



TENTATIVE – SUBJECT TO CHANGE

**CRJU 2070 JUVENILE JUSTICE
COURSE SYLLABUS
Online
Summer Semester 202016**

COURSE INFORMATION

Credit Hours/Minutes: 3/2250

Campus/Class Location: Georgia Virtual Technical Connection (GVTC)/Blackboard

Class Meets: Via Internet for 9 weeks

Course Reference Number (CRN): 60022

Preferred Method of Contact: Email

INSTRUCTOR CONTACT INFORMATION

Instructor Name: Karann Raines

Email Address: [Karann Raines \(kraines@southeasterntech.edu\)](mailto:kraines@southeasterntech.edu)

Campus/Office Location: Vidalia Campus/Room #828, Gillis Medical Building

Office Hours: 9:00-10:30 p.m. Monday-Thursday

Phone: 912-538-3219

Fax Number: 912-538-3106

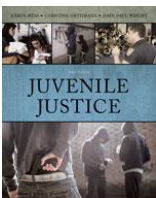
Tutoring Hours (if applicable): N/A

SOUTHEASTERN TECHNICAL COLLEGE (STC) CATALOG AND HANDBOOK

Students are responsible for all policies and procedures and all other information included in Southeastern Technical College's [Catalog and Handbook](http://www.southeasterntech.edu/student-affairs/catalog-handbook.php) (<http://www.southeasterntech.edu/student-affairs/catalog-handbook.php>).

REQUIRED TEXT

This course uses an electronic book. It is located in Cengage Unlimited. Purchase one of the Cengage Unlimited Access Cards: One Semester Access (4 months), One Year Access, or Two Year Access. Select this book once you have set up your Cengage Unlimited account. Setting up your Cengage Unlimited account and linking the textbook can be done directly through a link provided in the Blackboard course.



Juvenile Justice, 6th ed. (by Hess, Orthmann, & Wright) This is an electronic book (E-book).

REQUIRED SUPPLIES & SOFTWARE

Microsoft Office and Internet access (Mozilla Firefox, Internet Explorer 7 or higher, or Chrome) is required for this course.

Note: Although students can use their smart phones and tablets to access their online course(s), exams, discussions, assignments, and other graded activities should be performed on a personal computer. Neither Blackboard nor Georgia Virtual Technical Connection (GVTC) provide technical support for issues relating to the use of a smart phone or tablet so students are advised to not rely on these devices to take an online course. **Students should not share login credentials with others and should change passwords periodically to maintain security.**

COURSE DESCRIPTION

Analyzes the nature, extent, and causes of juvenile delinquency, and examines process in the field of juvenile justice.

MAJOR COURSE COMPETENCIES

Survey of Juvenile Law, Comparative Analysis of Adult & Juvenile Systems, Prevention & Treatment of Juvenile Delinquency

PREREQUISITE(S)

Program Admission

COURSE OUTLINE

1. Survey of Juvenile Law
2. Comparative Analysis of Adult & Juvenile Systems
3. Prevention & Treatment of Juvenile Delinquency

GENERAL EDUCATION CORE COMPETENCIES

Southeastern Technical College has identified the following general education core competencies that graduates will attain:

1. The ability to utilize standard written English.
2. The ability to solve practical mathematical problems.
3. The ability to read, analyze, and interpret information.

STUDENT REQUIREMENTS (ONLINE)

Students are expected to complete all work required by the instructor. Students will have at least one week to complete tests and assignments. **All tests and assignments are due no later than 11:59 p.m. Monday of each week, but may be submitted earlier.**

Students are expected to prove weekly academic engagement by meeting assignment deadlines each week and spending a minimum of 4 hours per week doing the required homework, quizzes, and tests. Students are expected to communicate frequently through college email and discussion boards. College email is accessed at <https://portal.office.com>, under Quick links on our webpage, or in the menu of your Blackboard course.

- Students are responsible for working on course material individually and are responsible for communicating questions of concern to the instructor in a timely manner. Students are expected to complete all tests and assignments by the due dates.
- Students are responsible for reading this syllabus/lesson plan and policies/procedures in the STC Catalog and Handbook as well as the Online Course Orientation. All online students must post a pledge that they have read and understand the syllabus and STC Online Orientation policy. The Pledge should be posted in Blackboard within the "Getting Started" link within the first three days of the semester.

- Students are responsible for checking emails and Blackboard announcements daily. Students must use their Student Email as the method of communication.
- Students are required to post an introduction of him/herself within the first three days of class. The Introduction should be posted in Blackboard within the “Getting Started” link within the first three days of the semester.
- Students are required to take chapter quizzes. Quizzes are posted in the weekly folders located in the “*Weekly Assignment Schedule*” link. Exams must be taken by the due date posted in the lesson plan part of the syllabus. Students are allowed to complete weekly assignments early so no make ups will be given for missed assignments. Any student who does not take a quiz by the due date will be given a grade of zero. ATTENTION: Once any quiz/test has begun, students cannot move away from it, or refresh the screen or the system will submit it automatically whether it has actually been completed or not.
- Students are required to take two tests during the semester. A midterm test and a (proctored) final test. ATTENTION: Once any test or quiz has begun, students cannot move away from the test/quiz, or refresh the screen or the system will submit it automatically whether it has actually been completed or not.
 - The Mid-term test will be available for students to take online from their home or elsewhere. Due date for the midterm test is located in the lesson plan portion of this syllabus. Failure to take the midterm test within the allowed timeframes will result in a grade of zero. No make ups will be allowed.
 - The Proctored Final test will be available for students to take online from their home or elsewhere on either of the three designated dates. Failure to take this proctored test will result in a grade F for this course. See the “Proctored” section of this syllabus below for more detailed information.
- Students are required to submit chapter Homework Assignments. Questions for homework assignments are posted in the weekly folders located in the “*Weekly Assignment Schedule*” link and must be submitted by the due date posted in the lesson plan part of the syllabus. Students are required to submit all homework assignments in the designated weekly Drop Box. Failure to submit homework by that week’s due date will result in a grade of zero. Students are allowed to turn in homework assignments early so no submissions will be accepted late. *HOMEWORK INSTRUCTIONS: Access the course and click on the “Course Work/Lessons” folder. Then go into the individual “Weekly Assignment Schedule” folder to find the chapter work due for a particular week. Click on the appropriate weekly chapter to find the appropriate homework assignment. Then click the “browse my computer” button to find the file you want to attach. Then click “submit” and it will attach the file. This will submit your homework file to the weekly drop box for grading. NOTE: THIS IS THE ONLY WAY ASSIGNMENTS WILL BE ACCEPTED FOR THIS CLASS. IF YOU HAVE ANY SPECIFIC QUESTIONS REGARDING ASSIGNMENTS, PLEASE EMAIL ME. DO NOT TYPE YOUR ASSIGNMENTS IN THE COMMENTS BOX. YOU MUST COMPLETE THE ASSIGNMENTS IN MICROSOFT WORD FORMAT (.doc or .docx) AND THEN ATTACH THE FILE IN THE DROP BOX FOR GRADING.*
- Students are required to participate in Discussion Topic assignments. Students are required to respond to the Discussion Topic and are also required to reply to one other student’s post in order to get full credit for the assignment. (See the *Discussion Board Grading Rubric* below.) Failure to post your response and reply by that week’s due date will result in a grade of zero. Students are allowed to post discussion topics early so no posts or replies will be accepted late. Discussion Board responses and replies must be at least 4-5 sentences. Comments must be written in complete sentences using correct spelling and grammar. Simply stating “yes or no” or “agree or disagree” is not sufficient and will not be accepted. Do not copy any other students’ post/reply. It is considered plagiarism and will not be accepted.

DISCUSSION BOARD RUBRIC

# of discussion posts	# of discussion replies	Grade	Due Date, Length, Grammar and Spelling Requirements
1	1	100	Students who post their initial discussion board response to the discussion board topic and reply to at least one other students' post will be given a 100 on the assignment if the post is turned in by the due date, contain 4-5 sentences and free of grammatical and spelling errors. The student will receive a one-point deduction for each grammatical and spelling error in both their response and reply. A 10-point deduction will be given for any response or reply that is not 4-5 sentences in length. No credit will be given for any response or reply that is an answer of "yes/no" or "I agree/disagree."
1	0	70	Any student that does not respond to at least one other students' post will not receive a grade above 70. The grade of 70 will be the highest grade that the student will be able to receive on the discussion post if the post is turned in by the due date, contain 4-5 sentences and free of grammatical errors and spelling errors. The student will receive a one-point deduction for each grammatical and spelling error in their response. A 10-point deduction will be given for any response that is not 4-5 sentences in length.
0	1	50	Students who only respond to a classmate's discussion post will not receive a grade above 50. The grade of 50 will be the highest grade that the student will be able to receive on the discussion response if the response is turned in by the due date, contain 4-5 sentences and free of grammatical errors and spelling errors. The student will receive a one-point deduction for each grammatical and spelling error in their reply. A 10-point deduction will be given for any reply that is not 4-5 sentences in length.
0	0	0	Students will receive a 0 on the discussion topic if the student does not post an answer or response to one other students' post by the due date.

ONLINE ATTENDANCE

It is the student's responsibility to be academically engaged each week doing course related activities. The completion dates of these activities will be used to determine a student's last date of attendance in the event a student withdraws, stops attending, or receives an "F" (Failing 0-59) in a course.

Students will not be withdrawn by an instructor for attendance; however, all instructors will keep records of graded assignments and student participation in course activities. Students will be expected to complete all work required by the instructor as described in the individual course syllabus.

Students will have at least one week to complete tests and assignments. All tests and assignments are due no

later than 11:59 p.m. on Monday of each week, but can be submitted earlier. Exceptions to the due dates of assignments due to jury duty, military duty, court duty, or required job training will be made at the discretion of the instructor.

STUDENTS WITH DISABILITIES

Students with disabilities who believe that they may need accommodations in this class based on the impact of a disability are encouraged to contact the appropriate campus coordinator to request services.

Swainsboro Campus: Macy Gay mgay@southeasterntech.edu, 478-289-2274, Building 1, Room 1210

Vidalia Campus: Helen Thomas hthomas@southeasterntech.edu, 912-538-3126, Building A, Room 165

SPECIFIC ABSENCES

Provisions for Instructional Time missed because of documented absences due to jury duty, military duty, court duty, or required job training will be made at the discretion of the instructor.

PREGNANCY

Southeastern Technical College does not discriminate on the basis of pregnancy. However, we can offer accommodations to students who are pregnant that need special consideration to successfully complete the course. If you think you will need accommodations due to pregnancy, please make arrangements with the appropriate campus coordinator.

Swainsboro Campus: Macy Gay mgay@southeasterntech.edu, 478-289-2274, Building 1, Room 1210

Vidalia Campus: Helen Thomas hthomas@southeasterntech.edu, 912-538-3126, Building A, Room 165

It is strongly encouraged that requests for consideration be made **PRIOR** to delivery and early enough in the pregnancy to ensure that all the required documentation is secured before the absence occurs. Requests made after delivery **MAY NOT** be accommodated. The coordinator will contact your instructor to discuss accommodations when all required documentation has been received. The instructor will then discuss a plan with you to make up missed assignments.

WITHDRAWAL PROCEDURE

Students wishing to officially withdraw from a course(s) or all courses after the drop/add period and prior to the 65% point of the term in which student is enrolled (date will be posted on the school calendar) must speak with a Career Counselor in Student Affairs and complete a Student Withdrawal Form. A grade of "W" (Withdrawn) is assigned for the course(s) when the student completes the withdrawal form.

Important – Student-initiated withdrawals are not allowed after the 65% point. After the 65% point of the term in which student is enrolled, the student has earned the right to a letter grade and will receive a grade for the course. Please note: Abandoning a course(s) instead of following official withdrawal procedures may result in a grade of "F" (Failing 0-59) being assigned.

Informing your instructor that you will not return to his/her course, does not satisfy the approved withdrawal procedure outlined above.

There is no refund for partial reduction of hours. Withdrawals may affect students' eligibility for financial aid for the current semester and in the future, so a student must also speak with a representative of the Financial Aid Office to determine any financial penalties that may be assessed due to the withdrawal. A grade of "W" will count in attempted hour calculations for the purpose of Financial Aid.

ONLINE PROCTORED EVENT WITHDRAWALS

Students who do not complete the proctored exam for an online class on the scheduled date and do not present a valid excuse within three business days of the scheduled event will be withdrawn from the course with a "WF" (Withdrawn Failing) and will be disabled in their online class. If the proctored event is scheduled during final exams, any student who misses the proctored exam will receive an "F" for the course.

PROCTORED EVENT REQUIREMENT

Due to the uncertainties of COVID-19, this event will not be proctored for Summer Semester 202016. Students will complete the event, but will not be required to come on campus to do it.

The event may be a major exam, assignment, or presentation, etc. that will count a minimum of 20% of the course grade. Students who do not complete the event as scheduled must submit a valid documented excuse within three business days after the scheduled event. If the excuse is approved by the instructor of the course, students must make arrangements with the instructor to makeup/reschedule the missed event. The penalty and makeup instructions will be at the instructor's discretion. Events will be given after the 65% point of the semester. **Students who do not complete the event on the scheduled date and do not present a valid documented excuse within three business days of the scheduled event will be withdrawn from the course with a "WF" (Withdrawn Failing). If the event is scheduled during final exams, any student who misses the event will be issued an "F" (Failing) for the course.**

MAKEUP GUIDELINES (TESTS, QUIZZES, HOMEWORK, PROJECTS, ETC.)

No make-ups will be allowed for any missed tests, quizzes, chapter homework, and discussion board topics. A grade of zero will be given for all assignments not completed by the respective due date. The proctored final test must be taken on either of the dates indicated in the syllabus/lesson plan and no make-ups are allowed unless a valid documented excuse is approved by the instructor.

ACADEMIC DISHONESTY POLICY

The Southeastern Technical College Academic Dishonesty Policy states that all forms of academic dishonesty, including but not limited to cheating on tests, plagiarism, collusion, and falsification of information, will call for discipline. The policy can also be found in the Southeastern Technical College Catalog and Handbook.

PROCEDURE FOR ACADEMIC MISCONDUCT

The procedure for dealing with academic misconduct and dishonesty is as follows:

1. First Offense

Student will be assigned a grade of "0" for the test or assignment. Instructor keeps a record in course/program files and notes as first offense. The instructor will notify the student's program advisor, academic dean, and the Registrar at the student's home campus. The Registrar will input the incident into Banner for tracking purposes.

2. Second Offense

Student is given a grade of "WF" (Withdrawn Failing) for the course in which offense occurs. The instructor will notify the student's program advisor, academic dean, and the Registrar at the student's home campus indicating a "WF" has been issued as a result of second offense. The Registrar will input the incident into Banner for tracking purposes.

3. Third Offense

Student is given a grade of "WF" for the course in which the offense occurs. The instructor will notify the student's program advisor, academic dean, and the Registrar at the student's home campus indicating a "WF" has been issued as a result of third offense. The Vice President for Student Affairs, or designee, will notify the student of suspension from college for a specified period of time. The Registrar will input the incident into Banner for tracking purposes.

STATEMENT OF NON-DISCRIMINATION

The Technical College System of Georgia (TCSG) and its constituent Technical Colleges do not discriminate on the basis of race, color, creed, national or ethnic origin, gender, religion, disability, age, political affiliation or belief, genetic information, disabled veteran, veteran of the Vietnam Era, spouse of military member, or citizenship status (except in those special circumstances permitted or mandated by law). This nondiscrimination policy encompasses the operation of all technical college-administered programs, federally financed programs, educational programs and activities involving admissions, scholarships and loans, student life, and athletics. It also applies to the recruitment and employment of personnel and contracting for goods and services.

All work and campus environments shall be free from unlawful forms of discrimination, harassment and retaliation as outlined under Title IX of the Educational Amendments of 1972, Title VI and Title VII of the Civil Rights Act of 1964, as amended, the Age Discrimination in Employment Act of 1967, as amended, Executive Order 11246, as amended, the Vietnam Era Veterans Readjustment Act of 1974, as amended, Section 504 of the Rehabilitation Act of 1973, as amended, the Americans With Disabilities Act of 1990, as amended, the Equal Pay Act, Lilly Ledbetter Fair Pay Act of 2009, the Georgia Fair Employment Act of 1978, as amended, the Immigration Reform and Control Act of 1986, the Genetic Information Nondiscrimination Act of 2008, the Workforce Investment Act of 1998 and other related mandates under TCSG Policy, federal or state statutes.

The Technical College System and Technical Colleges shall promote the realization of equal opportunity through a positive continuing program of specific practices designed to ensure the full realization of equal opportunity.

The following individuals have been designated to handle inquiries regarding the nondiscrimination policies:

American With Disabilities Act (ADA)/Section 504 - Equity- Title IX (Students) – Office of Civil Rights (OCR) Compliance Officer	Title VI - Title IX (Employees) – Equal Employment Opportunity Commission (EEOC) Officer
Helen Thomas, Special Needs Specialist Vidalia Campus 3001 East 1 st Street, Vidalia Office 165 Phone: 912-538-3126 Email: Helen Thomas (hthomas@southeasterntech.edu)	Lanie Jonas, Director of Human Resources Vidalia Campus 3001 East 1 st Street, Vidalia Office 138B Phone: 912-538-3230 Email: Lanie Jonas (ljonas@southeasterntech.edu)

ACCESSIBILITY STATEMENT

Southeastern Technical College is committed to making course content accessible to individuals to comply with the requirements of Section 508 of the Rehabilitation Act of Americans with Disabilities Act (ADA). If you find a problem that prevents access, please contact the course instructor.

GRIEVANCE PROCEDURES

Grievance procedures can be found in the Catalog and Handbook located on Southeastern Technical College's website.

ACCESS TO TECHNOLOGY

Students can now access Blackboard, Remote Lab Access, Student Email, Library Databases (Galileo), and BannerWeb via the mySTC portal or by clicking the Current Students link on the [Southeastern Technical College Website](http://www.southeasterntech.edu) (www.southeasterntech.edu).

TECHNICAL COLLEGE SYSTEM OF GEORGIA (TCSG) GUARANTEE/WARRANTY STATEMENT

The Technical College System of Georgia guarantees employers that graduates of State Technical Colleges shall possess skills and knowledge as prescribed by State Curriculum Standards. Should any graduate employee within two years of graduation be deemed lacking in said skills, that student shall be retrained in any State Technical College at no charge for instructional costs to either the student or the employer.

GRADING POLICY

Assessment/Assignment	Percentage
Chapter Quizzes	20%
Homework, You Decide Part I	20%
Discussion Board Topics	10%
Midterm Test	25%
Proctored Event/Final Test (Due to the uncertainties of COVID-19, this event will not be proctored for Summer Semester 202016. Students will complete the event, but will not be required to come on campus to do it).	25%

GRADING SCALE

Letter Grade	Range
A	90-100
B	80-89
C	70-79
D	60-69
F	0-59

CRJU 2070 Juvenile Justice

Summer Semester 202016 Lesson Plan

Week/ Date	Chapter	Content/Assignments/Test/Due Dates	Competency Area
Week 1 May 26-31	Chapter 1	<p>To Do:</p> <ul style="list-style-type: none"> • Read the course syllabus • Read contents in the “Getting Started” link (Academic Integrity, Attendance Procedure, Online Orientation, Procedure Concerning Academic Dishonesty) • Read Chapter 1 – Juvenile Justice: Definitions, Measurement & Process • Read & Print – Juvenile Justice Terminology Handout • View the <i>Georgia Department of Juvenile Justice</i> website provided in the link under week 1 assignment <p>Assignments: Due no later than Thursday, May 28, 11:59 p.m.</p> <ul style="list-style-type: none"> • Complete Pledge Acknowledgment Quiz located in “Getting Started” link • Post a Student Introduction of yourself in “Getting Started” link • Complete Blackboard Online Orientation Quiz located in the Blackboard Orientation link <p>Assignments: Due no later than Monday, June 1, 11:59 p.m.</p> <ul style="list-style-type: none"> • Complete & post Chapter 1 homework in the drop box • Post Discussion Topic #1 & respond to one other students’ post • Take Chapter 1 Quiz 	1, 2, 3 a, c
Week 2 June 1-7	Chapter 2	<p>To Do:</p> <ul style="list-style-type: none"> • Read Chapter 2 – The History & Philosophy behind the Juvenile Justice System <p>Assignments: Due no later than Monday, June 8, 11:59 p.m.</p> <ul style="list-style-type: none"> • Complete & post Chapter 2 homework in the drop box • Post Discussion Topic #2 & respond to one other students’ post • Take Chapter 2 Quiz 	1, 2 a, c

Week/ Date	Chapter	Content/Assignments/Test/Due Dates	Competency Area
Week 3 June 8-14	Chapters 3 & 4	<p>To Do:</p> <ul style="list-style-type: none"> • Read Chapter 3 – Theories of Delinquency & Juvenile Offending <p>Students need to be familiar with only the following theories:</p> <ul style="list-style-type: none"> • Purposes of Law: Consensus & Conflict Theories • The Classical View (Cesare Beccaria) • The Positivist View (Cesare Lombroso) • Biosocial Perspective • Psychological Theories • Social Disorganization Theory (Shaw & McKay) • Sutherland’s Differential Association (Learning Theory) • Labeling Theory <p>(See Table 3.1 – Review of the Major Theories on the Causes of Crime)</p> <ul style="list-style-type: none"> • Chapter 4 – Youth in Society: Developmental Risk and Protective Factors <p>Assignments: Due no later than Monday, June 15, 11:59 p.m.</p> <ul style="list-style-type: none"> • Complete & post Chapters 3 & 4 homework • Take Chapter 3 Quiz • Take Chapter 4 Quiz 	2, 3 a, c
Week 4 June 15-21	Chapter 5	<p>To Do:</p> <ul style="list-style-type: none"> • Read Chapter 5 – Juvenile Victims <p>Assignments: Due no later than Monday, June 22, 11:59 p.m.</p> <ul style="list-style-type: none"> • Post Discussion Topic #3 & respond to one other students’ post • Take Chapter 5 Quiz 	2, 3 a, c
Week 5 June 22-28	Chapter 6 and Midterm Test	<p>To Do:</p> <ul style="list-style-type: none"> • Chapter 6 – Youth Offenders • Study for Midterm Test <p>Assignments: Due no later than Monday June 29, 11:59 p.m.</p> <ul style="list-style-type: none"> • Complete & post Chapter 6 homework • Take Chapter 6 Quiz • Take Midterm Test (Chapters 1, 2, 3, 4, 5 & 6) 	1, 2, 3 a, c

Week/ Date	Chapter	Content/Assignments/Test/Due Dates	Competency Area
Week 6 June 29- July 5	Chapter 8	<p>To Do:</p> <ul style="list-style-type: none"> • Chapter 8 – The Police & Juveniles <p>Assignments: Due no later than Monday July 6, 11:59 p.m.</p> <ul style="list-style-type: none"> • Complete & post Chapter 8 homework • Post Discussion Topic #4 & respond to one other students' post • Take Chapter 8 Quiz 	2 a, c
Week 7 July 6-12	Chapter 9	<p>To Do:</p> <ul style="list-style-type: none"> • Chapter 9 – Pretrial Services & Diversion <p>Assignment: Due no later than Monday July 13, 11:59 p.m.</p> <ul style="list-style-type: none"> • Post Discussion Topic #5 & respond to one other students' post • Take Chapter 9 Quiz 	2, 3 a, c
Week 8 July 13-19	Chapter 10	<p>To Do:</p> <ul style="list-style-type: none"> • Chapter 10 – The Juvenile Court • View website link – Council of Juvenile Court Judges of Georgia <p>Assignments: Due no later than Monday July 20, 11:59 p.m.</p> <ul style="list-style-type: none"> • Complete & post Chapter 10 homework • Take Chapter 10 Quiz 	2, 3 a, c
Week 9 July 20-29	Chapter 11 and Final Test	<p>To Do:</p> <ul style="list-style-type: none"> • Chapter 11 – Juvenile Corrections • Study for Final Test <p>Assignment: Due no later than Monday July 27, 11:59 p.m.</p> <ul style="list-style-type: none"> • Complete & post Chapter 11 homework • Take Chapter 11 Quiz <p>Final Test: Monday July 27, or Tuesday July 28, or Wednesday July 29, 11:59 p.m.</p> <ul style="list-style-type: none"> • Take Final Test (Chapters 8, 9, 10, 11). In lieu of coming to STC to take the proctored Final Test in person, students must instead take the final test online on one of these three dates: Monday July 27, or Tuesday July 28, or Wednesday July 29, 11:59 p.m. 	1, 2, 3 a, c

COMPETENCY AREAS:

1. Survey of Juvenile Law
2. Comparative Analysis of Adult & Juvenile Systems
3. Prevention & Treatment of Juvenile Delinquency

GENERAL CORE EDUCATIONAL COMPETENCIES

- a) The ability to utilize standard written English.
- b) The ability to solve practical mathematical problems.
- c) The ability to read, analyze, and interpret information.