



Santa Ana College

1530 West 17th Street, Santa Ana, California 92706

Business Division

F. Richard Manzano, J.D.
Chair, Legal Studies Department
Paralegal Program
Pathways to Law School Program
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UPDATED PARALEGAL ASSESSMENT PLAN

At the fall 2017 Department meeting the assessment plan was updated to read as follows:

Goals and Objectives:

1. Goals and Objectives will be discussed and assessed at each advisory and department faculty meeting.
2. Goals and objectives and the assessment plan will be updated after each advisory and department meeting as needed.

STUDENT LEARNING OUTCOMES/PROGRAM OUTCOMES:

1. All Paralegal Curriculum will be reviewed by faculty based on which section they are teaching.
2. The coursework and outcomes will be reviewed and forwarded to Professor Manzano for review and updating of curriculum.
3. In the fall semester adjunct faculty will create their course shell in Canvas and incorporate the student learning outcomes into the rubrics for a minimum of one assignment, with the goal by Summer 18 a minimum of 3 assignments per class will include the SLOs in the rubric for assessment.
4. When grades are turned in the assessment report generated by Canvas will be forwarded to the department chair and included in the next semester department meeting for review and assessment.
5. Para 101, 121 and 297 (the three capstone classes) program and course outcomes have been incorporated into the rubrics for all assignments.
6. Para 101 and 121 outcomes were piloted in Summer 17 and have been assessed.
7. Para 101, 121 and 297 fall 17 outcomes will be assessed over the winter intersession and be reviewed in the spring faculty meeting.
8. The department will staff the faculty station in the Academic Computing Center to coordinate the tutoring for paralegal classes, with a focus on communication skills.
9. Writing assignments will be reviewed and additional assignments incorporated into the course curriculum where appropriate.
10. The curriculum will be reviewed and appropriate communication assignments, similar to the law office manager critique in Para 101 will be incorporated and assessed.
1. Students will be informed and encouraged to take BA 058 58 Legal Interpreting and Translation/Spanish.



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ASSESSMENT DOCUMENTS TABLE OF CONTENTS

- 1. Updated Paralegal Assessment Plan**
- 2. Summary and Analysis of Assessments**
- 3. Frequency of Assessment**
- 4. Paralegal Program 2017-18 Goals and Assessments**

Program Effectiveness:

1. The surveys sent for Para 297 and graduates have been gathered and assessed in spring and summer 17.
2. Surveys will be sent to students in Para 297 fall 17 and spring 18. Results will be assessed in summer 18.
3. Graduation Data will be gathered for 16-17 and 17-18.
4. Student surveys will be sent out to graduates of the program in Fall 17/ assessed Spring 18.
5. Kristen will continue to gather data and surveys from graduates.
6. Ongoing surveys have been incorporated into the Para 101, 121 and 297 courses.
7. Data from the student surveys will be gathered at the end of each semester and assessed in the department meeting at the beginning of the next semester.

Employer Survey:

1. Kim Smith and Theresa Hagelbarger will continue to gather information from employers on our internship sites and job placements regarding skills students bring to the workplace.
2. Kim and Theresa will compile specific questions to be asked of each employer on the exit interview for Para internships.
3. Kristen will continue to develop a formal employer survey that will be sent to our graduates for their supervisor to complete.
4. The goal is to send the survey in the Fall 17 semester and assess in the Spring 18 semester.

Advisory Committee:

The program will have two advisory meetings per year. The advisory committee will review the surveys, and give advice to the faculty on the effectiveness and direction of the program.

Faculty:

The program will continue to discuss the effectiveness of the program with faculty at the semester faculty meeting. Faculty and the advisory committee will have input into the goals and objectives of the program. The faculty and advisory committee will participate in the review and evaluation of the surveys, goals and objectives.

Administrators:

The main input from the administration is through the division dean. The division dean meets on a regular basis with the program director and full time faculty. The division dean collaborates with the faculty to insure curriculum is updated, faculty evaluations are timely completed, tenure review process is met for new faculty. The division dean collaborates on the planning and scheduling of curriculum offerings, new certificates, internship and job placement opportunities. The Division Dean plans with the faculty and is the compliance officer for the college on faculty development activities.

The division dean will continue to be the liaison to the Vice Presidents of instruction and Vice President of Student Services. She will continue to create bridges with counseling.

The department will continue to participate in the formal "program review" process. The cap stone report is completed every four years where it is assessed at the division department chair meeting, goes to the Academic Senate for review and is presented to the Vice Presidents for review.

Cross Section Members of the Legal Community:

The Paralegal Advisory committee has a cross section of the legal community on its advisory board. Ed Keck has been a paralegal/IT coordinator at a major law firm and is currently working for a smaller law firm. Kim Smith has recently had a private practice and is a contract attorney with the Legal Aid Society of Orange County. Kai Williamson is a private paralegal in the corporate sector. Bill Tanner is a former director of the Legal Aid Society of Orange County and presently is in private practice. Rick Manzano has been practicing law since 1982. He has

been associated with major law firms as well as in private practice. West Imboden has been associated with the Orange County District Attorney's office/ major crimes unit. Carol Madeja is with the California State Bar. Laurali is a manager of paralegals with a large Orange County law firm. Sheniece Smith is corporate counsel with the Children's Hospital of Orange County. Kevin Mueller is a solo practitioner. Colby Burchell and Joanna Burchell are attorneys with the Orange County District Attorney. Julie Hallstead is a private sector/corporate paralegal. Susie Boyle is a private sector paralegal. Sylvia Lebeda is a corporate paralegal with Pacific Life Insurance. Roxie McClintock is an independent contractor/paralegal. Coreen Mueller is a corporate paralegal. Sheri Webb is a paralegal with a large Orange County Law firm. Mary Aranda is a paralegal with the Legal Aid Society of Orange County. Alicia Roane is a paralegal with the Orange County District attorney.

The advisory committee is charged with developing specific questions to be included in the employer survey. This will be included in the spring 18 meeting. At each of the advisory meetings there is a general discussion regarding the needs of the legal community. The advisory committee advises the program faculty on the needs and expectations of the legal community.



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PARALEGAL PROGRAM 2017-18 GOALS AND PROGRESS

Goal	Activity	Progress
To be recognized in the local legal community as an institution that produces graduates of a high caliber in their paralegal education enabling them to be capable and prepared to enter the job market with the ability to complete the tasks assigned to a paralegal.	Track graduates and certificate recipients for success. Survey graduates for skills and preparation readiness.	Ongoing, current data available.
To be recognized in the local legal community as an institution that produces graduates of a high caliber in their paralegal education enabling them to be capable and prepared to enter the job market with the ability to complete the tasks assigned to a paralegal.	Seek input from advisory committee on program curriculum to stay current with the local job market requirements.	On agenda for Fall 2017 advisory meeting.

Paralegal Program Goals and Activities for 2017-18.

<p>To provide the paralegal students with a quality legal education that provides them with an ethical foundation, applied skills, proficiency and the ability needed to perform tasks competently and succeed in their paralegal career.</p>	<p>Faculty will develop their courses on the Canvas platform and the outcome assessment tool will be utilized.</p>	<p>Goal is to complete all present offerings in fall 17.</p>
<p>The Santa Ana College paralegal graduate shall be able to perform many tasks normally handled by an attorney, such as preparing and understanding needed forms and pleadings, interviewing clients and witnesses, legal research and document preparation and organization.</p>	<p>Seek input from advisory committee on program curriculum to stay current with the local job market requirements.</p> <p>Gather input from employers.</p>	<p>On agenda for Spring 2018 advisory meeting.</p> <p>Input has been received and evaluated from LASOC and OCSC intern supervisors. Modifications have been made to the curriculum. See assessment report.</p>

Paralegal Program Goals and Activities for 2017-18.

<p>To educate, and network with, attorneys on the advantages associated with the employment of paralegals in their practice.</p>	<p>Require the students in the Para 297 Professional Paralegal class to attend networking opportunities such as the OCPA and Orange County Bar Association meetings.</p>	<p>Assigned as part of the requirements of the Para 297 class. Is also assigned as extra credit opportunities in Para 297 and Para 101.</p>
<p>To educate, and network with, attorneys on the advantages associated with the employment of paralegals in their practice.</p>	<p>Survey graduates and employers to determine if skills taught meet skills needed in workplace.</p>	<p>Ongoing, current data available.</p>
<p>To educate, and network with, attorneys on the advantages associated with the employment of paralegals in their practice.</p>	<p>Create learning opportunities for students to apply the skills learned in the program.</p>	<p>Intern positions in place since Spring 2013. Will continue to place interns with the Legal Aid society of Orange County. Para 105 added to summer and winter intersession.</p>
<p>To educate, and network with, attorneys on the advantages associated with the employment of paralegals in their practice.</p>	<p>Inform the legal community through the OCPA, advisory committee.</p>	<p>Full time professors are members of OCPLA. Members of advisory committee are members of OCPA and members of the legal community.</p>
<p>To educate, and network with, attorneys on the advantages associated with the employment of paralegals in their practice.</p>	<p>Maintain social media contacts such as Facebook and LinkedIn.</p>	<p>Maintained by Kristen Robinson</p>
<p>To educate, and network with, attorneys on the advantages associated with the employment of paralegals in their practice.</p>	<p>Update marketing materials such as the brochure and the department web page.</p>	<p>Web page updated by Rick Manzano</p>
<p>To educate, and network with, attorneys on the advantages associated with the employment of paralegals in their practice.</p>	<p>Send out a season's greeting card to the legal community.</p>	<p>In planning for end of Fall 2017</p>
<p>To educate, and network with, attorneys on the advantages associated with the employment of paralegals in their practice.</p>	<p>Expand internship opportunities with Public Sector employers.</p>	<p>Robust internship program in place. Assignment in 297 to explore the internship webpage. Have increased number of internships in the program.</p>

Paralegal Program Goals and Activities for 2017-18.

<p>To educate, and network with, attorneys on the advantages associated with the employment of paralegals in their practice.</p>	<p>Host the OCPA job conference.</p>	<p>Done Spring 2015, 16, 17. Planning for fall 17/Spring 2018</p>
<p>To educate, and network with, attorneys on the advantages associated with the employment of paralegals in their practice.</p>	<p>Host an expungement Clinique in association with LASOC, UCI Law</p>	<p>Scheduled 9/30/17</p>
<p>To provide state-of-the art computer literacy skills to the students by training students in the use of varied computer programs available to the legal practitioner.</p>	<p>Research online research alternatives.</p>	<p>New license agreement with Nexis/Lexis for 60 passwords in place. New text for Para 120 ordered.</p>
<p>To ensure and maintain the high quality of teaching.</p>	<p>SLO and curriculum/program review.</p>	<p>Current. Para 100, 101, 105, 107, 120, 121, 140, 145, 150, 246,248, and 297 SLOs have been gathered are in the evaluation cycle for Fall 17.</p>
<p>To ensure and maintain the high quality of teaching.</p>	<p>AAFPE meetings. LOWDL meetings. Attend the Annual State Bar meeting and CLE opportunities. Attend the Distance Education Advisory Workforce meetings. Attend the SACTAC meetings (College Technical Advisory Committee). Be involved in college faculty committees.</p>	<p>1. Kristen attended the Spring AAFPE meeting. 2.State Bar meeting planned. 3.FTF up to date on CLE. 4.Rick participates in the Distance Education Committee and the Open Education Resource committee. 5.The division has a representative at SACTAC who reports to the chairs meetings. 6. Kristen is the SAC Business Division curriculum chair/representative. 7. Kristen is on the Pathways committee. Kristen attends the statewide Pathway to Law School meetings.</p>

Paralegal Program Goals and Activities for 2017-18.

<p>To ensure and maintain the high quality of teaching.</p>	<p>Faculty will participate in teaching training opportunities at SAC.</p>	<ol style="list-style-type: none"> 1. Kim Smith is attending the new faculty institute. 2. Kim, Kristen and Rick have participated in the online learning certificate program and the Canvas training. 3. The Canvas training was incorporated into the Fall 17 department meeting. 4. The online Canvas certificate training is available for all adjuncts with a completion goal and Canvas class completed of the end of fall 17 semester.
<p>To continue to assess and respond to the needs of the local legal community.</p>	<p>Expand membership of the Industry and Community Advisory Committee. Hold minimum of two Advisory Committee meetings per year. Survey members of the committee and of the legal profession.</p>	<p>New members have been added to the PAC. The program has held two meetings per year.</p>
<p>To ensure that students are current in all areas of study, as well as keeping abreast of the growing trend for legal specialization areas in which paralegals are employed</p>	<p>Continue program review, SLO assessment. Survey members of the committee and of the legal profession. Attend the Annual State Bar meeting and CLE opportunities.</p>	<p>Ongoing.</p>
<p>To maintain relationships with the Orange County Bar Association, local and national paralegal associations like NFPA, NALA, Orange County Paralegal Association, Los Angeles Paralegal Association and AAFPE.</p>	<p>Maintain membership in the AAFPE, the California State Bar and the OCPLA. Students are required as part of course work in Para 297 "The Professional Paralegal" to attend networking activities with these organizations.</p>	<p>ongoing</p>

Paralegal Program Goals and Activities for 2017-18.

<p>To meet and exceed the high standards set by the ABA for the education and training of paralegals.</p>	<p>Conduct the ABA self-study and reapproval application and submit it to the ABA.</p>	<p>Interim report in progress. Intended submission date on or before 9/15/17.</p>
<p>To continue to maintain contacts and presence in the local legal community for the employment of our paralegal program undergraduates and graduates.</p>	<p>Expand internship opportunities.</p>	<p>CTE internship coordinator works with program students. Have internship opportunities with Legal Aid of Orange County, various agencies with the County of Orange, Self Help Center, as well as law firms. The program offerings have been greatly expanded.</p> <p>The division has hired a new general business work experience faculty who will assist the coordinator with the program.</p>
<p>To continue to maintain contacts and presence in the local legal community for the employment of our paralegal program undergraduates and graduates.</p>	<p>Host the OCPA job conference.</p>	<p>Hosted in Spring 2015. Planned for Fall 2015/Spring/2016</p>
<p>To continue to work with other departments in the college to develop new legal specialties appropriate for cross listing.</p>	<p>Maintain the Para/CJ 107 "Criminal Procedure" class. Include Bus 105 "The Legal Environment of Business" as a requirement for the program. Maintain cross listings with International Business</p>	<p>Completed.</p>

Paralegal Program Goals and Activities for 2017-18.

<p>To maintain and expand our library resources, acquisitions and on-line access for the paralegal students to have access to, and hands-on familiarity with contemporary legal materials, resources, cases and codes relevant to the research and practice of law in California.</p>	<p>Complete and maintain the legal collection for A 130 (Paralegal Legal Resource Classroom).</p>	<p>A-226 has been designated the Paralegal Resource classroom. The library collection is in A-226. Updates for the digest were purchased from lottery funds.</p> <p>Additional materials have been added.</p> <p>Periodicals are available in the resource room.</p> <p>LEXIS subscriptions to legal resources are available to students in the resource room and college library.</p>
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Summary and Analysis of Assessments

Each fall the program goals and updated progress on the goals are analyzed with the advisory committee. The program director updates the goals and progress on each of the goals. The goals and progress are discussed by the fulltime faculty on a regular basis. The fulltime faculty meets informally on the average of one time per week during the semester. There is a meeting that includes the adjunct faculty one time per semester.

The student satisfaction surveys, the graduate survey and data, the student learning and program outcomes are discussed with the advisory group and the faculty. The administration is represented by the division dean who attends both meetings and meets with the program director on a regular basis.

The program faculty has decided to create a more formal employer surveys which will be assessed and the results discussed with the advisory committee. The ongoing online survey is new and will be assessed and shared with the advisory committee this fall and the full faculty at the spring department meeting.

Student Satisfaction Surveys:

Each semester a student satisfaction survey is administered to the capstone class, PARA 297 The Professional Paralegal. The spring 2017 survey asked the following questions:

1. "I attended an orientation session for the Paralegal program. The results of this question show that 55% of the students attend the orientation. One of the goals of the orientation is to assist students with an education plan that promotes the appropriate sequencing of courses. Academic counselors attend the orientation. The faculty are introduced and make presentations on the program. The schedule of classes now states that the orientation sessions are mandatory.
2. "Please rate your educational experience in Santa Ana College's Paralegal Program:"
 - a. **Areas that meet goals of the program:** Quality of paralegal courses, for those who attended, the quality of the orientation session, quality of paralegal instruction, quality of legal research materials, number of course offerings,

preparation for career, career placement assistance and the overall quality of educational assistance. It is noted that the program is proud of the ratings for career/placement assistance based on the efforts to enhance this portion of the program through the hiring of the internship/job developer position and the focus on internship opportunities brought by the addition of the third full time faculty member. Previously this had been noted as an area the program was lacking.

- b. **Areas that need improvement:** The two areas that need improvement are quality of academic advising and quality of computer training. In response to student's input on academic advising the college has hired in addition to the traditional academic counselors who are mainly focused on traditional transfer programs, Career Technical Education (CTE) counselors. There are three part time CTE counselors and a new full time CTE counselor hired this fall. There is one CTE counselor, Robert Olmos, whose office is next to the Paralegal Program office. Robert works closely with the paralegal faculty and students are advised to make appointments with Robert or the other CTE counselors to improve their advisement on the CTE programs. The Counseling Division has appointed a liaison to the business division. She has met with the program director and gathered information to share with the counseling division.

The other area that the survey has noted as needing improvement is with the computer instruction. The issue that has been noted in one on one discussions with the instructor and students is the range of skill levels students have on entry into the class. Many of the students have advanced skill levels, yet the lowest common denominator is a driving force on what can be presented in the class. This causes the students with a more advanced technical skill to be bored. The goals of the program is to review the manner in which the technical skills are offered and to revise the curriculum based on a study that will take place in the fall 17 and spring 18 semesters.

3. Question three dealt with the student's opinion on the curriculum in the program. Overall the curriculum meets the program goals with the same computer and advisement issues as noted in question 2.

2014-17 SAC Paralegal Graduate Satisfaction Survey:

The 2014-17 survey data is still being gathered. The spring 17 graduates have only been reported to the state as of October 1, 2017. The program will continue to gather data.

The survey indicates that graduates note overall satisfaction with the program noting the need for improvement in computer training and career/placement assistance. The computer training component is in the process of being reviewed to create a more effective curriculum and learning experience. The survey covered graduates from 2014 to present. The changes made to the job placement/internship program has only been effective since 2016. The survey of students in the 2017 297 class indicate a marked increase in satisfaction in this area.

It is also noted that of 14 respondents 50% had an internship and or cooperative work experience while at SAC. The department goal is to increase opportunities for students so that

all who desire such an experience will be able to participate. Students who have participated in the internship or cooperative work experience generally had a positive experience.



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<p>To educate, and network with, attorneys on the advantages associated with the employment of paralegals in their practice.</p>	<p>Maintain social media contacts such as Facebook and LinkedIn.</p>	<p>Maintained by Kristen Robinson</p>
<p>To educate, and network with, attorneys on the advantages associated with the employment of paralegals in their practice.</p>	<p>Update marketing materials such as the brochure and the department web page.</p>	<p>Web page updated by Rick Manzano</p>
<p>To educate, and network with, attorneys on the advantages associated with the employment of paralegals in their practice.</p>	<p>Send out a season's greeting card to the legal community.</p>	<p>In planning for end of Fall 2017</p>
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Paralegal Program Goals and Activities for 2017-18.

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<p>To continue to maintain contacts and presence in the local legal community for the employment of our paralegal program undergraduates and graduates.</p>	<p>Expand internship opportunities.</p>	<p>CTE internship coordinator works with program students. Have internship opportunities with Legal Aid of Orange County, various agencies with the County of Orange, Self Help Center, as well as law firms. The program offerings have been greatly expanded.</p> <p>The division has hired a new general business work experience faculty who will assist the coordinator with the program.</p>
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<p>To continue to work with other departments in the college to develop new legal specialties appropriate for cross listing.</p>	<p>Maintain the Para/CJ 107 "Criminal Procedure" class. Include Bus 105 "The Legal Environment of Business" as a requirement for the program. Maintain cross listings with International Business</p>	<p>Completed.</p>

Paralegal Program Goals and Activities for 2017-18.

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