



**College of Education and Human Development
Division of Special Education and disAbility Research**

Summer 2018

EDSE 623 001: Applied Behavior Analysis: Assessments and Interventions

CRN: 42735; 3 – Credits

Instructor: Dr. Clara Kenny	Meeting Dates: 5/21/2018 – 8/11/2018
Phone: 202.841.9332	Meeting Day(s): Thursday (5/24; 6/7; 7/12; 7/26; 8/2)
E-Mail: ckenny4@gmu.edu	Meeting Time(s): 5:30 pm – 6:30 pm
Office Hours: By appointment	Meeting Location: On-line
Office Location: Phone/Bb Collaborate	Other Phone: N/A

*Note: This syllabus may change according to class needs. Teacher Candidates/Students will be advised of any changes immediately through George Mason e-mail and/or through Blackboard.

Prerequisite(s): EDSE 619

Co-requisite(s): EDSE 619

Course Description

Expands on basic content of applied behavior analysis and teaches how to implement behavioral procedures and develop behavioral programs for clients with fundamental behavioral needs. Offered by Graduate School of Education. May not be repeated for credit.

Advising Contact Information

Please make sure that you are being advised on a regular basis as to your status and progress through your program. Mason M.Ed. and Certificate teacher candidates/students should contact the Special Education Advising Office at (703) 993-3670 for assistance. All other teacher candidates/students should refer to their faculty advisor.

Advising Tip

Did you know that Mason email is the primary method of communication used by university offices including those arranging internships, reviewing records for graduation, etc.? Check your Mason email regularly or use the instructions at <http://masonlive2.gmu.edu/tutorials/forwardemail.cfm> to forward to an email account you check frequently.

Course Delivery Method

Learning activities include the following:

1. Class lecture and discussion
2. Application activities
3. Small group activities and assignments
4. Video and other media supports
5. Research and presentation activities
6. Electronic supplements and activities via Blackboard

This course will be delivered online (76% or more) using a synchronous format via Blackboard Learning Management system (LMS) housed in the MyMason portal. You will log in to the Blackboard (Bb) course site using your Mason email name (everything before @masonlive.gmu.edu) and email password. The course site will be available on 5/18.

Under no circumstances, may candidates/students participate in online class sessions (either by phone or Internet) while operating motor vehicles. Further, as expected in a face-to-face class meeting, such online participation requires undivided attention to course content and communication.

Technical Requirements

To participate in this course, students will need to satisfy the following technical requirements:

- High-speed Internet access with standard up-to-date browsers. To get a list of Blackboard's supported browsers see:
https://help.blackboard.com/Learn/Student/Getting_Started/Browser_Support#supported-browsers

To get a list of supported operation systems on different devices see:

https://help.blackboard.com/Learn/Student/Getting_Started/Browser_Support#tested-devices-and-operating-systems

- Students must maintain consistent and reliable access to their GMU email and Blackboard, as these are the official methods of communication for this course.
- Students may be asked to create logins and passwords on supplemental websites and/or to download trial software to their computer or tablet as part of course requirements.
- The following software plug-ins for PCs and Macs, respectively, are available for free download:
 - Adobe Acrobat Reader: <https://get.adobe.com/reader/>
 - Windows Media Player:
<https://support.microsoft.com/en-us/help/14209/get-windows-media-player>
 - Apple Quick Time Player: www.apple.com/quicktime/download/

Expectations

- Course Week
Our course week will begin on the day that our synchronous meetings take place as indicated on the Schedule of Classes (Thursdays).
- Log-in Frequency:
Students must actively check the course Blackboard site and their GMU email for communications from the instructor, class discussions, and/or access to course materials at least 2 times per week. In addition, students must log-in for all scheduled online synchronous meetings.
- Participation:
Students are expected to actively engage in all course activities throughout the semester, which includes viewing all course materials, completing course activities and assignments, and participating in course discussions and group interactions.
- Technical Competence:
Students are expected to demonstrate competence in the use of all course technology. Students who are struggling with technical components of the course are expected to seek assistance from the instructor and/or College or University technical services.
- Technical Issues:
Students should anticipate some technical difficulties during the semester and should, therefore, budget their time accordingly. Late work will not be accepted based on individual technical issues.
- Workload:
Please be aware that this course is **not** self-paced. Students are expected to meet *specific deadlines* and *due dates* listed in the **Class Schedule** section of this syllabus. It is the student's responsibility to keep track of the weekly course schedule of topics, readings, activities and assignments due.
- Instructor Support:
Students may schedule a one-on-one meeting to discuss course requirements, content or other course-related issues. Those unable to come to a Mason campus can meet with the instructor via telephone or web conference. Students should email the instructor to schedule a one-on-one session, including their preferred meeting method and suggested dates/times.
- Netiquette:
The course environment is a collaborative space. Experience shows that even an innocent remark typed in the online environment can be misconstrued. Students must always re-read their responses carefully before posting them, so as others do not consider them as personal offenses. *Be positive in your approach with others and diplomatic in selecting your words.* Remember that you are not competing with classmates, but sharing information and learning from others. All faculty are similarly expected to be respectful in all communications.
- Accommodations:

Online learners who require effective accommodations to insure accessibility must be registered with George Mason University Disability Services.

Learner Outcomes

Upon completion of this course, teacher candidates/students will be able to:

1. Describe and identify ethical standards regarding behavior analytic assessment, instruction, and intervention.
2. Describe the rationale for conducting a functional analysis and a functional assessment.
3. Describe, identify, and demonstrate procedures for conducting a functional assessment.
4. Describe and identify procedures for conducting a functional analysis.
5. Interpret functional assessment and functional analysis data.
6. Select and develop function-relevant instructional and intervention procedures on the basis of functional assessments or functional analyses.
7. Write well-composed, parsimonious instructions for implementers of behavior analytic instructional and intervention procedures.
8. Describe and develop procedures for competency based training of others who will implement behavior analytic instructional and intervention procedures.
9. Incorporate interobserver agreement, procedural fidelity, and implementer behavior management procedures into written behavior analytic instructional and intervention procedures.
10. Describe conditions relevant to development and success of behavior analytic instruction, training sessions, workshops, seminars, and staff management

Course Relationship to Program Goals and Professional Organizations

This course is part of the George Mason University, Graduate School of Education (GSE), Special Education Program for Applied Behavior Analysis Graduate Certificate. The content of the courses in this program is derived from the Task List published by the national Behavior Analyst Certification Board (BACB) as well as the Professional and Ethical Compliance Code for Behavior Analysts. The Professional and Ethical Compliance Code for Behavior Analysts is listed on the following website: <http://bacb.com/wp-content/uploads/2016/03/160321-compliance-code-english.pdf>. For more information on the Board and the examination, please visit the Board's website at www.bacb.com.

Required Textbooks

Cooper, J.O., Heron, T.E., & Heward, W.L. (2007). *Applied behavior analysis*. Upper Saddle River, NJ: Pearson-Merrill-Prentice Hall. ISBN: 0-13-142113-1

Sidman, M. (2001). *Coercion and its fallout*. Boston, MA: Authors Cooperative. ISBN 1-888 83001-8

Storey, K., & Haymes, L. (2016). *Case Studies in Applied Behavior Analysis for Students and Adults with Disabilities*. Charles C Thomas Publisher.

Recommended Textbooks

American Psychological Association. (2010). *Publication manual of the American Psychological Association* (6th ed.). Washington, DC: Author.

Additional Readings

Additional readings will be posted to Blackboard as the semester progresses. Students are responsible for all readings assigned by the instructor.

Course Performance Evaluation

Students are expected to submit all assignments on time in the manner outlined by the instructor (e.g., Blackboard, Tk20, hard copy).

Tk20 Performance-Based Assessment Submission Requirement

It is critical for the special education program to collect data on how our students are meeting accreditation standards. Every teacher candidate/student registered for an EDSE course with a required Performance-based Assessment (PBA) is required to upload the PBA to Tk20 (regardless of whether a course is an elective, a one-time course or part of an undergraduate minor). A PBA is a specific assignment, presentation, or project that best demonstrates one or more CEC, InTASC or other standard connected to the course. A PBA is evaluated in two ways. The first is for a grade, based on the instructor's grading rubric. The second is for program accreditation purposes. Your instructor will provide directions as to how to upload the PBA to Tk20.

For *EDSE 623*, the required PBA is Functional Relevant Treatment and Instruction Project. Failure to submit the assignment to Tk20 will result in reporting the course grade as Incomplete (IN). Teacher candidates/students have until five days prior to the University-stated grade change deadline to upload the required PBA in order to change the course grade. When the PBA is uploaded, the teacher candidate/student is required to notify the instructor so that the "IN" can be changed to a grade. If the required PBA is not uploaded five days prior to the University-stated grade change deadline and, therefore, the grade not changed, it will become an F. Please check to verify your ability to upload items to Tk20 before the PBA due date.

Assignments and/or Examinations

Performance-based Assessment (Tk20 submission required)

Group Projects: Written FA Interpretation and Intervention Procedures.

You will be provided with a completed functional assessment consisting of a complete Functional Behavior Assessment: You will do the following:

1. Complete the Competing Behavior Model as described by O'Neill et al. (1997),
2. Identify and write an operational definition for the competing behavior (e.g., the replacement behavior or alternative behavior) you will teach;
3. determine the normative rate for the competing behavior you've selected;
4. determine the normative rate for the problem behavior;
5. write a behavioral objective for the terminal state of the competing behavior;

6. write a behavioral objective for the terminal state of the problem behavior;
7. name the contingencies currently maintaining the problem behavior;
8. compose step-by-step instructions telling the reader how to make environmental modifications to decrease probability of the problem behavior
9. compose step-by-step instructions telling the reader how to make environmental modifications that will increase the probability that the competing behavior will be evoked;
10. compose step by step instructions telling the reader how to teach or accelerate the competing behavior;
11. compose step-by-step reactive procedures to enact should the problem behavior happen;
12. compose step-by-step practical procedures to implement should the problem behavior occur under unfavorable conditions.

Separate packets of assessments will be provided to each group. All students are required to submit their project via TK20. Failure to do so will result in a grade of 0 for the assignment. **(70 points)**

College Wide Common Assessment (TK20 submission required)

None

Performance-based Common Assignments (No Tk20 submission required)

Weekly Partner Activities.

For 7 weeks out of the semester, students will be broken into groups and will be based upon case studies 15-21 of the Storey text. Each week, students will be required to design a component of a functional assessment that corresponds to their assigned case study. This differs from the behavior support plan in that students will be DESIGNING the assessment procedures, not implementing them. Groups are responsible for engaging in a discussion within their group to create the documents. 10 points per activity

Article Selection & Article Discussion Questions:

Each week 1-2 students will be assigned a behavior function and/or intervention (e.g., attention, escape, access to tangibles, automatic reinforcement). Students are required to identify 1 peer-reviewed article that describes an intervention for problem behavior maintained by the assigned function. The article needs to be uploaded to Blackboard along with 2 discussion questions regarding the intervention used in the investigation. The student will post a brief summary of the article and facilitate a class-wide discussion of their selected article via blackboard. **30 Points for the week you select an article and lead the discussion.**

Article Discussion Questions Responses:

All students will be required to download, read the articles, and watch the presentations of their peers that have been uploaded by their student colleagues for the “Article Discussion” assignment. Students are asked to contribute in a substantive way in the class discussion led by their peers by answering each of the questions posted by their colleague. **5 Points per week**

Guided Notes:

Students will be asked to complete guided notes for each week’s presentation by the instructor. These are due by midnight at the end of the week (Wednesday). **5 Points per week**

Reading Checks

Students will be given a short “reading check” to complete at the start of each class period. Questions will be based on the assigned readings for that day, and additionally may include questions about material covered in the class the previous week. **5 Points for 11 weeks or 70 Points**

Course Policies and Expectations

Attendance/Participation

Students are expected to attend all synchronous class meetings, logging into Blackboard Collaborate at the beginning of class and staying for the entire duration of the class. It is the student’s responsibility to make up all missed work if they are absent for any reason. Students are expected to be able to communicate via video and audio.

Late Work

Any products required during whole-class synchronous sessions are to be submitted by the end of the class session. Other work is considered on-time if it is submitted by 11:59pm on the date that it is due. Work submitted after the assigned due date will be assessed a 10% possible point penalty. No work will be accepted after the final project has been submitted.

Students are responsible for following these guidelines for grading:

- All assignments must be submitted through Blackboard, including final drafts of assignments.
- Emailed and hard copies of assignments **will not be graded** unless approved in advance by the instructor, as these methods of submission lead to a high probability of lost student work.
- Detailed information about each assignment, including grading rubrics and a task analysis, is posted on Blackboard. Failure to review all documents available often results in low performance.

Grading Scale

Point values are assigned to exams and assignments. Letter grades will subsequently be assigned on the basis of overall class performance. That is, percentages will be determined

by dividing the TOTAL number of points earned by the total possible points. *Please note, the graduate grading scale does not include a “D”.*

Grade	Percentage	Grade	Percentage	Grade	Percentage
A+	97-100%	A	93-96%	A-	90-92%
B+	87-89%	B	83-86%	B-	80-82%
C	72-77%	F	71 and below		

Assignment	Maximum Points
Guided Notes (5 points x 12 sessions)	60
Reading Checks (up to 5 points x 12 sessions)	60
Article Selection/Discussion Lead (up to 30 points)	30
Article Discussion participant (5 points x 20 students)	100
Weekly Partner Activity (10 points x 7)	70
FA Project	70
Total Possible Points	390

*Note: The George Mason University Honor Code will be strictly enforced. Students are responsible for reading and understanding the Code. “To promote a stronger sense of mutual responsibility, respect, trust, and fairness among all members of the George Mason University community and with the desire for greater academic and personal achievement, we, the student members of the university community, have set forth this honor code: Student members of the George Mason University community pledge not to cheat, plagiarize, steal, or lie in matters related to academic work.” Work submitted must be your own or with proper citations (see <https://catalog.gmu.edu/policies/honor-code-system/>).

Professional Dispositions

Students are expected to exhibit professional behaviors and dispositions at all times. See <https://cehd.gmu.edu/students/polices-procedures/>

Class Schedule

*Note: Faculty reserves the right to alter the schedule as necessary, with notification to students.

	Date	Topic	Readings and Assignments
1	5/24	Introduction to Class; Review Syllabus, Assignments, Assignment Checklists. Review Presentation on Academic Honesty Article Discussion Assignment Sign Ups	Readings: Sidman, Introduction, Syllabus *SYNCHRONOUS SESSION
2	5/31	Overview of Assessment, Operational Definitions.	Readings: Cooper, Chapter 2.

3	6/7	Informed Consent, Q&A	Readings: Cooper, Chapter 29, Sidman, Chapters 16 & 1 *SYNCHRONOUS SESSION
4	6/14	Indirect Assessment Procedures	Readings: Sidman, Chapter 3 <i>Due: Partner Activity #1</i>
5	6/21	ABC Data Collection	Readings: Cooper, Chapter 4; Sidman, Chapter 4. <i>Due: Indirect Summary Draft (FBA)</i> <i>Due: Partner Activity #2</i>
6	6/28	Additional Data Collection Procedures - scatterplots, interval sampling Preference Assessments	Readings: Cooper, Chapter 5 & Chapter 11 <i>Due: Partner Activity #3</i>
7	7/5	Functional Analysis and Structural Analysis	Readings: Cooper, Ch. 24. <i>Due: Data Collection Summary Draft (FBA)</i> <i>Due: Partner Activity #4</i>
8	7/12	Writing a Statement of Function and Selecting Interventions	Readings: Skim/Review Cooper Ch. 21-23; Read thoroughly Sidman, Ch. 5 *SYNCHRONOUS SESSION <i>Due: Partner Activity #5</i>
9	7/19	Writing a Behavior Support Plan	Readings: Skim/Review Cooper Ch. 21-23; Read thoroughly Sidman, Ch. 6 <i>Due: Competing Behavior Pathway Draft (FBA)</i> <i>Due: Partner Activity #6</i>
10	7/26	Training and Supervision of Interventionists	Readings: Sidman, Ch. 9 & 11 *SYNCHRONOUS SESSION <i>Due: Literature Review/Behavior Support Plan Draft (FBA)</i> <i>Due: Partner Activity #7</i>
11	8/2	Graphing & Visual Analysis	Readings: Cooper, Ch. 6 & 7

			*SYNCHRONOUS SESSION <i>Due: Staff Training and Treatment Integrity Draft (FBA)</i>
12	8/9	Group Contingencies and Contingency Contracting	Readings: Cooper, Ch. 26 & Skim/Review Ch. 2 Due: ALL FBA REVISIONS DUE ON TK20

Core Values Commitment

The College of Education and Human Development is committed to collaboration, ethical leadership, innovation, research-based practice, and social justice. Students are expected to adhere to these principles: <http://cehd.gmu.edu/values/>

GMU Policies and Resources for Students

Policies

- Students must adhere to the guidelines of the Mason Honor Code (see <https://catalog.gmu.edu/policies/honor-code-system/>).
- Students must follow the university policy for Responsible Use of Computing (see <http://universitypolicy.gmu.edu/policies/responsible-use-of-computing/>).
- Students are responsible for the content of university communications sent to their Mason email account and are required to activate their account and check it regularly. All communication from the university, college, school, and program will be sent to students **solely** through their Mason email account.
- Students with disabilities who seek accommodations in a course must be registered with George Mason University Disability Services. Approved accommodations will begin at the time the written letter from Disability Services is received by the instructor (see <http://ods.gmu.edu/>).
- Students must silence all sound emitting devices during class unless otherwise authorized by the instructor.

Campus Resources

- Support for submission of assignments to Tk20 should be directed to tk20help@gmu.edu or <https://cehd.gmu.edu/aero/tk20>. Questions or concerns regarding use of Blackboard should be directed to <http://coursesupport.gmu.edu/>.
- For information on student support resources on campus, see <https://ctfe.gmu.edu/teaching/student-support-resources-on-campus>

For additional information on the College of Education and Human Development, please visit our website <https://cehd.gmu.edu/students/>.

Appendix

Assessment Rubric(s)

THIS RUBRIC REFLECTS ACCREDITATION ASSESSMENTS AND WILL NOT BE USED TO CALCULATE YOUR FINAL GRADE.

ASSESSMENT # 4: EDSE 623 – Function Relevant Treatment Project

	<p>Does Not Meet Expectations 1</p> <p>Further Learning Needed</p>	<p>Meets Expectations 2</p> <p>Competence</p>	<p>Exceeds Expectations 3</p> <p>Mastery</p>
<p>Behavior Change Considerations</p>	<p>Candidate demonstrates further learning needed by writing step-by-step instructions for practical procedures to implement under unfavorable conditions, meeting only one of these criteria: 1) using everyday language (e.g., no jargon); and 2) with no errors in spelling, punctuation, or grammar; and 3) and which are functionally relevant to the behaviors specified in the functional assessment provided.</p>	<p>Candidate demonstrates competence by writing step-by-step instructions for practical procedures to implement under unfavorable conditions, meeting at least two of these criteria: 1) using everyday language (e.g., no jargon); and 2) with no errors in spelling, punctuation, or grammar; and 3) and which are functionally relevant to the behaviors specified in the functional assessment provided.</p>	<p>Candidate demonstrates mastery by writing step-by-step instructions for practical procedures to implement under unfavorable conditions: 1) using everyday language (e.g., no jargon); and 2) with no errors in spelling, punctuation, or grammar; and 3) and which are functionally relevant to the behaviors specified in the functional assessment provided.</p>
<p>Fundamental Elements of Change</p>	<p>Candidate demonstrates further learning needed by writing step-by-step instructions for making environmental modifications, meeting only one of these criteria: 1) using everyday language (e.g., no jargon); and 2) with no errors in spelling, punctuation, or grammar; and 3) and which are functionally relevant to the behaviors</p>	<p>Candidate demonstrates competence by writing step-by-step instructions for making environmental modifications, meeting at least two of these criteria: 1) using everyday language (e.g., no jargon); and 2) with no errors in spelling, punctuation, or grammar; and 3) and which are functionally relevant to the behaviors</p>	<p>Candidate demonstrates mastery by writing step-by-step instructions for making environmental modifications: 1) using everyday language (e.g., no jargon); and 2) with no errors in spelling, punctuation, or grammar; and 3) and which are functionally relevant to the behaviors specified in the functional assessment provided.</p>

	specified in the functional assessment provided.	specified in the functional assessment provided.	
Specific Behavior Change Procedures	Candidate demonstrates further learning needed by writing step-by-step instructions: 1) to teach the replacement behavior: or 2) enact when the problem behavior happens; 3) using everyday language (e.g., no jargon); and / or 4) with no errors in spelling, punctuation, or grammar; and 5) and / or which are functionally relevant to the behaviors specified in the functional assessment provided.	Candidate demonstrates competence by writing step-by-step instructions: 1) to teach the replacement behavior: or 2) enact when the problem behavior happens; 3) using everyday language (e.g., no jargon); and 4) with no errors in spelling, punctuation, or grammar; and 5) and which are functionally relevant to the behaviors specified in the functional assessment provided.	Candidate demonstrates mastery by writing step-by-step instructions: 1) to teach the replacement behavior: and 2) enact when the problem behavior happens; 3) using everyday language (e.g., no jargon); and 4) with no errors in spelling, punctuation, or grammar; and 5) and which are functionally relevant to the behaviors specified in the functional assessment provided.
Identification of the Problem	Candidate demonstrates further learning needed by: 1) correctly completing a competing behavior model based on the functional assessment provided; or 2) correctly naming at least one of the contingencies currently maintaining the problem behavior.	Candidate demonstrates competence by: 1) correctly completing a competing behavior model based on the functional assessment provided; and 2) correctly naming at least one of the contingencies currently maintaining the problem behavior.	Candidate demonstrates mastery by: 1) correctly completing a competing behavior model based on the functional assessment provided; and 2) correctly naming at least two of the contingencies currently maintaining the problem behavior.
Assessment	Candidate demonstrates further learning needed by: 1) inaccurately writing step by step instructions for conducting a normative rate study; and / or 2) conducting the normative rate study; and / or 3) accurately writing where and when the study was conducted; and / or 4) inaccurately reporting the data; for the identified alternative behavior or for the identified competing behavior.	Candidate demonstrates competence by: 1) correctly writing step by step instructions for conducting a normative rate study; and 2) conducting the normative rate study; and 3) accurately writing where and when the study was conducted; and 4) accurately reporting the data; for the identified alternative behavior or for the identified competing behavior.	Candidate demonstrates mastery by: 1) correctly writing step by step instructions for conducting a normative rate study; and 2) conducting the normative rate study; and 3) accurately writing where and when the study was conducted; and 4) accurately reporting the data; for the identified alternative behavior and for the identified competing behavior.

<p>Implementation</p>	<p>Candidate demonstrates additional learning needed by correctly completing two or fewer of these: 1) composing an operational definition for the behavior to be accelerated; 2) composing an operational definition for the behavior to be decelerated; 3) writing an objective for the terminal state of the behavior to be accelerated; and 4) writing an objective for the terminal state for the behavior to be decelerated.</p>	<p>Candidate demonstrates competence by correctly completing three of these: 1) composing an operational definition for the behavior to be accelerated; 2) composing an operational definition for the behavior to be decelerated; 3) writing an objective for the terminal state of the behavior to be accelerated; and 4) writing an objective for the terminal state for the behavior to be decelerated.</p>	<p>Candidate demonstrates mastery by correctly completing each of these: 1) composing an operational definition for the behavior to be accelerated; 2) composing an operational definition for the behavior to be decelerated; 3) writing an objective for the terminal state of the behavior to be accelerated; and 4) writing an objective for the terminal state for the behavior to be decelerated.</p>
<p>Implementation, Management, and Supervision</p>	<p>Candidate demonstrates further learning needed by correctly competing three or fewer of these five tasks: 1) developing a procedural integrity checklist that addresses all environmental modification, behavioral acceleration, behavioral deceleration, and practical aspects of the program; 2) composing step by step instructions for implementing this checklist; 3) specifying a schedule for integrity checking; 4) specifying criteria for acceptable and unacceptable performance; 5) specifying steps to be taken in the event of both acceptable and unacceptable performance.</p>	<p>Candidate demonstrates competence by correctly competing four out of these five tasks: 1) developing a procedural integrity checklist that addresses all environmental modification, behavioral acceleration, behavioral deceleration, and practical aspects of the program; 2) composing step by step instructions for implementing this checklist; 3) specifying a schedule for integrity checking; 4) specifying criteria for acceptable and unacceptable performance; 5) specifying steps to be taken in the event of both acceptable and unacceptable performance.</p>	<p>Candidate demonstrates mastery by: 1) developing a procedural integrity checklist that addresses all environmental modification, behavioral acceleration, behavioral deceleration, and practical aspects of the program; and 2) composing step by step instructions for implementing this checklist; and 3) specifying a schedule for integrity checking; and 4) specifying criteria for acceptable and unacceptable performance; and 5) specifying steps to be taken in the event of both acceptable and unacceptable performance.</p>