to change)

Week 1

Self-Introduction

Quiz- Syllabus Comprehension

Quiz- Chapter 1- Defining Management and Organization

Week 2

Quiz- Chapter 2- Open Versus Closed Systems

Discussion Post/Reply

Week 3

Quiz- Chapter 3- Service Quality Approach

Case Study Discussion

Week 4

Quiz- Chapter 4- Environmental Influences

Week 5

Quiz- Chapter 5- Conflict, Power, and Ethical Issues

Week 6

Exam #1

Week 7

Quiz- Chapter 6- Motivation

Discussion Post/Reply

Week 8

Quiz- Chapter 7- Leadership

Case Study Discussion

Week 9

Quiz- Chapter 8- Communication

Discussion Post/Reply

Week 10

Quiz- Chapter 9- Police Administration

Week 11

Quiz- Chapter 10- Courts

Week 12

Exam #2

Week 13

Quiz- Chapter 11- Probation and Parole

Quiz- Chapter 12- Prisons, Jails, and Detention Centers

Week 14

November 23 – 27

Thanksgiving holidays- enjoy your time and be safe.

Week 15

Quiz- Chapter 13- Private Security Management

Quiz- Chapter 14- Measuring Organizational Effectiveness and Service Quality

Week 16

Exam #3 (Final Exam)