



Paralegal Studies Program Review 2010

Review Team

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Executive Summary

The Program Review Team works together with faculty and the Advisory Committee throughout the year utilizing the Guidelines for Approval of Paralegal Education Program by the American Bar Association Standing Committee on Paralegals and the 2006-2007 surveys to develop improved student, faculty, employer and graduate surveys and then the new surveys were used for the 2009-2010 Program Review Report and results are set forth throughout this report.

All but one paralegal class is offered at the Costa Mesa Learning Center. The program will be moving to the new Newport Beach Center when it opens in fall 2012. Plans for that location are in final stages and have been reviewed by the department chair. This program requires a degree, AA or higher, to be awarded the Certificate. Students can obtain their AA Degree in Paralegal Studies from Coastline if they do not already possess a degree. The program is approved by the American Bar Association with the current approval time expiring in August 2014 and an Interim Report is due on July 15, 2010. A site visit by the ABA was conducted in fall 2008 and the program was reapproved at the February 2009 meeting of the Board of Delegates of the American Bar Association.

Findings: Enrollment has been steady over the past three years with an increase in 2009-2010. From 2006-07 through 2008-09 the program averages 1.35% of the college FTES and in fall 2009 went to 1.7% of the college FTES. Course offerings have been consistent but advising has been increased and additional orientation sessions have been added to assist students in course sequencing and timely program completion. Enrollment continues to be stable, due in part to the statutory requirements in California and the current unemployment rate. The program continues to offer all required classes in the fall and spring semesters and elective courses in the summer session. During 2009-2010 an additional Introduction course has been added each semester, as well as offering an extra required course on a rotating basis to better assist students in planning their schedules.

Conclusions: The student survey and the faculty survey indicate a high rate of satisfaction. The graduate survey confirms the need for increased computer skills. The employer survey indicates the program is offering courses consistent with expectations from the legal community and that employers employing student and graduates are satisfied with their overall job preparedness. The Advisory Committee will be reviewing this report and the survey results at the next meeting in June, 2010. Based on enrollment and information gathered to date, the Program Review Team recommends the following **three-year goals**:

1. Continue to expand career advising, counseling, and orientation sessions.
2. Work with the Student Advisory Committee to further develop the Paralegal Club.
3. Expand faculty development in use of technology and Seaport Assessment tools.
4. Analyze the impact of technology on the practice of law and develop teaching components in the classroom for increased student career preparation.
5. Increase efforts to focus on student diversity in the program.
6. Prepare new marketing techniques in anticipation of the move to the Newport Beach Center.
7. Continue efforts to develop a website which incorporates the introduction course.

Process

The Paralegal Studies Program Review was led by Margaret Lovig, Department Chair for the program; Dr. Joumana McGowan, Dean for Career and Technical Education; Debra Brown and David Fuller, part-time faculty and Rose Moreno, Legal clinic/Medicare Counselor, contributed to the report and are also active members of the Advisory Committee assisted.

In the process of conducting the review, students, faculty, graduates, and employers were asked to complete online surveys to provide their input and suggestions regarding the program. Thirty-nine individuals replied to the Student Survey, and 18 individuals completed the Graduate Survey. All 10 instructors responded to the Faculty Survey, and 22 of 52 employers who were contacted replied to the Employer Survey. This is considered low participation and the program will be making efforts before the end of the spring semester to secure additional information from students, graduates and employers in preparation for the report due to the ABA in July, 2010.

Enrollment, FTES, and student demographic data was provided by the Office of Instructional Research, and program cost data was provided by the Office of Fiscal Services.

During the spring 2010 semester the Work Based Learning courses were brought up-to-date and consistent with similar courses offered in the Career and Technical Education programs. Also, all six of the 1.5 unit, paralegal courses were revised with updated SLOs. The remaining paralegal courses are in the process of being updated, but no course outline is older that spring 2007. In addition, the decision was made to suspend the remaining Dispute Resolution courses, LAW C175, Medication, and LAW C176, Culture and Diversity in Conflict Resolution. The college is reaching for the level of proficiency for its courses by the end of 2010. These courses are not being taught and may not be taught in the future. This information will be taken to the Advisory Committee for consideration. They can be brought back from suspension within two years and they would need to be brought current at that time.

Description

Overview

The program has been a part of the curriculum since Coastline's inception in 1976. The program changed its name to Paralegal Studies in summer 2000 due to the statutory changes in California and national trends away from the title of legal assistant. Approval by the American Bar Association was first granted in August 1985 and the program has applied for and been reappraised on the following dates: August 1990, August 1995, August 2000 (for seven years), August 2007, with the current approval expiring in August 2014. As of spring 2009, 975 students have completed the graduation requirements for the Certificate.

Prior to 1991, classes were conducted at many Coastline sites. In fall 1991, a full-time faculty position was opened and classes were focused at the Huntington Beach Center. In 1997 the program was moved to the Costa Mesa Center when Huntington Beach was closed. Today all classes but one are offered at the Costa Mesa Center. Room 5 is a dedicated classroom to the program and houses a donated collection of legal materials, five computers with Internet and electronic legal research access and a printer. Room 2 is also used for paralegal classes and has a small collection of legal materials.

The department chair works with the facilitator and staff at the Costa Mesa Center and the facilitator and staff for the Career and Technical Education programs, located at the Garden Grove Center, for planning and scheduling classes, orientations, student access, and printing materials, as needed. The Advisory Committee meets formally twice each year and assists the program between meetings through electronic communications. Minutes of the Advisory Committee are attached to this report.

The general objective of the program is to prepare students to be paralegals performing work under the supervision of an attorney. Paralegals work in many legal environments and perform multiple skills, including interviewing clients, research, document and court pleading preparation, investigation, and trial preparation. Those knowledge areas, skills, and abilities are consistent with the U.S. Department of Labor and Labor Market information available on paralegal training and employment. The program is supported in the same fashion as all other Coastline Career & Technical programs. Copies of the program description and orientation handout are attached to this report.

The Department Chair is a full-time faculty member and is assigned 3 LHEs for administration of the program. Most part-time faculty have been teaching for the program for many years. New part-time faculty are added when necessary to keep elective courses in tune with the job market and changes in the law and to replace part-time faculty who leave the program. The paralegal discipline falls under the list of disciplines for which a master's degree is not generally expected for California Community College instruction. However, the American Bar Association requires that persons teaching in approved programs be experienced as paralegals or as attorneys with paralegal experience or who work with or supervise paralegals in the workplace.

Orientations are held four times each year. At the beginning and end of the fall semester and at the beginning and end of spring semester. This was increased from two per year to four per year in 2008-2009 in an attempt to reach more students and better prepare them to succeed. The Orientation covers the program, the college, admissions procedures, degree and certificate requirements, statutory requirements in California, matriculation, ABA Approval requirements, graduation procedures, and other important information for students seeking a paralegal degree or certificate. The power point presentation for an orientation session is attached to this report. Students not possession a degree, must complete degree requirements at Coastline to be eligible for the Certificate. In addition students must receive a grade of "C" or higher in all paralegal classes and all students are required to demonstrate computer proficiency at graduation. This can be accomplished by computer courses, transfer credit, workplace substantiation, Microsoft Certification or by other industry standards. There are limits and restrictions on the transfer of paralegal courses from other programs and credit by exam is not available for paralegal courses. The Orientation handout provides students with course selection

guides for full and part-time attendance for the certificate and the degree/certificate student. Individual plans are developed in personal advising sessions. At the present time all paralegal classes are offered in the classroom.

Certificate Requirements

Coastline’s Paralegal Studies Program, as an American Bar Association-accredited program, requires completion not only of specific paralegal courses but also of an associate or bachelor’s degree. Students possessing an associate or bachelor’s degree or completing an associate degree will receive a Certificate of Achievement in Paralegal Studies upon satisfactory completion of required core and elective courses. All students must also demonstrate computer proficiency.

Paralegal Studies Certificate of Achievement

Required Courses	Units
LAW C100 Intro to Paralegal Studies	3.0
LAW C127 Legal Procedure 1	3.0
LAW C128 Legal Procedure 2	3.0
LAW C105 Civil Litigation 1	3.0
LAW C118 Legal Analysis & Briefing	3.0
LAW C120 Legal Research	3.0
LAW C122 Computer Assisted Research	1.0
LAW C390AB Legal Clinic Practicum/Ethics	2.0
<i>To be selected from Electives below</i>	6.0
Paralegal courses subtotal	27.0
Program Electives	
LAW C110 Civil Litigation 2	1.5
LAW C115 Criminal Litigation	1.5
LAW C130 Law Office Management	1.5
LAW C135 Family Law	1.5
LAW C142 Probate/Estate Planning	3.0
LAW C148 Elder Law	1.5
LAW C150 Corporate/Business Organizations	3.0
LAW C152 Conflict Analysis and Resolution	3.0
LAW C155 Bankruptcy Law and Procedures	3.0
LAW C158 Intellectual Property	3.0
LAW C160 Civil Trial & Evidence	1.5
LAW C161 Tort Law	3.0
LAW C164 Contract Law	3.0
LAW C165 Contract and Tort Law	3.0
LAW C170 Computer Applications for the Paralegal	3.0

Work-Based Learning units may be used as electives for the Associate in Arts Degree *only*.

Curriculum Review

The program made changes to the overall curriculum in spring 2007. Since that time the Dispute Resolute Certificate and some courses were suspended and as of 4/09/2010, LAW C175 and C176, the

remaining courses are being suspended. The Advisory Committee will determine if any courses should be brought back as stand-alone courses in the future as the employment opportunities in that area are very limited. In spring 2010 the Work Based Learning courses were brought current and all of the 1.5 unit courses were revised. The remaining courses will be reviewed and brought through curriculum in 2010-2011. Normally programs review curriculum the year before program review but the paralegal program goes through program review every three years and this results in curriculum being looked at on an ongoing basis including participation by the Advisory Committee. An example of this is the LAW C126 Legal Aspects of Health Care. At the January 2010 Advisory Committee meeting it was moved to review this course, which was developed for the military program, and bring it in line with other electives in the paralegal program and the ABA definitions of a legal specialty course, and offer it to students as a paralegal elective in a site based class. Since the last Program Review report, the Advisory Committee recommended that we divide LAW C165 contract and Tort Law into two separate, 3 unit courses. That has now been completed. LAW C161 Tort Law was offered spring 2009 and LAW C164 Contract Law is being offered for the first time summer 2010. The paralegal faculty meet each summer prior to the start of the fall semester and review both curriculum and student evaluations for the previous year. This way faculty can prepare to make modifications and improvements to instruction, validate what is working, and discuss course curriculum as a program. The ABA requires that all courses be evaluated by students every semester.

Banner ID	Title	Current Outline	SLO	Status
LAW C100	Introduction to Paralegal Studies	4/30/2007	Yes	Active
LAW C105	Civil Litigation 1	4/30/2007	Yes	Active
LAW C110	Civil Litigation 2	4/09/2010	Yes	Active
LAW C115	Criminal Litigation	4/09/2010	Yes	Active
LAW C118	Legal Analysis and Briefing	4/30/2007	Yes	Active
LAW C120	Legal Research	4/30/2007	Yes	Active
LAW C122	Computer Assisted Legal Research	4/30/2007	Yes	Active
LAW C126	Legal Aspects of Health Care Administration	3/30/2009	Yes	Active
LAW C127	Legal Procedure 1	4/30/2007	Yes	Active
LAW C128	Legal Procedure 2	4/30/2007	Yes	Active
LAW C130	Law Office Management	4/09/2010	Yes	Active
LAW C135	Family Law	4/09/2010	Yes	Active
LAW C142	Probate Administration/Estate Planning	4/30/2007	Yes	Active
LAW C148	Elder Law	4/09/2010	Yes	Active
LAW C150	Corporate/Business Organizations	4/30/2007	Yes	Active
LAW C152	Conflict Analysis and Resolution	4/30/2007	Yes	Active
LAW C155	Bankruptcy Law and Procedures	4/30/2007	Yes	Active
LAW C158	Intellectual Property	1/29/2007	Yes	Active
LAW C160	Civil Trials and Evidence	4/09/2010	Yes	Active
LAW C161	Tort Law	3/27/2008	Yes	Active
LAW C164	Contract Law	3/27/2008	Yes	Active
LAW C165	Contract and Tort Law	4/30/2007	Yes	Active
LAW C170	Computer Applications for the Paralegal	4/30/2007	Yes	Active
LAW C177	Adv Mediation/Field Practicum			Suspended – Fall 2008
LAW C178	Dispute Resolution			Suspended – Fall 2008

Banner ID	Title	Current Outline	SLO	Status
LAW C281	Work Based Learning	3/26/2010	Yes	Active
LAW C282	Work Based Learning	3/26/2010	Yes	Active
LAW C283	Work Based Learning	3/26/2010	Yes	Active
LAW C284	Work Based Learning	3/26/2010	Yes	Active
LAW C390	Legal Clinic Practicum/Ethics (AB)	4/30/2007	Yes	Active

Responses to the 2009-10 Program Review Faculty Survey indicate that faculty are satisfied with the currency of the curriculum, the variety of classes, delivery modes, relevance of classes to student needs, and with the opportunities for faculty to participate in curriculum and program development.

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Response Count
Currency of the curriculum (up-to-date in relation to transfer standards and SLOs)	100.0% (10)	0.0% (0)	0.0% (0)	0.0% (0)	10
Variety of classes	80.0% (8)	20.0% (2)	0.0% (0)	0.0% (0)	10
Delivery modes appropriate to student needs	80.0% (8)	20.0% (2)	0.0% (0)	0.0% (0)	10
Relevance of classes to student needs	100.0% (10)	0.0% (0)	0.0% (0)	0.0% (0)	10
Opportunity for faculty to participate in curriculum review and program development	100.0% (10)	0.0% (0)	0.0% (0)	0.0% (0)	10

Of 35 students responding to the question about variety of classes, 86 percent indicated satisfaction. Those who expressed dissatisfaction indicated that they would like to see a greater selection of electives each semester. One student who cannot take classes in the summer said, “It often seems that summer is when most of the electives are scheduled. As it is, I’m forced to either wait for the classes I think would be useful in my career and hope it comes up next term or I have to take classes I think are less useful because I want to get the certificate in a timely manner so I can get into the work force. I would take daytime, hybrid, and/or multi-facility courses if it meant more electives were offered. Or maybe...a schedule of electives so I can plan better and know when to sacrifice a core class for a rarely offered elective.”

Need

The current need for paralegal education continue to rate high in the job market. According to the U. S. Department of Labor 2009 opportunities are growing faster in Orange County than in Los Angeles or the rest of California. Nationally, the mean hourly wage for paralegals is \$23.46 and the median \$22.18. In California, the mean hourly wage is 27.11, one of the highest paying states for this profession (U. S. Bureau of Labor Statistics). Entry-level jobs remain a challenge and students are encouraged to seek employment before they graduate to enable them to have legal work experience on their resume. A

high percentage of Coastline’s students are already employed in the legal field and are seeking to advance their careers on the job by obtaining a certificate. The program serves degree holders, students and graduates returning for continuing education and displaced workers. California Business & Professions Code Sections 6450 *et seq.* set forth the statutory requirements to use the title “paralegal,” “legal assistant,” and other protected titles. A person earning an ABA Approved Paralegal Certificate meets those statutory requirements.

The American Bar Association (ABA) approves Coastline’s Paralegal Studies Program. The Paralegal Program prepares personnel for the intermediary position between the legal secretary and the attorney, performing work under the supervision of an attorney. Paralegals work in law offices and other legal and law related environments and many interact with clients. This is not a pre-law program and is not designed to prepare the student to become an attorney.

Student survey responses indicate that the primary reasons students are taking Paralegal Studies classes are to earn a certificate, to prepare for a new job or to improve job skills, and to satisfy A.A. degree requirements.

	1st Reason	2nd Reason	3rd Reason	Response Count
To satisfy A.A. degree requirements	35.3% (6)	58.8% (10)	5.9% (1)	17
To satisfy transfer requirements	0.0% (0)	0.0% (0)	100.0% (3)	3
To earn a certificate	63.2% (24)	28.9% (11)	7.9% (3)	38
To prepare for a new job or improve job skills	28.6% (8)	50.0% (14)	21.4% (6)	28
For personal interest	0.0% (0)	10.0% (1)	90.0% (9)	10
Convenience	0.0% (0)	20.0% (1)	80.0% (4)	5
Other	25.0% (1)	0.0% (0)	75.0% (3)	4
	answered question			39

All but one of 35 respondents to the student survey expressed satisfaction with the relevance of classes to their academic or vocational needs.

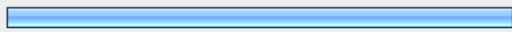

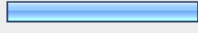
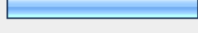
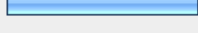
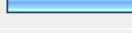
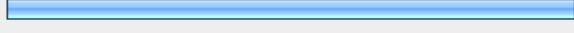
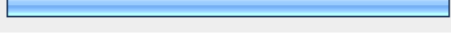
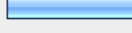
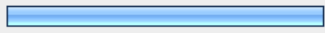

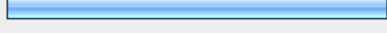

Resources

All but one of the paralegal courses are offered at the Costa Mesa Center, which is the oldest facility operated by Coastline Community College. Students and the visiting ABA Site Visit Team at the last visit, commented on the poor condition of the facility, but some improvements have been made over the last few years. In Room 2 a new ceiling has been installed with greatly improved lighting. In Room 5 we now have five computers with adequate electronic access for students and a printer. Students have full access to this room when the center is open and it is not being used for instruction. In reviewing the new plans for the Newport Beach Center the library/computer area will be separated from the

classroom instruction which will permit paralegal students to have access in the evening when classes are in session. This will be a very important part of the move to the new center. That room will also allow for additional computers, up to eight as well as providing shelving for the necessary teaching law library for instructor use. VTEA funds have been made available for additional computers both in Room 5 and at the legal clinic at college center. We encounter some problems when we add an extra course and need to use Room 1, as it is primarily an art room and does not have a white board or overhead projector.

Professional Development

Based on responses to the faculty survey, faculty are involved in a variety of professional development activities, most notably, membership in professional associations (90%), participation in Coastline’s All-College meetings (80%), participation in professional conferences (70%), and discipline-related reading (70%).

		Response Percent	Response Count
CCC All-College Meeting in Fall and Spring		80.0%	8
Discipline-related workshops		60.0%	6
Coastline Summer Technology Institute		30.0%	3
Other technology-related workshops		30.0%	3
Student learning outcomes workshops/training		30.0%	3
Other workshops		20.0%	2
Membership in professional associations		90.0%	9
Professional conferences		70.0%	7
Graduate classes/program		0.0%	0
Other classes		20.0%	2
Professional training, including certification programs		50.0%	5
Discipline-related reading		70.0%	7
Technology-related reading		60.0%	6
None of the above		0.0%	0
Other		10.0%	1
<i>answered question</i>			10

Faculty members also report involvement in college/District equivalency committees, the Student Advisory Council, the Student Success Committee, and with professional organizations/activities such as the Orange County Bar Association, Banyards Inns of Court, and MCLE training.

Quantitative Elements

Course Data

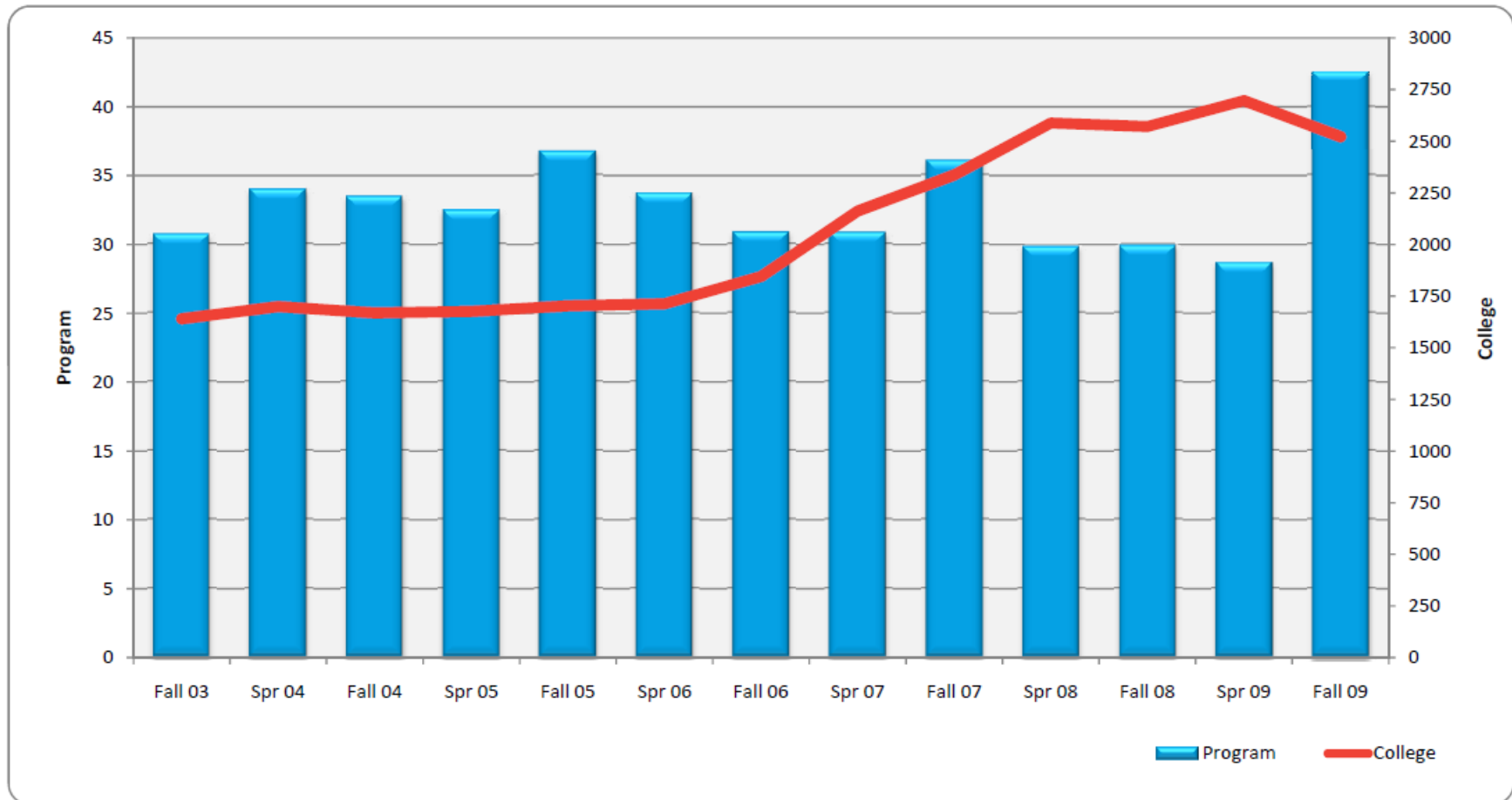
Data over the last six and a half years indicates a decline in full-time equivalent students (FTES) from Spring 2008 through Spring 2009; however, enrollments in Fall 2009 reached their highest point in the six and a half-year period: 461 seats at census and 42.54 FTES.

Paralegal Studies
Six and a Half-Year Summary of Enrollment and FTES

PROGRAM AND COLLEGE DATA	2003-04		2004-05		2005-06		2006-07		2007-08		2008-09		2009-10
	Fall 03	Spr 04	Fall 04	Spr 05	Fall 05	Spr 06	Fall 06	Spr 07	Fall 07	Spr 08	Fall 08	Spr 09	Fall 09
FTES													
Program	30.69	33.95	33.43	32.44	36.71	33.66	30.85	30.82	36.05	29.79	29.88	28.61	42.54
College	1639.79	1698.93	1668.38	1675.88	1703.25	1713.42	1844.86	2161.42	2336.22	2587.71	2570.74	2697.18	2522.05
Program as % of College	1.9%	2.0%	2.0%	1.9%	2.2%	2.0%	1.7%	1.4%	1.5%	1.2%	1.2%	1.1%	1.7%
Program Sections													
Total Sections Scheduled	12	12	11	12	14	13	14	13	14	14	13	13	16
Sections Cancelled	0	0	0	0	1	0	1	1	0	1	0	0	1
Sections (adjusted for cancelled & WBL)	10	10	9	10	11	11	11	10	12	12	11	11	14
Avg. Enroll. All Classes	31	35	36	31	32	30	26	29	27	25	27	28	33
Seat Count at Census													
Program	313	361	335	322	352	334	298	297	335	306	300	314	461
College	15500	16243	15776	15699	15927	16188	17220	20458	21779	23535	23493	24420	23105
Program as % of College	2.0%	2.2%	2.1%	2.1%	2.2%	2.1%	1.7%	1.5%	1.5%	1.3%	1.3%	1.3%	2.0%
Seat Count at Semester End													
Program	272	315	299	274	289	286	264	262	298	260	258	264	404
College	12673	12998	12915	12964	12829	13239	14418	17334	18512	19464	19915	20522	18953
Program as % of College	2.1%	2.4%	2.3%	2.1%	2.3%	2.2%	1.8%	1.5%	1.6%	1.3%	1.3%	1.3%	2.1%
Attrition (Cens. To End Seats)													
Program	13.1%	12.7%	10.7%	14.9%	17.9%	14.4%	11.4%	11.8%	11.0%	15.0%	14.0%	15.9%	12.4%
College	18.2%	20.0%	18.1%	17.4%	19.5%	18.2%	16.3%	15.3%	15.0%	17.3%	15.2%	16.0%	18.0%

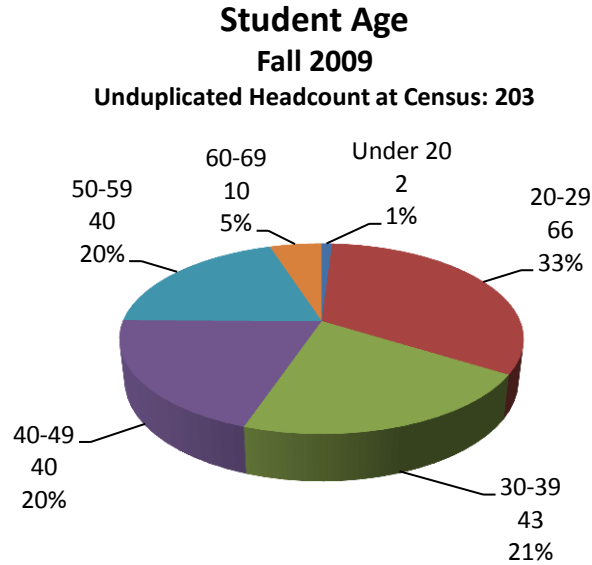
Paralegal Studies Six and a Half-Year Summary of Enrollment and FTES

FTES	2003-04		2004-05		2005-06		2006-07		2007-08		2008-09		2009-10
	Fall 03	Spr 04	Fall 04	Spr 05	Fall 05	Spr 06	Fall 06	Spr 07	Fall 07	Spr 08	Fall 08	Spr 09	Fall 09
Program	30.69	33.95	33.43	32.44	36.71	33.66	30.85	30.82	36.05	29.79	29.88	28.61	42.54
College	1639.79	1698.93	1668.38	1675.88	1703.25	1713.42	1844.86	2161.42	2336.22	2587.71	2570.74	2697.18	2522.05
Program as % of College	1.9%	2.0%	2.0%	1.9%	2.2%	2.0%	1.7%	1.4%	1.5%	1.2%	1.2%	1.1%	1.7%

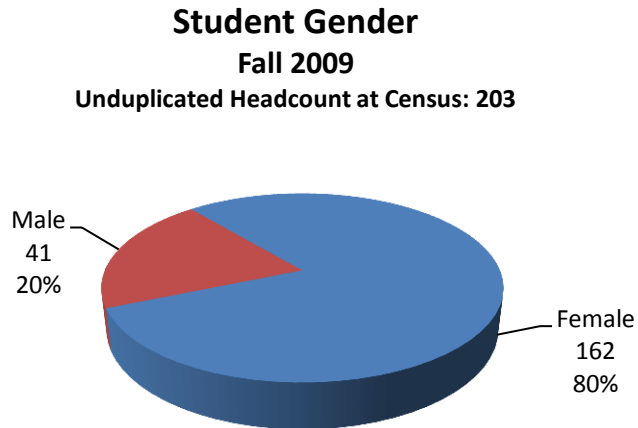


Student Elements

Students in the Paralegal Studies cover a wide range of ages. Only slightly more than half of all students in Fall 2009 were under the age of 40, and 25 percent of all students were 50 or older.



As in the past, the majority of students (80 percent) are women, which is also in keeping with the demographics of workers in this field.

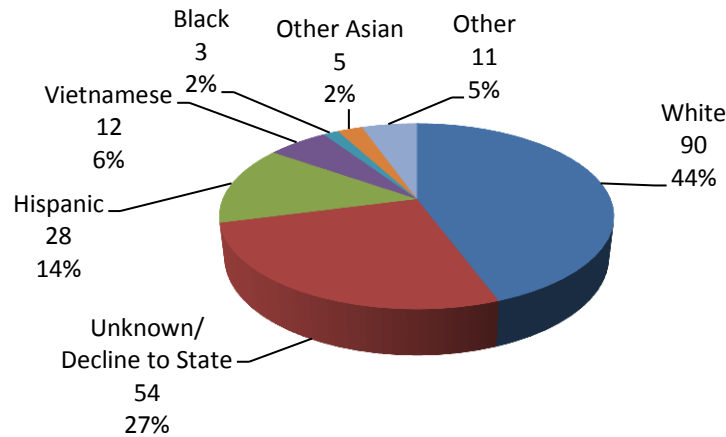


The program is attracting students from a variety of ethnic backgrounds, but the true extent of student diversity is difficult to determine due to the large number of students (27 percent) whose ethnicity is not known.

Student Ethnicity

Fall 2009

Unduplicated Headcount at Census: 203

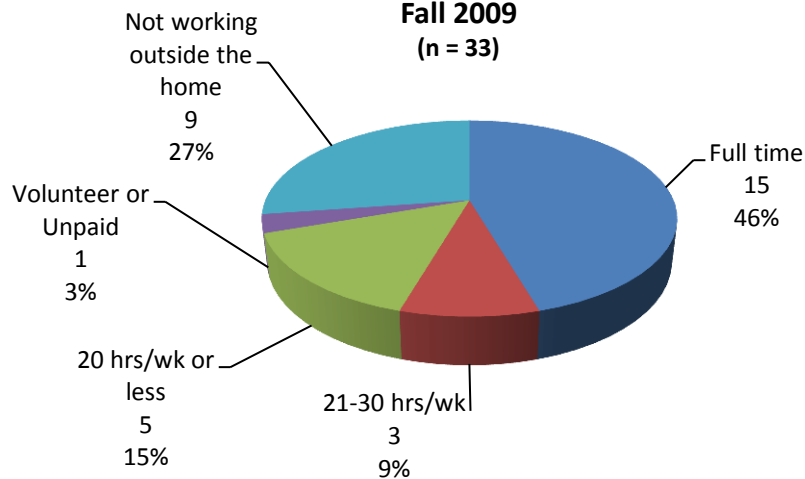


Based on responses to the Student Program Review Survey, 46 percent of Paralegal Studies Program students are working full time, and another 9 percent are working between 21-30 hours per week.

Employment Status

Fall 2009

(n = 33)



Cost Data

Data provided by Fiscal Services indicates that salaries for part-time faculty totaled \$93,056 for 2008-09, not including fringe benefits. For the first six months of 2009-10, part-time salaries totaled \$31,549. In addition to the part-time faculty, the program has one full-time faculty member, who was on temporary assignment as the Dean for the Le-Jao Center in 2008-09, but who has not returned to full-time involvement with the Paralegal Studies Program.

Additional expenses (and funding sources) include Westlaw (material fees); computers, printers, conferences, and brochures (VTEA); paper and toner for Room 5 (CTE budget); and nominal expenses for snacks for Advisory Committee meetings.

The program generated approximately \$284,576 in apportionment revenue in 2008-09, and that figure promises to be considerably higher for 2009-10 given the 42 percent jump in enrollments from Fall 2008 to Fall 2009.

Program Outcomes

Student Learning Outcomes

The Paralegal Department faculty meet every year before the fall semester starts. Every year at that meeting the faculty are provided with copies of the prior year student evaluation of their courses. This process is part of the ABA requirements. Every three years, or as needed, official course outlines are provided to the faculty for review and up date. We have been in that process since the last update was spring 2007. Before the end of 2010, the remainder of the course outlines will be submitted. The courses have had SLOs in place for several years, but we have not been successful in meeting the assessment evaluations, except for one faculty member, as of this date. A concerted effort will be made this semester to have faculty do this on their Seaport page. Trainings are being offered and faculty unable to attend will be provided the necessary information and instructions.

The program has identified four expected program-level outcomes:

- Meet minimum standards for ABA Approval Guidelines and California Statutory Requirements
- Meet minimum standards for entry level employment
- Meet varied demands of local employment market
- Prepare transfer students for entry at the junior level or law school
- Student Learning Outcomes/Assessment

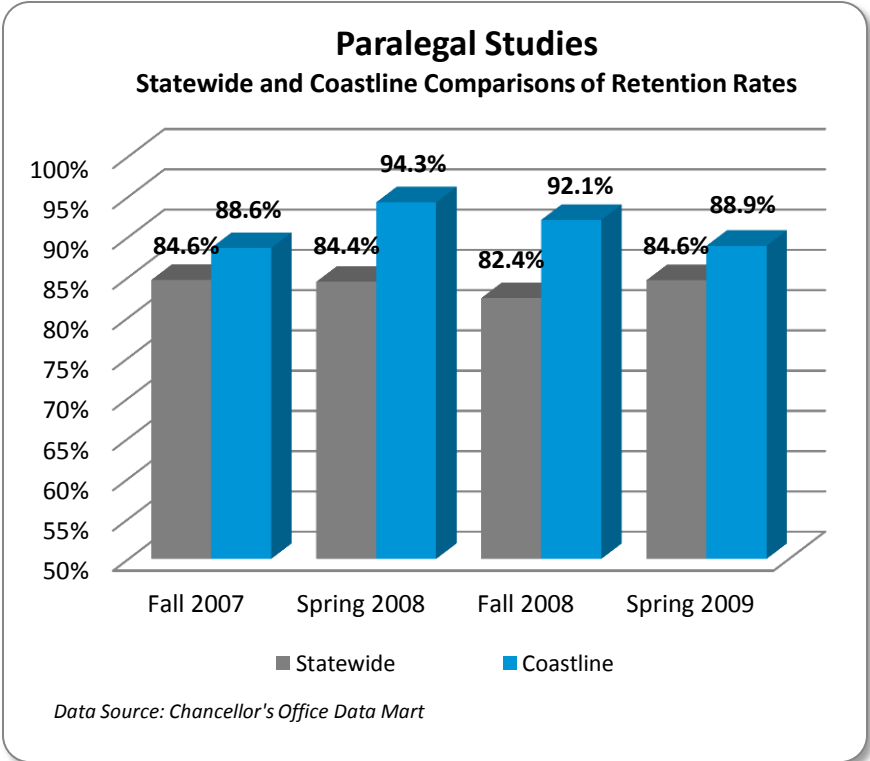
This area will require additional focus and completion over the next year.

Other Student Outcomes

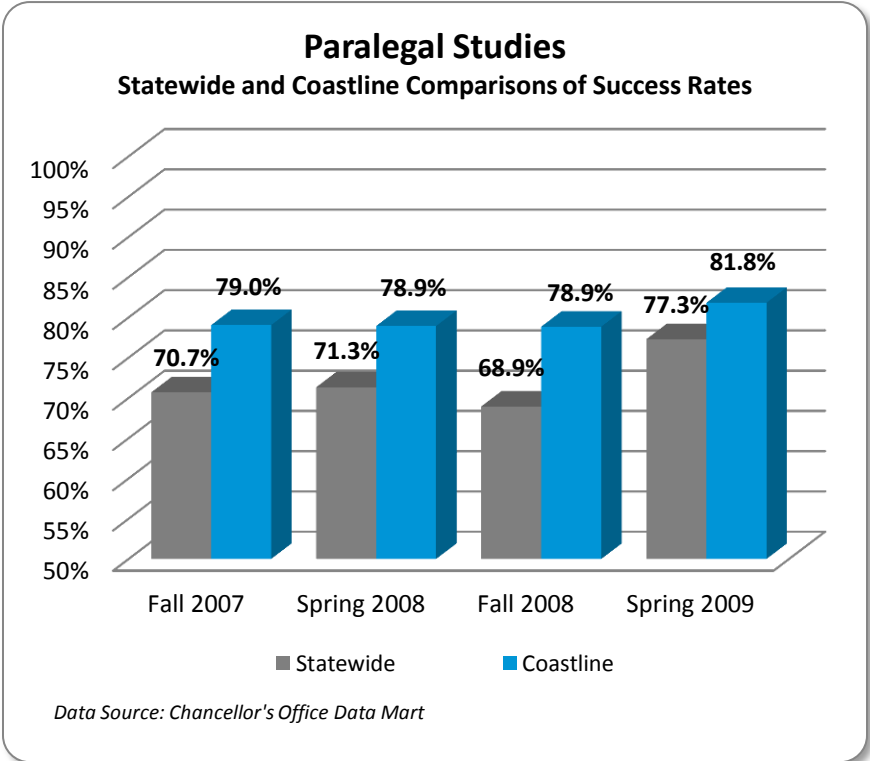
For the past six years, the Paralegal Studies Program has graduated between 11 to 19 students. The number of students awarded a certificate each year has ranged from 32 to 39.

Award Type	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09
A.A. Degree	17	14	19	15	11	13
Certificate	39	32	37	37	37	34

Student retention rates in Coastline’s Paralegal Studies Program have consistently been higher than the statewide retention rate in community college paralegal programs. Over the most recent four semesters for which statewide data is presently available, Coastline’s retention rate has been 5 to 10 percent higher than the statewide rate.

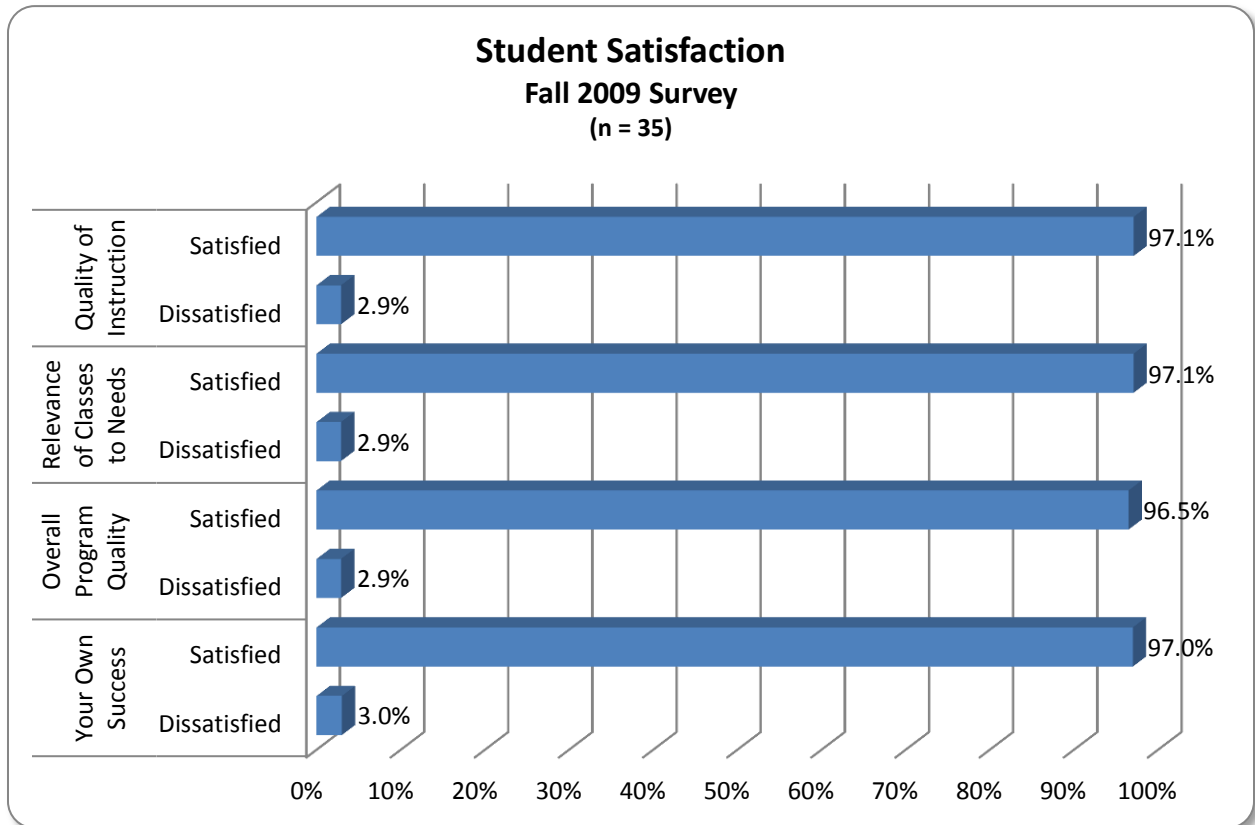


Coastline’s paralegal student success rates are also higher than the statewide rate, with Coastline’s success rate being almost 6 percent higher in Spring 2009 and more than 14 percent higher in Fall 2008.



Student Satisfaction

Responses to the student survey deployed in Fall 2009 indicate a very high level of satisfaction with the quality of instruction, relevance of classes to the students' academic and vocational needs, overall program quality, and the students' assessment of their own success in the program. For each of these areas, only one student expressed any dissatisfaction at all.



Responses to a question that asked students about their most positive experience were revealing. Over and over again, students talked about the quality of the instructors in the Paralegal Studies Program.

I really feel that the instructors have been the best part. Its hard to want to continue learning when discouraged or not interested. But the teachers at Coastline are vibrant and interesting and so willing to make themselves available to their students. I really feel like its good I waited until later in life to go back to school...it may have been the teachers or the environment weren't where I was supposed to be. I was supposed to be at Coastline.

I have had very helpful teachers who understand that I have a full time job and have been very gracious with helping me be able to get my work done.

I think that the instructor's are uniformly at a very high level. I'm quite impressed.

I love the open, personable teachers. The lecture content fills out what the book generalizes or often doesn't mention. They let me know why I'm doing this or that, rather than just looking at a

blank example. Plus, they tell interesting on- the -job stories, which give me a glimpse of what's out there.

I am impressed with the genuine attitude of all the instructors. They all appear to want the students to succeed and make extra effort to help them achieve successes.

Feedback from program graduates who responded to a Fall 2009 survey supported what current students are saying about faculty. One hundred percent of the survey's 18 respondents indicated satisfaction with each of the following instructor characteristics: knowledgeable, well organized, use of fair and consistent grading criteria, encouragement for class participation, responsiveness to students, use of fair assignments and tests, use of appropriate assignments and texts/materials, and instructor availability.

As with current students the graduates offered high praise for the Paralegal Studies faculty when reporting their most positive experiences:

All of the instructors are awesome and I refer many people to attend Coastline. My most memorable experience is director Margaret Lovig. She really cares for her students and teaches her students to use the applications given by Coastline to use in real life situations and so does Tyler.

My most positive experience during my attendance was the positive professional attitude of every instructor I had a class with. Also, coming to the campus to take the classes was necessary for mastering the subject matter versus taking some of the classes online (through other colleges, etc.). The classroom learning environment and interaction at Coastline was invaluable.

Interacting with the teachers who had so much knowledge in the Paralegal field.

The immense support from the professors and their admirable dedication to both the profession and our education.

Conclusions

The program continues to have strong enrollment and the addition of a Paralegal Club has given the campus some vitality. It will be even more effective when we move to the new location as the facilities will offer opportunities to hold events for the paralegal department. Program graduates remind us of the ongoing challenge of technology in the workplace. The focus on completion of assessments for the program will be a first priority for next year.

Recommendations

The college will need to address the funding source for Westlaw electronic legal research access. This is being funded partially from student fees when they take the LAW C122 class but access needs to be on all computers for all student use on an ongoing basis. **This is required for ABA Approval.** The Westlaw contract was renegotiated last year for a three-year period but will be changing in the future because they are going to a new research base more similar to the way that Google operates. This new way of

doing research will be very helpful for the students and is more similar to the way that they navigate the Internet currently. Hopefully it will be available to paralegal schools before we are due to renew our contract in 2012. In addition to Westlaw, continued funding to attend paralegal education conferences and marketing funds to promote the new facility in Newport Beach will be critical due to the competition that will be in place by the new program starting at Irvine Valley College in fall 2010.

Goals

Progress on Prior Goals

Self-Review Goals

1. Continue exposure to career advising and counseling

We have continued to expand advising, orientations and encouragement for counseling. With a counselor assigned to the Costa Mesa Center this has been very beneficial to students as they can make appointments on the days that they are attending classes. We also have added two additional orientations each year. By holding these sessions at the beginning and end of fall and spring semesters we are reaching more new students and continuing students who did not attend previously.

2. Continue faculty development for improving the use of technology

Faculty have participated in all of the Seaport and MyCCC training and appreciate being able to submit grades electronically. Additional work needs to be done to process SLO assessments each semester through Seaport. Our work in this area will be continuing.

3. Research the impact of technology on the practice of law and develop methods of instruction to prepare students for work

It has been confirmed through the Advisory Committee, paralegal educator conferences, and industry contacts that we need to increase the students' exposure to additional technology requirements now demanded in the workplace. At the same time the majority of students are entering the program with higher skill levels than in the past. After attending several workshops covering this topic at conferences, we have put back into the program the LAW C170 Computer Applications for the Paralegal, to encourage students to take this class. For awhile we were only offering it every other year.

4. Create a website for the program and the introduction course

No progress has been made in this area. The Student Advisory Council has started a Listserv for paralegal students and a Paralegal Club which has held its first two meetings this spring. One of the paralegal part-time faculty members has offered to help with this club.

5. Expand partnerships for training and pro bono activities for students

We continue to seek opportunities for students to do pro bono activities outside of the college in the legal community. Each spring there are mock trials that some are able to attend, but not very many opportunities that directly relate to the legal profession. Students are also encouraged to participate in the greater community at large and in the Legal Clinic Practicum course students are permitted to earn a few hours of credit for approved pro bono activities.

6. Develop marketing tools to increase student diversity

The additional marketing through the transfer events and counselors at every site, as well as meeting each year with counselors to discuss the program and any changes, has not resulted in attracting a broader diverse student population and the surveys have a large number of students who do not respond to that information. Looking at the survey reports however, the diversity appears consistent with what is observed in the classroom.

Steering Committee Recommendations

1. Pursue a permanent general fund budget item for basic costs (e.g., ABA membership, computer resources, etc.) so that the program does not need to depend on Student Advisory Council (SAC) funding each year.

The Student Advisory Council no longer funds any of the above expenses for the paralegal program. Westlaw payments currently come out of material fees for the program and VTEA funds have provided computers and printers.

2. Pursue seed money for marketing items such as website development, a brochure, and one or more Coastline Minutes through enrollment growth and SAC funds.

VTEA funds will be available for this and we have put it into next year's budget.

3. Improve coordination and marketing by making a presentation to the One-Stop Center case managers about the Paralegal Studies Program.

The One Stop Center has been provided with materials about the paralegal job market and working with students wishing to place in the legal field. They are working with the counselors in career information but they often refer applicants to us for follow-up. The job market has been very quiet, particularly for entry level positions.

4. Investigate pro bono, internship, and/or work-study opportunities for students.

This is ongoing and unfortunately has been impacted by the downturn in the economy. Many state and federally funded agencies have stopped offering programs and therefore do not need the assistance of students seeking experience.

New Three-Year Goals

1. Continue to expand career advising, counseling, and orientation sessions. [ongoing]
2. Work with the Student Advisory Committee to further develop the Paralegal Club. [ongoing]

3. Expand faculty development in use of technology and Seaport Assessment tools starting with spring 2010. [finish spring, summer and fall by December 2010]
4. Analyze the impact of technology on the practice of law and develop teaching components in the classroom for increased student career preparation. [ongoing]
5. Increase efforts to focus on student diversity in the program. [ongoing]
6. Prepare new marketing techniques in anticipation of the move to the Newport Beach Center. [VTEA funds]
7. Continue efforts to develop a website which incorporates the introduction course. [more time in the day would help on this one]



Appendices

Paralegal Studies Orientation

Orientation Handouts

Advisory Committee

Minutes, January 2008

Minutes, January 2009

Minutes June 2009

Agenda, January 2010

Paralegal Studies Program

2009-2010

Coastline Community College

Department Contacts

- Margaret Lovig, Department Chair
- Dr. Joumana McGowan, Dean, Career & Technical Education, 714-241-6209, Office at Garden Grove Center
- Cheryl Stewart, College Librarian
- Rose Moreno, Legal Clinic Assistant and Medicare Counselor, 714-241-6298

Welcome, Introductions

- Program overview
- A.A. Degree Paralegal Studies
- Paralegal Certificate
- Bookstore
- www.coastlinebookstore.com
- <http://coastline.edu> website
- “C” for Coastline classes

Certificate Requirements

- A A Degree; 27.0 paralegal units
- Attend Orientation and/or formal Counseling/Advising Session
- Computer Proficiency
- “C” or better in all paralegal classes
- Continuing education required for California paralegals, California Business & Professions Code Sections 6450-6456 – work must be performed under Supervision of a licensed Attorney

Transfer of classes

- General Education/ABA Guidelines
- Paralegal courses
- Transcripts
- Pre-approval Process for courses to be taken at another college with a request that the credits apply toward the paralegal certificate at Coastline.

Labor Market, Entry Level Employment

- Paralegals remain in Top 20 Jobs
- Competition continues – experience and formal training key
- Employment before graduation gives opportunity for experience
- Work Based Learning
- Resume and Cover Letter
- OC One Stop Centers

Paralegal Faculty

- Margaret Lovig, Debra Brown
- Bryce Letterman, David Fuller
- Tyler Offenhauser
- Steve Barnes, Susan Watts
- Todd Litman
- Michelle McCliman
- Robert Crawfis
- Ed Johnson

Costa Mesa Center

- Room 5 dedicated to Paralegal Studies, computers with Westlaw, Internet access, and printing.
- Rooms 2, 12, and 16 are also used for paralegal classes.
- Student access to Room 5 by request before classes start.
- CM Office open 8:30 a.m. – 9:00 p.m. Mon.-Thurs. and 8:30 – 5:00 p.m. on Friday, 714-241-6213

Registration Process

- Application – MyCCC – select a password that is easy to remember
- Online enrollment through the first week of classes
- Books may be ordered online
- 6 unit limit without matriculation
- You must be **active** in the system to enroll, continuing students will be notified of registration date/time.

4/11/2010

Paralegal Studies Orientation

9

Sequencing of Paralegal Classes

- Full-time
- Part-time
- Advisory
- Concurrent registration [C127/128]
- Prerequisite [C122, C120/122]
- Computer proficiency
- Orientation and/or Counseling
- Blending with General Education

4/11/2010

Paralegal Studies Orientation

10

Important Trends Facing the Paralegal Profession

- Ethical Issues and Ethical Behavior
- Electronic Receiving and Transmitting Information
- Time Management
- Technology and Software Skills
- Continuing Education
- Multiple Skills and Increased Complex Duties on-the-job
- Testing and Regulation

4/11/2010

Paralegal Studies Orientation

11

ABA Approval and California B & P Code

- Guidelines, ABA Approval Process
- History of OC Paralegal Education
- Current status
- California Business & Professions Code, Sections 6450 *et seq.*, January 2000
- Mandatory Continuing Education [OCPA, NALA, OCBA etc.]

4/11/2010

Paralegal Studies Orientation

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Graduation Requirements

- Petition [deadline each semester]
- A.A. Degree or higher
- Certificate of Achievement
- Transcripts from other Institutions must be on file when you petition
- Academic Advising Plan
- Plan ahead, calendar a reminder

Question & Answer

- Open discussion
- Review of important points
- Overview of Handouts
- What is the best way to proceed if you have a question.

Welcome to Coastline

- Margaret Lovig,
mlovig@coastline.edu
- 714-751-1721
- Debra Brown,
dbrown@coastline.edu
- Costa Mesa Center Office
- 714-241-6213



11460 Warner Avenue, Fountain Valley, CA 92708-2597
Ph: 1 (714) 546-7600 Web: coastline.edu

PARALEGAL STUDIES PROGRAM 2010-2011
ABA APPROVED, A.A. DEGREE and/or* CERTIFICATE PROGRAM
Contact information for: Margaret Lovig and Debra Brown
mlovig@coastline.edu and dbrown@coastline.edu

Welcome to the 2010-2011 academic year. Summer classes start June 21, 2010, fall classes start August 30, 2010, and spring classes will start January 30, 2011. Please contact us if we can be of assistance in any way or answer questions not addressed in this handout. The majority of the paralegal studies classes are held at:

Coastline's Costa Mesa Learning Center
2990 Mesa Verde Drive East, Costa Mesa, CA 92626 (714) 241-6213

- 1) Parking passes are required and they can be purchased online. Program requirements and course descriptions are published in the College Catalog. The Class Schedule for each semester only describes current class offerings. Attached is a copy of the **paralegal program requirements for all students**.
- 2) The following starting classes may be taken at any time: LAW C100, LAW C127, LAW C128. Enrolling in more than 6 units requires matriculation or evidence of requirements.
- 3) The sequencing of additional paralegal studies classes will depend on your academic status when entering the program. **Students are required to attend a Paralegal Orientation or a counseling or advising session. The next Orientations will be held on Saturdays: June 5, 2010, August 28, 2010, December 4, 2010, and January 28, 2011** at 10:00 a.m., Room 5, Costa Mesa Center. Formal Registration is not required to attend an orientation. Notices will appear in the class schedules and posted on the website. **Counseling appointments may be scheduled after applying to register, call (714) 241-6162.** Program advising appointments are available. Email Margaret Lovig at mlovig@coastline.edu to schedule an appointment.
- 4) To assist you in planning:
 - Page 3: a course selection guide for Paralegal Studies A. A. Degree students.
 - Page 4: a selection guide for transfer students taking the Certificate Program.
 - Attachment: Program and course descriptions for the paralegal studies classes.

Students preparing to transfer to a university under A.A. Degree Transfer Plans, can be assisted by scheduling a counseling appointment at (714) 241-6162. ["Students possessing a transferable associate in arts or bachelor degree from a regionally accredited college or university, with official transcripts on file at Coastline, will be eligible to petition for a Certificate of Achievement in Paralegal Studies upon satisfactory completion of the 27 units of required paralegal courses."]

5) **Paralegal program electives** are offered on a rotating basis and change from semester to semester (6.0 units are required). Electives may be taken after completion of LAW C100, LAW C127 and/or LAW C128, depending on your academic status. For assistance, contact the paralegal studies department directly.

The following are suggested program electives selections by legal practice area:

Litigation, Torts, Contracts		Family Law, Criminal Law, Off. Management		Business Organ., Corporate, Intellectual Prop.		Estate Planning, Probate Admin., Elder Law		General Law, Bankruptcy Law	
LAW C110	1.5	LAW C135	1.5	LAW C150	3.0	LAW C142	3.0	LAW C130	1.5
LAW C160	1.5	LAW C115	1.5	LAW C158	3.0	LAW C148	1.5	LAW C155	3.0
LAW C161,164	3.0	LAW C130	1.5	LAW C164	3.0	LAW C135	1.5	LAW C161,164	3.0
LAW C115	1.5	LAW C142	3.0	LAW C130	1.5	LAW C152	3.0	LAW C158	3.0
LAW C152	3.0	LAW C148	1.5	LAW C152	3.0			LAW C152	3.0
LAW C170	3.0	LAW C170	3.0	LAW C170	3.0	LAW C170	3.0	LAW C170	3.0

6) The legal profession requires competent computer skills, including word processing, data processing, spreadsheet, E-mail management, Internet, online research, time and billing, as well as specialized legal and calendaring software. **Students are required to demonstrate computer proficiency at program completion.** Computer skill analysis and assistance in course planning is available by contacting the paralegal studies department directly or the counseling department. Coastline Community College offers a wide variety of computer training courses.

7) Work Based Learning units may be used as elective credit toward an A.A. Degree, but do not apply toward the 27.0 units required for the paralegal studies program.

8) **A formal Petition to Graduate (Degree and/or Certificate) is required** to be filed during your last semester of classes. See the Important Dates section of the schedule.

We are here to assist you, please advise us of your questions and concerns. Paralegal classes are offered in the evenings, Monday through Friday, and on occasion on a Saturday. There are currently no weekday or online classes. Most faculty mail boxes are located at the Costa Mesa Center where classes are held.

COASTLINE COMMUNITY COLLEGE
PARALEGAL STUDIES PROGRAM - COURSE SELECTION GUIDE
ASSOCIATE OF ARTS DEGREE in PARALEGAL STUDIES and PARALEGAL
CERTIFICATE APPROVED BY THE AMERICAN BAR ASSOCIATION
 Academic Advising Plan, Option I - 60.0 units

I. Full-time Student (60 units minimum):

First Semester		Second Semester		Summer		Third Semester		Fourth Semester	
LAW C100	3.0	LAW C127	3.0	LAW Elec.	3.0	LAW C105	3.0	LAW C120	3.0
Group A	3.0	LAW C128	3.0	**	3.0	LAW C118	3.0	LAW C122	1.0
Group A	3.0	Group B	3.0			Group D	3.0	LAW Elec.	3.0
Group A	3.0	Group C	3.0			Group E	3.0	LAW C390	2.0
						**	3.0	**	3.0
								**	3.0
Total	12.0	Total	12.0	Total	6.0	Total	15.0	Total	15.0

Overall total 60.0 units

**Global and Multicultural Studies requirement, see advising plan for details.

**Consider classes to meet the computer proficiency requirement and/or Work Based Learning.

Academic Advising Transfer Plans for CSU and IGETC are available by appointment with a counselor.

II. Part-time Student (60 units minimum):

First Semester		Next Full Semester		Summer		Next Full Semester		Next Full Semester	
LAW C100	3.0	LAW C127	3.0	Group B	3.0	LAW C128	3.0	LAW C105	3.0
Group A	3.0	Group A	3.0	Group C	3.0	Group A	3.0	Group D	3.0
Total	6.0	Total	6.0	Total	6.0	Total	6.0	Total	6.0

Next Full Semester		Next Full Semester		Summer		Next Full Semester		Next Full Semester	
LAW C118	3.0	LAW C120/122	4.0	Group E	3.0	LAW Elec.	3.0	LAW Elec.	3.0
**	3.0	LAW C390	2.0			**	3.0	**	6.0
Total	6.0	Total	6.0	Total	3.0	Total	6.0	Total	9.0

Overall total 60.0 units.

**Global and Multicultural Studies requirement, see advising plan for details.

**Consider classes for computer proficiency requirement and/or Work Based Learning.

Academic Advising Transfer Plans for CSU and IGETC are available by appointment with a counselor.

A **formal** Petition to Graduate (A.A. Degree and/or Certificate) is **required** in the last semester.

COASTLINE COMMUNITY COLLEGE
PARALEGAL STUDIES PROGRAM - COURSE SELECTION GUIDE
PARALEGAL CERTIFICATE APPROVED BY THE AMERICAN BAR ASSOCIATION
 27.0 semester units

I. A plan for Certificate completion in one year:

First Semester (fall or spring)		Second Semester		**Summer	
LAW C100	3.0	LAW C105 or LAW Elective	3.0	LAW Elective	1.5
LAW C127	3.0	LAW C118	3.0	LAW Elective	1.5/3.0
LAW C128	3.0	LAW C120 and C122	4.0		
LAW C105 or LAW Elective	3.0	LAW C390	2.0		
Total	12.0	Total	12.0	Total	3.0

Total 27.0 units

II. A plan for Certificate completion in two years:

First Semester		Next Semester		**Summer	Next Semester		Next Semester		
LAW C100	3.0	LAW C128	3.0	LAW Elec.	3.0	LAW C118	3.0	LAW C120	3.0
LAW C127	3.0	LAW C105	3.0			LAW C390	2.0	LAW C122	1.0
								LAW Elec.	3.0
Total	6.0	Total	6.0	Total	3.0	Total	5.0	Total	7.0

Total 27.0 units

***Students possessing a transferable associate in arts or bachelor degree or higher from a regionally accredited college or university, with official transcripts on file at Coastline, will be eligible to apply for a certificate of achievement in Paralegal Studies upon completion of the 27.0 units of required paralegal studies courses. All students are required to demonstrate computer proficiency.**

****Summer scheduling: normally one, two or three program elective courses are offered during the summer session. These courses vary from summer to summer based on availability of faculty and rotation of legal subjects. Summer course selection will alter the above plans depending on whether you start the program in the fall or the spring semester. A formal Petition to apply for the Certificate is required to be filed during your last semester. [Plan starting date: Summer Session 2010.]**

**COASTLINE COMMUNITY COLLEGE
Paralegal Studies - Paralegal Associate Degree**

The American Bar Association (ABA) approves Coastline's Paralegal Studies Program. The Paralegal Program prepares personnel for the intermediary position between the legal secretary and the attorney, performing work under the supervision of an attorney. Paralegals work in law offices and other legal and law related environments and many interact with clients. This is not a pre-law program and is not designed to prepare the student to become an attorney.

*Students who do not already possess an associate in arts or bachelor degree from a regionally accredited college or university **must** complete an A.A. degree (60 units) as specified below. These requirements are in compliance with the ABA Guidelines for paralegal programs. Paralegal studies course work taken at other institutions, if approved by the paralegal studies department, can be applied in partial fulfillment of these requirements. Paralegal studies courses taken for other than a letter grade are limited to 9 units within the 27 unit total. 14 units of paralegal course work **must** be completed at Coastline. (Credit by examination applications require approval by the paralegal department and faculty. Practical assignments and projects in addition to regular course examinations will be required for any course approved for challenge.) Upon completion of this program, students will be awarded an associate in arts degree and a certificate of achievement in paralegal studies approved by the American Bar Association.*

*Students are required to attend a paralegal orientation or a counseling session and complete the English and Math Placement Testing and Group A General Education requirements prior to entering LAW C105, LAW C118, LAW C120, LAW C390 and/or any major elective with a "LAW" designation. The remaining general education units are to be completed concurrently with the remaining paralegal courses. Students **must** achieve a grade point average of 2.0 or higher in each paralegal studies course. Students possessing a transferable associate in arts or bachelor degree from a regionally accredited college or university, with official transcripts on file at Coastline, will be awarded a certificate of achievement approved by the American Bar Association upon completion of the 27 units of required paralegal courses. All students are required to demonstrate computer* proficiency (see below).*

REQUIRED PARALEGAL COURSES Units

LAW C100 Intro to Paralegal Studies	3.0
LAW C127 Legal Procedure 1	3.0
LAW C128 Legal Procedure 2	3.0
LAW C105 Civil Litigation 1	3.0
LAW C118 Legal Analysis & Briefing	3.0
LAW C120 Legal Research	3.0
LAW C122 Computer Assisted Research	1.0
LAW C390 Legal Clinic Practicum/Ethics	2.0
<i>To be selected from Electives below:</i>	6.0

Paralegal Courses Subtotal. 27.0

PROGRAM ELECTIVES

LAW C110 Civil Litigation 2	1.5
LAW C115 Criminal Litigation	1.5
LAW C130 Law Office Management	1.5
LAW C135 Family Law	1.5
LAW C142 Probate/Estate Planning	3.0
LAW C148 Elder Law	1.5
LAW C150 Corporate/Business Organizations	3.0
LAW C152 Conflict Analysis and Resolution	3.0
LAW C155 Bankruptcy Law and Procedures	3.0
LAW C158 Intellectual Property	3.0
LAW C160 Civil Trial & Evidence	1.5
LAW C161 Tort Law	3.0
LAW C164 Contract Law	3.0
LAW C165 Contract and Tort Law	3.0
LAW C170 Computer Applications	3.0

GENERAL EDUCATION, Paralegal Program

Students are required to complete at least 18 units in courses numbered C100-299 listed in Groups A to D. (Course work in Group A2 is limited to ENGLISH C100. Course work in Group C1 is limited to ART C100, C101 and/or MUSIC C100. All course work in C2 is acceptable.) In addition, 3 units in Group E are required. Students can meet the general education requirements under the A.A. degree academic plans.

General Education Subtotal.....21.0

ELECTIVES

*Computer proficiency may be demonstrated by the satisfactory completion of LAW C170, BUSINESS COMPUTING C148 and ENGLISH C108; by completion of similar courses; by transfer credit course work; by workplace substantiation; by Microsoft Certification; or by other computer industry certification.

****Electives Subtotal..... 12.0**

TOTAL UNITS for A.A. degree program..... 60.0

****Work Based Learning only applies to these elective units. Earn credit for work you do on the job. Call 714-241-6307**

[Effective July 1, 2009]

PARALEGAL STUDIES

- LAW 100, Introduction to Paralegal Studies 3.0 Units**
Introductory course covering the relationship between paralegals and attorneys and clients. Topics include structure of the profession, federal and state court structure, ethical standards, legal terminology, investigation techniques, research on case and statute analysis, overview of legal practice areas and communication.
- LAW 127 3.0 Units**
Legal Procedures 1
Knowledge and skills required of paralegals and legal assistants, including: procedures and functions in the court structure and litigation procedures involving personal injury and general civil cases; probate; family law, dissolution, adoption, and bankruptcy.
- LAW 128 3.0 Units**
Legal Procedures 2
Continuation of LAW127, instruction civil procedures in unlimited and limited courts with emphasis on preparing, filing, and bringing to judgment breach of contract, landlord-tenant and personal injury actions, including discovery, law and motion, research, arbitration, calendaring; business entities and formation of small corporations, real estate terminology; criminal law introduction; and skills, techniques and abilities the paralegal will be expected to have in the workplace.
- LAW 105 3.0 Units**
Civil Litigation 1
Learn, analyze and examine the basic principles of civil litigation as applicable to jurisdiction, venue and preparation of pleadings, discovery, motions, trial preparation and alternative dispute resolution by plaintiffs and defendants in the California court system.
- LAW 118 3.0 Units**
Legal Analysis and Briefing
Learn the methods and procedures of statutory and case law analysis, including proper briefing and persuasive writing techniques.
- LAW 120 3.0 Units**
Legal Research
Course in legal research methods and legal writing by examination of the law, written legal memoranda, and supervised library assignments. Students will have a working knowledge in the use of statutory and case law and secondary sources.
- LAW 122 1.0 Unit**
Computer Assisted Legal Research
This course is a continuation of LAW 120 solving legal research problems with computer assisted legal research resources.
- LAW 390AB, Legal Clinic Practicum/Ethics 2.0 Units**
Students in the clinic will work directly under the direction and supervision of clinic attorneys and experienced paralegal instructors. Students will interview clinic clients, prepare and monitor client files, set up interview schedules and perform various management duties relating to clinic operations. Students will examine and evaluate the regulation of lawyers and paralegals and the unauthorized practice of law.
- LAW 110, Civil Litigation 2 1.5 Units**
Learn basic principles of civil litigation as applicable to discovery, injunctions, attachments, summary judgment, dispute resolution, and develop and improve legal writing skills and style.
- LAW 115, Criminal Litigation 1.5 Units**
The criminal court system and litigation in criminal cases, constitutional law, criminal procedure including investigation, prosecution, discovery, motions, trial preparation and appeal in criminal cases.
- LAW 130, Law Office Management 1.5 Units**
A study of the systems and procedures for management of large, medium and small legal entities, including structure and decision process, delegation, personnel selection, job descriptions, office manuals and policies, performance evaluations, file systems, calendar systems, records management, new matters and client conflicts, facilities design, group dynamics, communication, technology, billing of employees, risk management, ethics and paralegal employment.
- LAW 135, Family Law 1.5 Units**
Topics include organization and jurisdiction of the Family Law Court, marriage, annulment, dissolution and non-marital property agreements, custody, support, visitation, use of family code and current case law applications, preparation for trial, temporary orders, appeals and judgment enforcement.
- LAW 142, Probate Administration/ Estate Planning 3.0 Units**
Organization and jurisdiction of the Probate Court; administration of estates, including gift, income, inheritance and estate taxes, estate litigation and will contests. Conservatorships, guardianships and intestate succession. Wills and other disposition of property, review of probate avoidance mechanisms, trust administration and elder law.
- LAW 148, Elder Law 1.5 Units**
Learn substantive and procedural law, federal, state and administrative Regulations as they pertain to the senior populations, including Social Security, Medicare, Medi-Cal/SSI, funding sources, pensions, residential and/or long-term care and applicable family law statutes.
- LAW 150, Corporate/Business Organizations 3.0 Units**
Introduction to formation, maintenance and dissolution of corporations, (C and S, professional, and non-profit), partnerships, proprietorships, limited liability companies (federal and state), securities regulations; including corporate reorganizations, stock and assets sales, mergers and consolidations and the simple sale of a small business.
- LAW 152, Conflict Analysis & Resolution 3.0 Units**
This course introduces the student to the basic skills needed to begin evaluating client needs regarding the use of alternative solutions to resolving conflicts and explore the changing climate of litigation-oriented practices, including ethical considerations.
- LAW 155, Bankruptcy Law and Procedures 3.0 Units**
An overview of federal bankruptcy law and procedures for the paralegal; introduction to the functions and working of the bankruptcy court, United States trustee, bankruptcy counsel, examination of Chapters 7, 11, 13, schedule preparation, representation, and bankruptcy research.
- LAW 158, Intellectual Property 3.0 Units**
A study of the requirements and procedures for obtaining and maintaining patent, trademark and copyright protection under the laws of the United States and foreign laws, including: regulations, formulating search requests, preparation of applications, forms and documents, maintaining records and protection of information.
- LAW 160, Civil Trials and Evidence 1.5 Units**
Learn principles of preparing a civil case for trial, including preparation of a trial notebook, pretrial and post-trial motions, jury instructions, verdicts, judgments, and the principles of evidence and its preparation for presentation in court.
- LAW 165, Contract and Tort Law 3.0 Units**
The substantive and procedural law of contracts (transaction and litigation) and of tort law principles in intentional torts, negligence and strict liability in tort in a study and instruction developed for paralegals.
- LAW 170, Computer Applications for the Paralegal 3.0 Units**
This course is designed to acquaint paralegals with basic computer use, including software programs utilized by attorneys (word processing, spreadsheets, document databases), law-related public databases, non-law public databases, systems management, research, time and billing, and other applications.
[Fall 2007]

MINUTES of the ADVISORY COMMITTEE
PARALEGAL STUDIES PROGRAM
COASTLINE COMMUNITY COLLEGE
January 23, 2008

Members present: Rose Mary Bordwell, Debbie Brown, Marty Burbank, Tona Cornelius, John de La Cruz, Bill Darke, Brian Day, David Fuller, Leanne Hendricks, Bryce Letterman, Margaret Lovig, Rose Moreno, Alicia Roane

Absent: Tillie Boitel, Toni Cornelius, Lori Jenkins, Ron Klein, Pam Mayhew, Joumana McGowan, Susan Raja, Cheryl Stewart

The meeting started at 5:10 p.m.

Welcome and introductions were made. Special acknowledgement to our new public paralegal member, Alicia Roane, CP. She is employed by the Orange County District Attorney's Office, in the DNA Unit and in December was elected President of the Orange County Paralegal Association (OCPA) for 2008. Alicia is a graduate of the Coastline Paralegal Program and has served for several years on the Executive Committee of OCPA. We are delighted to welcome her as a new member and appreciate her dedication to the paralegal profession and her representation of our program.

The members reviewed and approved the draft Minutes from the meeting of May 31, 2007 with no changes or additions.

The committee was brought up-to-date on the Application for ABA Reapproval. It was revised and resubmitted to the ABA. It was decided not to set a firm date for the spring meeting until we are advised of the ABA report status. As soon as requested tentative site visit dates will be submitted to the ABA. In the meantime our approval has been extended pending the site visit.

The college has launched the banner program for online registration and the creation of web-pages for each class. The software for the Seaport web-pages has been developed in-house by the college. It is similar to the commonly known programs WebCT and Blackboard. It is a specialized program and has been very successful for our distance learning courses and now everyone will have that same advantage. A web-page can be viewed by prospective students and interested individuals, but access to the full course is only available to enrolled students. Faculty have access to their grade rosters, add codes, drop rosters and student information through the banner program on their MyCCC page. They also have access to their employee records. Grades will be submitted online at the end of each semester using the MyCCC page and faculty will no longer have to deliver grades in person. If faculty post their grades on their Seaport site students will have access to grades immediately. Grades posted on MyCCC will only be available to

students after the college closes the semester and transfers the grades to transcripts as a permanent record. At the next meeting we will be able to hear comments on how well the new system has worked. Everyone has been in training for all of these changes.

Following recommendations from faculty David Fuller and Michelle McCliman and from student comments and evaluation responses the committee discussed at length the concept of splitting the Contract & Tort course into separate courses, each being full semester, 16 week, 3 unit courses. They have previously been combined with each topic being covered in 8 weeks as part of a 16 week course. Last summer we tried something new and had different teachers for each topic with classes for the 8 week summer session. Michelle McCliman taught Contract Law on Monday night and David Fuller taught Tort Law on Wednesday. After evaluation, everyone reached agreement that these two elective courses would be more beneficial if separated and approved moving forward to accomplish this task. Teaching faculty and committee members will be provided with copies of the newly prepared course outlines as soon as possible for review and comment. We will need to take the courses to the curriculum committee in March, or no later than April, to get the changes made in the 2008-2009 college Catalog. It is anticipated that at least one of the new courses will be offered in spring 2009.

Following up on information from the last meeting about the closing of the UCI Dispute Resolution Program, the committee discussed what would be best for the Dispute Resolution program at Coastline. The fall 2007 Mediation course went forward with a very small group of students. The course was scheduled again for spring 2008 in the hopes that the two groups, fall and spring, would generate enough students to move the certificate forward, but the spring class has been cancelled for low enrollment. The instructor who developed the course and assisted us in designing the certificate is no longer able to teach. After some discussion by members who had taken classes or were acquainted with UCI's program, the general consensus of the committee was that the UCI program is closing or being remodeled due to the condition of available employment. There is limited employment directly related to a Certificate in Dispute Resolution. We are aware of this and were advised by the State Chancellor's Office when the program was submitted that it should be monitored carefully due to the limited employment opportunities. Several ideas were presented, including renaming the certificate and marketing it differently. With the changes in Title 5 for certificates and degrees it is recommended that we suspend our Dispute Resolution Certificate, take a year to examine options and bring back a proposal. A program can be brought back within two years from suspension. To remove it from the catalog this decision needs to be submitted formally to the Curriculum Committee by March. An E-mail will be prepared and sent to all members summarizing this decision and requesting approval by E-mail response. This will provide Career and Technical Education (CTE) Dean, Joumana McGowan, a formal summary of this decision, since she was unable to attend this meeting and is working to bring the CTE certificates in line with the Title 5 requirements.

The next meeting for spring 2008 was not scheduled at this time pending an update from the ABA on the status of our Application for Reapproval and possibility of a site visit before the end of the spring semester.

The meeting was adjourned at 6:45 p.m.

MINUTES of the ADVISORY COMMITTEE
PARALEGAL STUDIES PROGRAM
COASTLINE COMMUNITY COLLEGE

January 21, 2009

Members present: Eric Blum, Rose Mary Bordwell, Tillie Boitel, Debbie Brown, Bill Darke, John de La Cruz, David Fuller, Leanne Hendricks, Lori Jenkins, Bryce Letterman, Margaret Lovig, Rose Moreno, Susan Raja, Alicia Roane, Cheryl Stewart

Absent: Marty Burbank, Tona Cornelius, Brian Day, Pam Mayhew, Joumana McGowan, Stephanie Sterling

The meeting started at 5:00 p.m.

Welcome and introductions were made. The committee welcomed new member Attorney Eric C. Blum. Eric conducts fee arbitrations for the Bar Association and has a private practice in civil litigation.

Alicia Roane, Debbie Brown and Bryce Letterman, representing the Paralegal Studies Program, attended the January event sponsored by the Career & Technical Education Department. This event was designed to link prospective students to programs offered by the college and have instructors and industry available for discussion. All of the career programs were represented. This is a first time event and was very successful. It is anticipated that it will be repeated.

Cheryl Stewart was unable to stay for the full meeting as she was on her way to a Board of Trustees meeting. She updated the committee on the changes in the Library at Coastline and encouraged everyone to visit the site and explore the new subscriptions available. Cheryl or the Assistant Librarian visit classes to train students on how to use the Virtual Library and access the various databases available.

David Fuller suggested that we consider applying for a Bill & Melinda Gates Grant for the Paralegal Studies Program. Alicia supported this idea and Margaret indicated that she would look at the material again to further explore this idea. The information had been discussed at a Grant Team meeting in the fall but no specific program was identified as a fit.

The members reviewed and approved the draft Minutes from the meeting of June 25, 2008 with one editing correction.

The committee reviewed the decision from the ABA Standing Committee on Paralegals regarding the survey results on alternative methods of delivery for paralegal courses. Based on the survey the ABA will maintain the standard of ten credit contact hours required. This will continue to prevent an all-online program from being eligible for ABA Approval. The report indicated that attorneys were not convinced that quality paralegal skills and abilities can be

learned in alternative methods of delivery. There was some support for a blended program. The committee agreed with the ABA's decision.

The committee was informed that the expanded program leadership for 2008-2009 was working well and students were being served. Enrollment for spring is strong and another Introduction courses has been added. Since this creates confusion for the students, it has been decided that in the fall semester two Introduction courses will be a regular part of the schedule so students can plan better for their classes. It is anticipated that the Dean position will be filled during the spring semester.

The new Tort Law class is scheduled for spring 2009 and David Fuller is teaching this course. A different text has been selected. David can give us an update at the next meeting. With the economy in bad shape, it was emphasized that employment is a high stress level now for many of our students. Rose Mary also noted that there is a more global perspective and people are coming to law firms needing training.

The Employer Survey is in place to be revised and distributed in the fall semester. The ABA actually wants two employer surveys. (1) Survey is a general survey of the legal community to explore utilization of paralegals, and (2) Survey of employers of our graduates to explore their qualifications to perform the job requirements, seek ways that the program could improve their skills and abilities, and network for future employment opportunities for students and graduates. Our last survey combined these two into one. We have been information by the Instructional Researcher that we can leave the survey in one but that it can be designed to have results printed in two reports. For one report they would pull out of the survey information provided by all employers of Coastline students and/or graduates. This is one option. Everyone agreed that the survey is too long. The committee did feel that it should be shorter and hoped that we could get more feedback. David Fuller suggested that we send it to more individual attorneys instead of concentrating on one to each firm. He thought we would get more activity and offered to provide email links for electronic response. Copies of the previous surveys were handed out. The committee will need to make final recommendations at the next meeting.

Two side notes: (1) "211" is an emergency number for seniors, and (2) benefitscheckup.org is a website worth exploring.

The committee was brought up-to-date on the Application for ABA Reapproval and a copy of the letter from the Commission and the Standing Committee recommending approval of our application and sending it to the ABA Board of Delegates for vote was handed out.

The committee tabled the review of a proposed paralegal page for the CTE Webpage.

No date was scheduled for the next Advisory Committee meeting. It is anticipated that we will have an update from the ABA after the February Board of Delegates meeting in Chicago regarding approval of our Application for Reapproval.

The meeting was adjourned at 7:20 p.m.

MINUTES of the ADVISORY COMMITTEE
PARALEGAL STUDIES PROGRAM
COASTLINE COMMUNITY COLLEGE
June 4, 2009

Members present: Rose Mary Bordwell, Debbie Brown, John de La Cruz, Leanne Hendricks, Lori Jenkins, Margaret Lovig, Rose Moreno, Alicia Roane, Stephanie Sterling

Absent: Eric Blum, Bill Darke, David Fuller, Bryce Letterman, Pam Mayhew, Joumana McGowan, Susan Raja, Cheryl Stewart

Guests **James Moreno**, President, Board of Trustees, Coast Community College District (and former public member of this Advisory Committee
Lee Fuller, President of the Coastline's Student Advisory Council

The meeting started at 5:05 p.m.

Introductions were made and the members reviewed and approved the draft Minutes from the meeting of January 21, 2009.

James Moreno, President, Coast Community College District Board of Trustees and former member of this committee, informed us of the current budget situation in California and confirmed the focus for career and technical education in our district. He discussed the importance of quality career education for employment preparation but indicated that we will all need to tighten our belts and make every dollar count. It has been a challenging year for the Coast District and serving students is of the highest importance.

The committee was informed of the April 25, 2009 Workshop at the Garden Grove Center sponsored by Coastline for the Student Section of the Orange County Paralegal Association was well attended. Alicia Roane coordinated this event working with the Garden Grove office staff.

The committee congratulated Debbie Brown on her successful year at Department Chair while Margaret Lovig completed her term as interim dean. Debbie did an outstanding job in this position and the paralegal program is very fortunate to have her as a faculty member.

The paralegal studies program will be participating in the Program Review process next year and the Interim Report to the ABA will be due in July, 2010. In preparation for both of these reports the committee did extensive review of the previous Employer Survey used in the last review process. It was unanimously confirmed that the survey was too long and would receive a higher response rate if it was shortened substantially. If it takes too long to answer, many will stop before they are finished. It is suggested that we streamline the questions and focus on the following areas:

Entry level hiring skills:

Computer: Word processing, spreadsheet, database, presentation software
electronic legal research, internet research, email

Interpersonal: adaptability, work ethic, work prioritization, initiative

Writing, analytical/problem solving, research

Education:

ABA Approval, Bachelor's degree

Skills important to teach:

Investigation/interviewing, research, writing, legal procedures, stress management

Current employees:

Lawyers, paralegals, legal assistants, project or case assistants, legal secretaries, project interns, other entry level positions

Billable hour requirements:

1000 to 1300, 1350-1600, 1600 or more, not/applicable

Benefits:

Medical, vacation, sick-leave, retirement

Average starting pay entry:

Under \$2,200/month

Over \$2,200/month

Not public information

If you employ Coastline paralegal students and/or graduates:

Overall job preparedness

The committee reviewed the previous survey as well as summary information from other paralegal programs. This information will be provided to the research department in preparation for the survey. It is anticipated that it will be sent in the fall or early spring semester. Additional information will be gathered on a list of employers to participate and whether to divide the survey into one for employers in general and one for employers of graduates. It may be possible to combine them and then electronically report separately on those that indicate that they employ Coastline students or graduates.

The next meeting was confirmed for January, 2010, but a date certain was not scheduled. A notice will be sent at the end of the year.

The meeting was adjourned at 7:00 p.m.



MEMORANDUM

Margaret Lovig, Department Chair, Paralegal Studies Program 714-751-1721
11460 Warner Avenue, Fountain Valley, CA 92708

Fax 714-751-3806

PARALEGAL STUDIES PROGRAM
ADVISORY COMMITTEE
JANUARY 26, 2010
5:00 p.m.
PRESIDENT'S CONFERENCE ROOM, COLLEGE CENTER

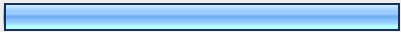
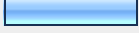

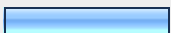
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
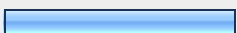


1. Welcome, introductions, and approval of Minutes June 2009 meeting
2. Legal Aspects of Health Care, LAW C126, Bryce Letterman
3. Status of the California budget and Career & Technical Education
4. Employment opportunity *statistics v. the reality of the job market
5. New proposed paralegal programs, Orange County and Los Angeles
6. Report, AAFPE conference, fall 2009, Debbie Brown, Margaret Lovig
7. Increasing our volunteer attorneys for the legal clinic program, Eric Blum
8. Finalization of the list of legal employers for the survey
9. Old business and/or new business
10. Scheduling the date of the next meeting: _____.


*Handouts:

Paralegal Occupation, Centers of Excellence Report, January 2010, 15 pages
Projections of Employment by Occupation, 2006-2016, Orange County, 1 page




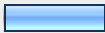

Paralegal Studies Employer Survey

1. Which best describes your firm?			Response Percent	Response Count
Local			54.5%	12
Regional			18.2%	4
National			4.5%	1
International			22.7%	5
answered question				22
skipped question				0




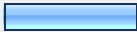
2. Where is the firm located in Orange County?			Response Percent	Response Count
North County			9.1%	2
Central			31.8%	7
Coastal			27.3%	6
South			31.8%	7
answered question				22
skipped question				0

3. What are the firm's primary areas of practice?		Response Count
 view		22
answered question		22
skipped question		0

4. How many attorneys are in your Orange County office?		
	Response Percent	Response Count

1-5		31.8%	7
6-15		18.2%	4
16-30		13.6%	3
31-45		13.6%	3
46-60		0.0%	0
61+		22.7%	5
answered question			22
skipped question			0

5. How many paralegals are in your Orange County office?


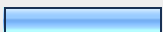
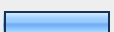

		Response Percent	Response Count
0		0.0%	0
1		36.4%	8
2-3		27.3%	6
4-5		18.2%	4
6 or more		18.2%	4
answered question			22
skipped question			0

6. Paralegals

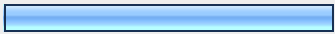
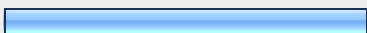
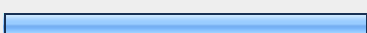

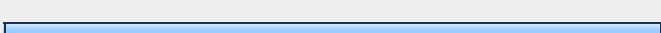
	Yes	No	Don't know	Response Count
Does the firm have paralegals who previously attended Coastline's Paralegal Program?	31.8% (7)	40.9% (9)	27.3% (6)	22
Does the firm have students currently attending Coastline's Paralegal Program?	9.1% (2)	81.8% (18)	9.1% (2)	22
Does the firm use paralegal interns?	9.1% (2)	77.3% (17)	13.6% (3)	22
Does the firm hire entry-level paralegals?	50.0% (11)	45.5% (10)	4.5% (1)	22

	answered question	22
	skipped question	0

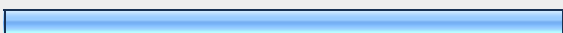

7. What is the monthly salary for entry-level paralegal at your firm?

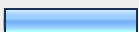
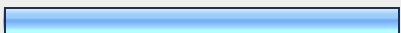

	Response Percent	Response Count
Below \$2,500 	35.7%	5
\$2,500-\$2,999 	21.4%	3
\$3,000-\$3,499 	14.3%	2
\$3,500-or above 	28.6%	4
	answered question	14
	skipped question	8

8. Please indicate the methods used at your firm to recruit paralegal employees. **Check all that apply.**


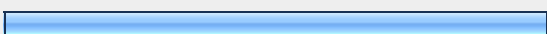
	Response Percent	Response Count
Employment agencies 	45.5%	10
Job boards 	50.0%	11
Listings at local paralegal schools 	50.0%	11
Postings with paralegal associations 	31.8%	7
Employee referrals 	90.9%	20
	answered question	22
	skipped question	0

9. Does the firm require a certificate from an ABA-approved paralegal program?

	Response Percent	Response Count
Yes 	77.3%	17
No 	22.7%	5
	answered question	22
	skipped question	0

10. What is the minimum education requirement for paralegals at your firm?			
		Response Percent	Response Count
None		18.2%	4
High school		0.0%	0
Two-year degree		54.5%	12
Four-year degree		27.3%	6
answered question			22
skipped question			0

11. Please indicate your firm's hiring requirements for entry-level paralegals in terms of writing and personal skills, traits, and experience.			
	Important	Less Important	Response Count
Writing skills	90.9% (20)	9.1% (2)	22
Interpersonal skills	100.0% (22)	0.0% (0)	22
Work ethic	100.0% (22)	0.0% (0)	22
Adaptability	90.9% (20)	9.1% (2)	22
Analytical/problem-solving skills	90.9% (20)	9.1% (2)	22
Law-related experience	72.7% (16)	27.3% (6)	22
Academic grades	47.6% (10)	52.4% (11)	21
Background check	77.3% (17)	22.7% (5)	22
answered question			22
skipped question			0

12. Does your firm require entry-level paralegals to have any computer skills other than Microsoft Office Suite (Word, Excel, PowerPoint, Outlook, Access)?			
		Response Percent	Response Count
Yes		25.0%	5
No		75.0%	15

If yes, please specify: view	8
answered question	20
skipped question	2

13. How frequently are paralegals used for the following tasks. **Skip any item for which you do not know the answer.**

	Frequently	Occasionally	Rarely	Response Count
Client interviews/contact	40.9% (9)	36.4% (8)	22.7% (5)	22
Writing/drafting documents	54.5% (12)	45.5% (10)	0.0% (0)	22
Administrative/secretarial work	45.5% (10)	50.0% (11)	4.5% (1)	22
Transactional work	23.8% (5)	28.6% (6)	47.6% (10)	21
Legal and electronic research	36.4% (8)	50.0% (11)	13.6% (3)	22
Discovery drafting and analysis	36.4% (8)	40.9% (9)	22.7% (5)	22
Litigation and trial support	61.9% (13)	28.6% (6)	9.5% (2)	21
Other (please specify) view				4
answered question				22
skipped question				0

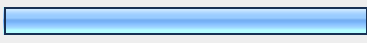

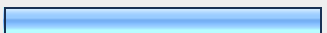
14. How important are the following paralegal courses to the firm? **Skip any item if you don't know.**

	Important	Less Important	Response Count
Legal Procedures and Civil Litigation	86.4% (19)	13.6% (3)	22
Legal Writing, Analysis, and Research	81.8% (18)	18.2% (4)	22
Ethics	77.3% (17)	22.7% (5)	22
Computer-Assisted Legal Research	90.9% (20)	9.1% (2)	22
Interviewing and Investigation	40.9% (9)	59.1% (13)	22
Other	80.0% (4)	20.0% (1)	5
If you indicated Other, please specify the additional courses that you believe are important for paralegals. view			5
answered question			22
skipped question			0

15. Please rate your level of satisfaction with each of the following. **Skip any item if you don't know or it is not applicable.**

	Satisfied	Dissatisfied	Response Count
Paralegal employees who graduated from Coastline College's Paralegal Program	100.0% (10)	0.0% (0)	10
Employees currently attending Coastline College's Paralegal Program	100.0% (6)	0.0% (0)	6
Overall job preparedness of Coastline College Paralegal Studies Program graduates	100.0% (10)	0.0% (0)	10
If you indicated Dissatisfied, please describe your concerns. view			1
answered question			11
skipped question			11

16. In terms of preparation and job performance, what overall rating would you give to graduates of Coastline College's Paralegal Studies Program who have worked at your firm?


		Response Percent	Response Count
Above Average		50.0%	8
Average		0.0%	0
Below Average		6.3%	1
We don't have a Coastline Paralegal graduate that I know of		43.8%	7
If you said Below Average, please describe your concerns. view			1
answered question			16
skipped question			6

17. Would you be interested in:




	Yes	Maybe	No	Response Count
Having a paralegal internship at your firm	0.0% (0)	38.1% (8)	61.9% (13)	21

Receiving resumes from Coastline College Paralegal Studies graduates	15.0% (3)	45.0% (9)	40.0% (8)	20
Receiving a copy of the results of this survey	38.1% (8)	9.5% (2)	52.4% (11)	21
Serving on the Paralegal Advisory Committee	5.3% (1)	36.8% (7)	57.9% (11)	19
answered question				21
skipped question				1

18. What could Coastline College do to improve or expand its Paralegal Studies Program to better prepare students to enter this field?

	Response Count
 view	3
answered question	3
skipped question	19

19. Optional: Please provide the name, title, and e-mail address of the person completing this survey.

	Response Percent	Response Count
 view Name <input type="text"/>	100.0%	12
 view Title <input type="text"/>	91.7%	11
 view eMail <input type="text"/>	100.0%	12
answered question		12
skipped question		10

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What are the firm's primary areas of practice?		
#	Response Date	Response Text
1	Mar 22, 2010 3:41 PM	Public Agency Law
2	Mar 22, 2010 3:44 PM	Full Service
3	Mar 22, 2010 3:49 PM	Litigation; some transactional work
4	Mar 22, 2010 3:51 PM	General civil; corporate, estate planning, bankruptcy
5	Mar 22, 2010 3:57 PM	Litigation, construction defect, mortgage banking
6	Mar 22, 2010 4:06 PM	Litigation, Intellectual Property, Labor, Finance and Banking, Corporate and Real Estate
7	Mar 22, 2010 4:16 PM	Plaintiff Personal Injury
8	Mar 22, 2010 4:41 PM	Family law, real estate, estate planning, business organization and transactions
9	Mar 22, 2010 4:44 PM	Intellectual Property
10	Mar 22, 2010 4:58 PM	Employment Law, Construction Law, School Law and other public sector areas
11	Mar 22, 2010 6:18 PM	Estate Planning and Probate
12	Mar 22, 2010 6:23 PM	insurance defense and business litigation
13	Mar 22, 2010 6:26 PM	Pleaintiff Personal Injury
14	Mar 22, 2010 9:25 PM	Plaintiff, insurance defense, business law, estate planning, family law, construction defect, employment law.
15	Mar 23, 2010 12:45 AM	Insurance, business litigation, corporate/transactional
16	Mar 23, 2010 1:19 AM	Business Litigation, Representation of Trustees in Bankruptcy and Trials
17	Mar 23, 2010 5:10 PM	Employment, Real Estate, Corporate, Litigation, IP, Tax
18	Mar 23, 2010 5:17 PM	Litigation (Intellectual Property, Securities, Commercial Trial, general Business) and Patent Prosecution
19	Mar 23, 2010 6:42 PM	Estate Planning and Business
20	Mar 24, 2010 10:38 PM	Criminal law
21	Mar 29, 2010 8:11 PM	civil litigation; collections; wills & trusts
22	Mar 31, 2010 5:30 PM	workers' compensation (defense); insurance defense; subrogation

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Does your firm require entry-level paralegals to have any computer skills other than Microsoft Office Suite (Word, Excel, PowerPoint, Outlook, Access)?		
#	Response Date	If yes, please specify:
1	Mar 22, 2010 3:44 PM	Casemap, Westlaw
2	Mar 22, 2010 3:52 PM	I wrote "no," but experience with any of the databases (i.e., Summation, Concordance) is a plus.
3	Mar 22, 2010 3:53 PM	Nice to have experience with one of the bk programs
4	Mar 22, 2010 6:28 PM	We do not hire entry level paralegals
5	Mar 22, 2010 9:27 PM	WORD, TABS, Westlaw
6	Mar 23, 2010 1:21 AM	Knowledge of Data Bases or Legal software such as Concordance or Summation.
7	Mar 23, 2010 5:12 PM	Practice Specific
8	Mar 24, 2010 3:09 PM	Concordance; Ipro; Relativity; Livenote; CaseMap (These are some of the programs we use.)

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How frequently are paralegals used for the following tasks. ***Skip any item for which you do not know the answer.***

#	Response Date	Other (please specify)
1	Mar 22, 2010 3:44 PM	Document production
2	Mar 22, 2010 3:52 PM	cite-checking; document management
3	Mar 22, 2010 3:59 PM	Indexing and organizing data
4	Mar 22, 2010 5:05 PM	Court rules research; Case calendaring; Motion filing, electronic and manual;

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How important are the following paralegal courses to the firm? <i>Skip any item if you don't know.</i>		
#	Response Date	If you indicated Other, please specify the additional courses that you believe are important for paralegals.
1	Mar 22, 2010 3:52 PM	cite-checking, document management
2	Mar 22, 2010 6:31 PM	Additionally, I prefer secretarial skills, calendaring, maintaining file/computer directory/trial notebooks, people skills--telephone, etc.
3	Mar 23, 2010 6:46 PM	Estate Planning and Elder Law
4	Mar 24, 2010 10:40 PM	Criminal Litigation
5	Mar 29, 2010 8:22 PM	computer courses for microsoft office, word, excel, etc.

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Please rate your level of satisfaction with each of the following. **Skip any item if you don't know or it is not applicable.**

#	Response Date	If you indicated Dissatisfied, please describe your concerns.
1	Mar 22, 2010 3:53 PM	N/A

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In terms of preparation and job performance, what overall rating would you give to graduates of Coastline College's Paralegal Studies Program who have worked at your firm?

#	Response Date	If you said Below Average, please describe your concerns.
1	Mar 22, 2010 3:53 PM	N/A

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What could Coastline College do to improve or expand its Paralegal Studies Program to better prepare students to enter this field?

#	Response Date	Response Text
1	Mar 22, 2010 5:03 PM	We need training in how to get attorneys to delegate appropriately to paralegals, and how to provide feedback to them. We have not successfully hired recent graduates. Thanks!
2	Mar 22, 2010 6:33 PM	Reiterate to the students the importance of trying to get a job in a law firm (at any level) while attending school
3	Mar 22, 2010 9:28 PM	The program is GREAT as is.

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Optional: Please provide the name, title, and e-mail address of the person completing this survey.

#	Response Date	Name
1	Mar 22, 2010 3:46 PM	Toni Burnside
2	Mar 22, 2010 3:49 PM	Gail Ballinger
3	Mar 22, 2010 3:55 PM	Edgar C. Johnson, Jr.
4	Mar 22, 2010 4:19 PM	Russell Kerr
5	Mar 22, 2010 5:07 PM	Jenny Cox
6	Mar 22, 2010 6:33 PM	Linda Galloway
7	Mar 22, 2010 6:33 PM	Karen Anderson
8	Mar 23, 2010 1:23 AM	Judith A. Finnegan
9	Mar 23, 2010 5:40 PM	Kenx So-Cuerdo
10	Mar 23, 2010 6:47 PM	Todd Litman
11	Mar 29, 2010 8:25 PM	Lori Jenkins
12	Mar 31, 2010 5:34 PM	Debra Brown

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Optional: Please provide the name, title, and e-mail address of the person completing this survey.

#	Response Date	Title
1	Mar 22, 2010 3:46 PM	Administrator
2	Mar 22, 2010 3:49 PM	Office Administrator
3	Mar 22, 2010 3:55 PM	Partner
4	Mar 22, 2010 4:19 PM	
5	Mar 22, 2010 5:07 PM	Director of Administration
6	Mar 22, 2010 6:33 PM	Administrator
7	Mar 22, 2010 6:33 PM	administrator
8	Mar 23, 2010 1:23 AM	Executive Director
9	Mar 23, 2010 5:40 PM	Howrey LLP
10	Mar 23, 2010 6:47 PM	Attorney
11	Mar 29, 2010 8:25 PM	Paralegal
12	Mar 31, 2010 5:34 PM	Manager

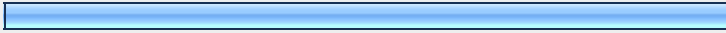



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Optional: Please provide the name, title, and e-mail address of the person completing this survey.

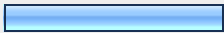
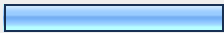
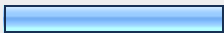

#	Response Date	eMail
1	Mar 22, 2010 3:46 PM	tburnside@wss-law.com
2	Mar 22, 2010 3:49 PM	gballinger@omm.com
3	Mar 22, 2010 3:55 PM	ej@vossjohnsonlaw.com
4	Mar 22, 2010 4:19 PM	russell@kerrlawfirm.com
5	Mar 22, 2010 5:07 PM	jcox@kmob.com
6	Mar 22, 2010 6:33 PM	lgalloway@dbtlaw.com
7	Mar 22, 2010 6:33 PM	karen@aitkenlaw.com
8	Mar 23, 2010 1:23 AM	jfinnegan@rusmiliband.com
9	Mar 23, 2010 5:40 PM	so-cuerdok@howrey.com
10	Mar 23, 2010 6:47 PM	todd@toddlitman.com
11	Mar 29, 2010 8:25 PM	Lori@ssslaw.occoxmail.com
12	Mar 31, 2010 5:34 PM	dbrown@lflm.com

Paralegal Studies Program Review Faculty Survey

1. At which location or in which delivery mode are you currently teaching classes in this program. **(Mark all that apply, including Military Program classes.)**

	Response Percent	Response Count
Coastline Costa Mesa Center 	100.0%	10
Coastline Garden Grove Center	0.0%	0
Coastline Le-Jao Center	0.0%	0
Estancia High School	0.0%	0
Fountain Valley High School	0.0%	0
Hybrid (part online and part in the classroom) 	10.0%	1
Online	0.0%	0
Telecourse/Cable/Video	0.0%	0
 Other (please specify) 	10.0%	1
answered question		10
skipped question		0

2. How long have you been teaching for Coastline's Paralegal Studies Program?


	Response Percent	Response Count
Less than one year	0.0%	0
1-5 years 	30.0%	3
6-10 years 	30.0%	3
11-15 years 	30.0%	3
16-20 years	0.0%	0
20-25 years	0.0%	0
More than 25 years 	10.0%	1
answered question		10
skipped question		0

3. Please rate your level of satisfaction with each of the following as related to this program. **(Skip any item that is not applicable to you.)**

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Response Count
Currency of the curriculum (up-to-date in relation to transfer standards and SLOs)	100.0% (10)	0.0% (0)	0.0% (0)	0.0% (0)	10
Variety of classes	80.0% (8)	20.0% (2)	0.0% (0)	0.0% (0)	10
Delivery modes appropriate to student needs	80.0% (8)	20.0% (2)	0.0% (0)	0.0% (0)	10
Relevance of classes to student needs	100.0% (10)	0.0% (0)	0.0% (0)	0.0% (0)	10
Opportunity for faculty to participate in curriculum review and program development	100.0% (10)	0.0% (0)	0.0% (0)	0.0% (0)	10
Extent to which faculty and staff meet the needs of culturally diverse students	90.0% (9)	10.0% (1)	0.0% (0)	0.0% (0)	10
Extent to which faculty and staff meet the needs of non-traditional students (e.g., older adults, working adults, active duty military, etc.)	100.0% (10)	0.0% (0)	0.0% (0)	0.0% (0)	10
Overall quality of the program	100.0% (10)	0.0% (0)	0.0% (0)	0.0% (0)	10
Your own success teaching in the program	80.0% (8)	20.0% (2)	0.0% (0)	0.0% (0)	10
If you indicated that you were Dissatisfied or Very Dissatisfied with any of the above items, please describe your concerns.					0
				answered question	10
				skipped question	0

4. Please rate your level of satisfaction with each of the following as related to this program. **(Skip any item that is not applicable to you.)**

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Response Count
Adequacy of instructional facilities	40.0% (4)	60.0% (6)	0.0% (0)	0.0% (0)	10
Quality of general instructional equipment (audio-visual, instructor classroom computer and projector,	50.0% (5)	50.0% (5)	0.0% (0)	0.0% (0)	10

etc.)					
Support for the program and classes from Dean and support staff for your discipline	90.0% (9)	10.0% (1)	0.0% (0)	0.0% (0)	10
Support for you, your classes, and the program from your department chair	100.0% (10)	0.0% (0)	0.0% (0)	0.0% (0)	10
Responsiveness and helpfulness of Coastline's Distance Learning Department in meeting your needs as a DL instructor	62.5% (5)	37.5% (3)	0.0% (0)	0.0% (0)	8
Extent to which Seaport tools and options allow you to teach your class(es) in the way you want	60.0% (6)	30.0% (3)	10.0% (1)	0.0% (0)	10
If you indicated that you were Dissatisfied or Very Dissatisfied with any of the above items, please describe your concerns.					1
answered question					10
skipped question					0

5. Please indicate your preferences regarding scheduling options for courses in this program.

	Preferred	OK	Not Preferred	Response Count	
16-week classes	100.0% (10)	0.0% (0)	0.0% (0)	10	
12-week classes	12.5% (1)	62.5% (5)	25.0% (2)	8	
8-week classes	22.2% (2)	44.4% (4)	33.3% (3)	9	
4-week classes	0.0% (0)	42.9% (3)	57.1% (4)	7	
Intensive weekend classes	11.1% (1)	11.1% (1)	77.8% (7)	9	
Intensive week-long classes that meet daily	0.0% (0)	0.0% (0)	100.0% (8)	8	
			Other (please specify)	0	
answered question					10
skipped question					0

6. Please indicate your preferred delivery formats for classes in this program.

	Preferred	OK	Not Preferred	Response Count
--	-----------	----	---------------	----------------

Classroom	100.0% (10)	0.0% (0)	0.0% (0)	10
Online	12.5% (1)	0.0% (0)	87.5% (7)	8
Telecourse/Cable/Video	0.0% (0)	28.6% (2)	71.4% (5)	7
Hybrid (combination of classroom and online)	11.1% (1)	33.3% (3)	55.6% (5)	9
			Other (please specify)	0
answered question				10
skipped question				0

7. Please indicate the methods you most often use to measure/assess whether students are achieving the outcomes you expect in your course(s).

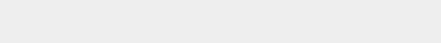
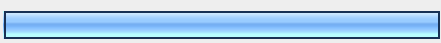

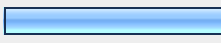
	Frequently	Sometimes	Rarely	Not at all	Response Count
Participation	90.0% (9)	10.0% (1)	0.0% (0)	0.0% (0)	10
Objective tests (multiple choice, true/false, short answer, etc.)	100.0% (10)	0.0% (0)	0.0% (0)	0.0% (0)	10
Written assignments	90.0% (9)	10.0% (1)	0.0% (0)	0.0% (0)	10
Essay tests	20.0% (2)	40.0% (4)	30.0% (3)	10.0% (1)	10
Skill demonstration	50.0% (5)	40.0% (4)	10.0% (1)	0.0% (0)	10
Case studies	60.0% (6)	10.0% (1)	10.0% (1)	20.0% (2)	10
Individual projects	90.0% (9)	10.0% (1)	0.0% (0)	0.0% (0)	10
Group projects	10.0% (1)	40.0% (4)	20.0% (2)	30.0% (3)	10
Student self-report of application of knowledge/skill to daily life	30.0% (3)	40.0% (4)	20.0% (2)	10.0% (1)	10
Pre and post tests of abilities	50.0% (5)	20.0% (2)	10.0% (1)	20.0% (2)	10
Portfolios	30.0% (3)	10.0% (1)	20.0% (2)	40.0% (4)	10
Grading rubrics for assignments/observations	40.0% (4)	40.0% (4)	10.0% (1)	10.0% (1)	10
Are there any other methods you use to assess student learning outcomes?					0
answered question					10
skipped question					0

8. What steps, if any, have you taken to incorporate student learning outcomes (SLOs) into your course? **(Mark all that apply.)**

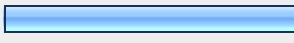
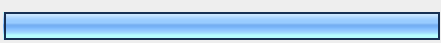
	Response Percent	Response Count
I haven't yet identified expected student learning outcomes.	0.0%	0
I am attempting to identify expected SLOs but need some assistance.	0.0%	0
I am working with other faculty in my discipline to identify expected SLOs.	40.0%	4
I have identified expected SLOs.	70.0%	7
My course outline has been updated by me or someone else to include expected SLOs.	80.0%	8
I have developed a plan for assessing SLOs.	50.0%	5
I assess students on expected SLOs no less than once a year.	40.0%	4
I use results from SLO assessments to modify my instruction.	50.0%	5
I discuss results from SLO assessments with other faculty in my department so that we can make decisions about teaching and assessment, needed resources, planning, and budgeting based on actual learning outcomes.	60.0%	6
answered question		10
skipped question		0

9. Which style manual or guidelines do you require students to use for research papers?

	Response Percent	Response Count
MLA	0.0%	0
APA	0.0%	0
Chicago	0.0%	0

Turabian		0.0%	0
Custom/Self-Developed (by instructor)		60.0%	6
I don't specify a style manual		10.0%	1
I don't assign research papers		30.0%	3
answered question			10
skipped question			0

10. Which best describes your use of the Virtual Library?

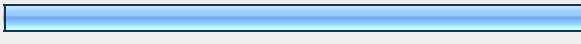
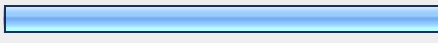
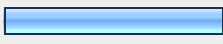
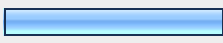
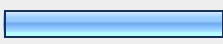
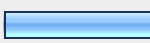
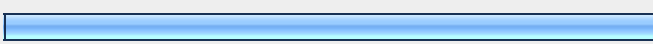
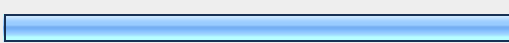
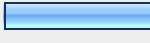
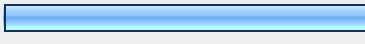
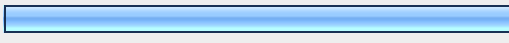
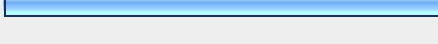

		Response Percent	Response Count
I use the Virtual Library and/or give my students regular or extra credit assignments that require use of the Virtual Library.		40.0%	4
I neither use the Virtual Library or give my students assignments that require use of the Virtual Library.		60.0%	6
answered question			10
skipped question			0

11. Please indicate the reasons that either you do not use the Virtual Library or that you do not require your students to use it.

	Primary Reasons	Secondary Reasons	Not a Factor	Response Count
I didn't know Coastline had a Virtual Library.	0.0% (0)	0.0% (0)	100.0% (5)	5
I don't know how to access the Virtual Library.	0.0% (0)	0.0% (0)	100.0% (5)	5
The log-in procedure is too complicated.	0.0% (0)	0.0% (0)	100.0% (4)	4
I don't understand the organization of content in the Virtual Library.	0.0% (0)	20.0% (1)	80.0% (4)	5
I can't remember my log-in and password.	0.0% (0)	0.0% (0)	100.0% (5)	5

I do not require research assignments in my classes.	33.3% (2)	0.0% (0)	66.7% (4)	6
I don't have time to review/grade library assignments/research papers.	0.0% (0)	0.0% (0)	100.0% (5)	5
Other	33.3% (1)	0.0% (0)	66.7% (2)	3
If you indicate "Other," please specify. view				1
answered question				6
skipped question				4

12. In which of the following professional development activities have you participated within the past two years? **(Mark all that apply.)**

		Response Percent	Response Count
CCC All-College Meeting in Fall and Spring		80.0%	8
Discipline-related workshops		60.0%	6
Coastline Summer Technology Institute		30.0%	3
Other technology-related workshops		30.0%	3
Student learning outcomes workshops/training		30.0%	3
Other workshops		20.0%	2
Membership in professional associations		90.0%	9
Professional conferences		70.0%	7
Graduate classes/program		0.0%	0
Other classes		20.0%	2
Professional training, including certification programs		50.0%	5
Discipline-related reading		70.0%	7
Technology-related reading		60.0%	6
None of the above		0.0%	0
Other		10.0%	1

	answered question	10
	skipped question	0

13. Please list any awards, honors, and/or grants you have received in the past three years.

	Response Count	
	0	
	answered question	0
	skipped question	10

14. List the college, district, statewide, and/or professional committees on which you have served during the past three years.

	Response Count	
	4	
	answered question	4
	skipped question	6


15. What specific types of training or guidance, if any, do you believe would help you to improve the quality of instruction in your classes so that you can better help students achieve desired learning outcomes?

	Response Count	
	1	
	answered question	1
	skipped question	9


16. Are there other courses in this program that you would like Coastline to offer?

	Response Count	
	5	
	answered question	5
	skipped question	5

17. As part of this review, the program will be identifying new five-year goals for the program. Please suggest one or more goals that you believe would be important for the program to pursue.

	Response Count
 view	5
answered question	5
skipped question	5

18. Do you have any other comments or suggestions for improving the program?

	Response Count
 view	3
answered question	3
skipped question	7

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At which location or in which delivery mode are you currently teaching classes in this program. **(Mark all that apply, including Military Program classes.)**

#	Response Date	Other (please specify)
1	Dec 10, 2009 3:20 PM	Fountain Valley Clinic

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Please rate your level of satisfaction with each of the following as related to this program. **(Skip any item that is not applicable to you.)**

#	Response Date	If you indicated that you were Dissatisfied or Very Dissatisfied with any of the above items, please describe your concerns.
1	Nov 27, 2009 6:09 PM	I need more experience with Seaport.

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Please indicate the reasons that either you do not use the Virtual Library or that you do not require your students to use it.

#	Response Date	If you indicate "Other," please specify.
1	Nov 20, 2009 8:24 PM	Law Library Material are not available

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List the college, district, statewide, and/or professional committees on which you have served during the past three years.

#	Response Date	Response Text
1	Nov 20, 2009 4:29 PM	Student Success (matriculation) - Coastline Equivalency - Coastline
2	Dec 1, 2009 6:02 PM	OCBA, Banyard Inns of Court, MCLE training
3	Dec 9, 2009 9:32 PM	Equivalency Committee for Career and Technical Education
4	Dec 10, 2009 3:31 PM	Equivalence Committee, Student Advisory Committee

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What specific types of training or guidance, if any, do you believe would help you to improve the quality of instruction in your classes so that you can better help students achieve desired learning outcomes?		
#	Response Date	Response Text
1	Dec 9, 2009 9:32 PM	None. I feel the support and resources are abundant, requiring only the effort to explore, find, adapt and utilize what's there.

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Are there other courses in this program that you would like Coastline to offer?		
#	Response Date	Response Text
1	Nov 20, 2009 8:28 PM	Possibly Internet Law
2	Nov 25, 2009 2:08 AM	Internet Law
3	Dec 1, 2009 6:06 PM	No.
4	Dec 4, 2009 4:43 PM	Not that I am aware of.
5	Dec 9, 2009 9:42 PM	I like the courses: 1. legal aspects of real estate (currently offered via another department) and 2. legal aspects of healthcare (currently offered for the military). It might also be interesting to have short (8 week) sessions on discovery, law office management, and other relevant subjects. Such courses might be useful as electives for paralegals, offered periodically. Otherwise, the extant offerings are very satisfactory, without change.

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As part of this review, the program will be identifying new five-year goals for the program. Please suggest one or more goals that you believe would be important for the program to pursue.









#	Response Date	Response Text
1	Nov 20, 2009 8:28 PM	Stay on task for ABA re-approval
2	Nov 25, 2009 2:08 AM	Prepare the program for the move to the new Newport Beach facility by having a dialogue about changes in location and marketing the program to new students.
3	Dec 1, 2009 6:06 PM	Attendance at Court hearings would be beneficial so that the students understand the process more fully in a real world environment.
4	Dec 4, 2009 4:43 PM	Improve quality of writing among students.
5	Dec 9, 2009 9:42 PM	Periodic meetings among faculty who teach any class that has a shared subject (e.g., fundamentals of litigation and trial practice and/or civil procedure) to review continuity of curriculum. I have occasionally heard students say 'oh, when we covered this is Mrs. X's class, she said ...', and I realize that coordination may improve the quality of experience for the student by avoiding any overlap, and preventing any gaps.

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Do you have any other comments or suggestions for improving the program?		
#	Response Date	Response Text
1	Nov 20, 2009 4:31 PM	Our facilities could definitely use improvement -- the Coast Mesa Center is very old and in need of upgrading.
2	Dec 1, 2009 6:06 PM	Overall, this is an excellent Paralegal program which prepares the students for working in a law office.
3	Dec 9, 2009 9:42 PM	No. I like it.

Paralegal Studies Graduate Survey

1. Please provide us with updated contact information to assist us in remaining in touch with you.


			Response Percent	Response Count
	Name	<input type="text"/>	100.0%	18
	Street	<input type="text"/>	100.0%	18
	City	<input type="text"/>	100.0%	18
	State	<input type="text"/>	100.0%	18
	Zip	<input type="text"/>	100.0%	18
	Home Phone	<input type="text"/>	94.4%	17
	Work Phone	<input type="text"/>	38.9%	7
	Email	<input type="text"/>	94.4%	17
answered question				18
skipped question				0

2. Please indicate your level of satisfaction with each of the following Coastline College Services. **Skip any item if you don't know or have never used the service.**

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Response Count
Admissions and Records	55.6% (10)	44.4% (8)	0.0% (0)	0.0% (0)	18
Student Services	64.3% (9)	35.7% (5)	0.0% (0)	0.0% (0)	14
Coastline's Costa Mesa Center Office	56.3% (9)	43.8% (7)	0.0% (0)	0.0% (0)	16
Security	37.5% (6)	62.5% (10)	0.0% (0)	0.0% (0)	16
Bookstore	29.4% (5)	70.6% (12)	0.0% (0)	0.0% (0)	17
One-Stop Center	38.5% (5)	53.8% (7)	7.7% (1)	0.0% (0)	13
Virtual Library	27.8% (5)	61.1% (11)	11.1% (2)	0.0% (0)	18
Counseling	46.2% (6)	46.2% (6)	7.7% (1)	0.0% (0)	13
Job referrals (in class)	31.3% (5)	25.0% (4)	31.3% (5)	12.5% (2)	16
If you indicated that you were Dissatisfied or Very Dissatisfied, please describe your concerns. 					7

	answered question	18
	skipped question	0

3. Indicate your level of satisfaction with the following characteristics as related to Coastline Paralegal Studies instructors.

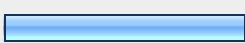
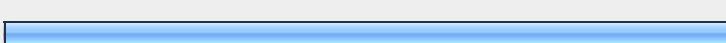

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Response Count
Knowledgeable	72.2% (13)	27.8% (5)	0.0% (0)	0.0% (0)	18
Well organized	61.1% (11)	38.9% (7)	0.0% (0)	0.0% (0)	18
Use fair and consistent grading criteria	66.7% (12)	33.3% (6)	0.0% (0)	0.0% (0)	18
Encourage class participation	70.6% (12)	29.4% (5)	0.0% (0)	0.0% (0)	17
Responsive to students	72.2% (13)	27.8% (5)	0.0% (0)	0.0% (0)	18
Use fair assignments and tests	72.2% (13)	27.8% (5)	0.0% (0)	0.0% (0)	18
Use appropriate assignments and texts/materials	66.7% (12)	27.8% (5)	5.6% (1)	0.0% (0)	18
Properly utilize texts/materials	61.1% (11)	33.3% (6)	0.0% (0)	5.6% (1)	18
Instructor availability	72.2% (13)	27.8% (5)	0.0% (0)	0.0% (0)	18
If you indicated that you were Dissatisfied or Very Dissatisfied with any item, please describe your concerns.  view					1
				answered question	18
				skipped question	0

4. Please indicate your level of satisfaction with each course in the Coastline Paralegal Studies curriculum. **If you did not take a specific course at Coastline, please skip that item.**


	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Response Count
Introduction to Paralegal Studies	70.6% (12)	23.5% (4)	5.9% (1)	0.0% (0)	17
Legal Procedure 1	66.7% (12)	33.3% (6)	0.0% (0)	0.0% (0)	18
Legal Procedure 2	61.1% (11)	38.9% (7)	0.0% (0)	0.0% (0)	18
Civil Litigation	76.5% (13)	17.6% (3)	0.0% (0)	5.9% (1)	17
Legal Analysis and Briefing	81.3% (13)	18.8% (3)	0.0% (0)	0.0% (0)	16
Legal Research	61.1% (11)	33.3% (6)	5.6% (1)	0.0% (0)	18

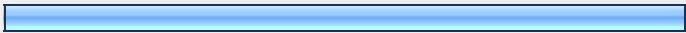
Legal Clinic/Ethics	70.6% (12)	23.5% (4)	0.0% (0)	5.9% (1)	17
Family Law	54.5% (6)	27.3% (3)	9.1% (1)	9.1% (1)	11
Probate/Estate Planning/Elder Law	70.0% (7)	30.0% (3)	0.0% (0)	0.0% (0)	10
Civil Litigation 2	66.7% (8)	33.3% (4)	0.0% (0)	0.0% (0)	12
Corporate/Business Organizations	50.0% (3)	50.0% (3)	0.0% (0)	0.0% (0)	6
Contracts and Torts	40.0% (2)	60.0% (3)	0.0% (0)	0.0% (0)	5
Civil Trial and Evidence	60.0% (6)	40.0% (4)	0.0% (0)	0.0% (0)	10
Computer Applications	57.1% (8)	35.7% (5)	7.1% (1)	0.0% (0)	14
Law Office Management	57.1% (4)	42.9% (3)	0.0% (0)	0.0% (0)	7
If you indicated that you were Dissatisfied or Very Dissatisfied with any course, please describe your concerns. view					5
answered question					18
skipped question					0

5. Are you a member of any of the following? **Mark all that apply.**


	Response Percent	Response Count
National Association of Legal Assistants (NALA) 	33.3%	3
National Federation of Paralegal Associations (NFPA)	0.0%	0
Orange County Paralegal Association (OCPA) 	100.0%	9
California Alliance of Paralegal Associations (CAPA) 	11.1%	1
Other (please specify) view		1
answered question		9
skipped question		9

6. Have you attained certification from the National Association of Legal Assistants (NALA) or the National Federation of Paralegal Associations (NFPA)?


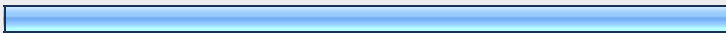

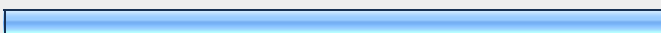



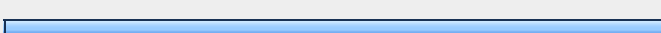

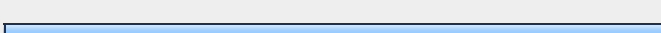

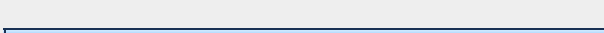

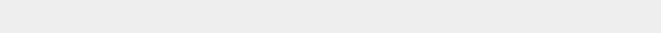
	Response Percent	Response Count
Yes 	5.6%	1

No		94.4%	17
		answered question	18
		skipped question	0

7. What is your current employment status?

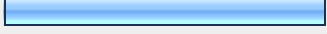
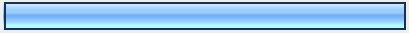
		Response Percent	Response Count
Not working outside the home		29.4%	5
Working as a volunteer (non-paid position)		5.9%	1
Working 20 hours or less per week		5.9%	1
Working between 21-30 hours per week		0.0%	0
Working full time		58.8%	10
		answered question	17
		skipped question	1

8. Current Employer

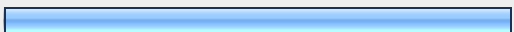
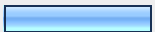


		Response Percent	Response Count
 view	Company		100.0% 12
 view	Street Address		91.7% 11
 view	City		91.7% 11
 view	State		91.7% 11
 view	Zip		91.7% 11
 view	Phone		83.3% 10
 view	Your Job Title		91.7% 11
		answered question	12
		skipped question	6

9. Are you presently employed as a paralegal or legal assistant?

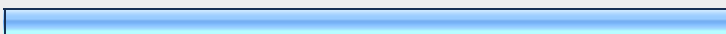
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	Response Percent	Response Count
Yes 	44.4%	8
No 	55.6%	10
answered question		18
skipped question		0

10. Which best describes your current employment status?

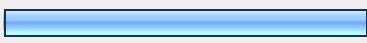
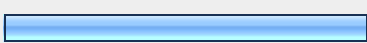

	Response Percent	Response Count
I am looking for a paralegal position. 	70.0%	7
I am not looking for a paralegal position at this time. 	20.0%	2
I am not a paralegal, but I use my paralegal education in my current job. 	10.0%	1
I left a paralegal job to continue my education towards a bachelor's degree.	0.0%	0
I left a paralegal job to change my career path.	0.0%	0
I left a paralegal job because I was dissatisfied with compensation or some other aspect.	0.0%	0
Other (please specify) 		1
answered question		10
skipped question		8

11. Are you pursuing a law degree?


	Response Percent	Response Count
No, I am not pursuing a law degree. 	100.0%	10
I am attending law school.	0.0%	0
I am planning to attend law school.	0.0%	0

answered question	10
skipped question	8



12. Would you like career planning assistance from Coastline's Paralegal Studies Program?

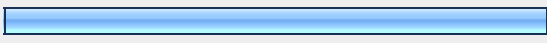

	Response Percent	Response Count
Yes 	50.0%	5
No, not at this time 	50.0%	5
If you said "yes," what is the best way to contact you? 		6
answered question		10
skipped question		8

13. If you are not looking for a paralegal job, please comment.

	Response Count
	2
answered question	2
skipped question	16

14. What resources did you use to find your current employment position?

	Response Percent	Response Count
Job announcement in class 	12.5%	1
Employment agency	0.0%	0
Coastline College One-Stop Center	0.0%	0
Newspaper 	12.5%	1
Local paralegal association	0.0%	0
Sending resumes	0.0%	0
Networking with other paralegal students	0.0%	0
ALA Orange County Chapter	0.0%	0

Personal contact		75.0%	6
Other (please specify)			1
answered question			8
skipped question			10

15. How long did it take you to find a paralegal or legal assistant position after you started your job search?

		Response Percent	Response Count
Less than 2 weeks		62.5%	5
2 to 4 weeks		12.5%	1
1 to 2 months		0.0%	0
3 to 4 months		0.0%	0
5 to 6 months		0.0%	0
7 to 8 months		0.0%	0
9 to 10 months		0.0%	0
11 to 12 months		25.0%	2
More than a year		0.0%	0
answered question			8
skipped question			10

16. Please indicate the qualifications used by your employer for your current position.

	Required	Desirable	Not Required	Response Count
ABA-Approved Paralegal Certificate	85.7% (6)	14.3% (1)	0.0% (0)	7
Paralegal Certificate	83.3% (5)	16.7% (1)	0.0% (0)	6
Bachelor's Degree	42.9% (3)	28.6% (2)	28.6% (2)	7
Bachelor's Degree and ABA Certificate	28.6% (2)	42.9% (3)	28.6% (2)	7
CLA or PACE Certification	0.0% (0)	20.0% (1)	80.0% (4)	5
Computer skills	100.0% (8)	0.0% (0)	0.0% (0)	8
Writing skills	100.0% (8)	0.0% (0)	0.0% (0)	8

Research skills	87.5% (7)	12.5% (1)	0.0% (0)	8
One to two years work experience	42.9% (3)	14.3% (1)	42.9% (3)	7
Three or more years work experience	33.3% (2)	16.7% (1)	50.0% (3)	6
answered question				8
skipped question				10

17. Which of the following job duties do you perform?

	Frequently	Occasionally	Infrequently	Not at all	Response Count
Research	50.0% (4)	37.5% (3)	12.5% (1)	0.0% (0)	8
Document preparation	75.0% (6)	12.5% (1)	12.5% (1)	0.0% (0)	8
Investigation	37.5% (3)	50.0% (4)	12.5% (1)	0.0% (0)	8
Interviewing	37.5% (3)	25.0% (2)	25.0% (2)	12.5% (1)	8
Trial participation	28.6% (2)	28.6% (2)	14.3% (1)	28.6% (2)	7
Administrative duties	75.0% (6)	0.0% (0)	12.5% (1)	12.5% (1)	8
Other (please specify)					0
answered question					8
skipped question					10

18. Which of the following computer applications or tools do you use on your job?

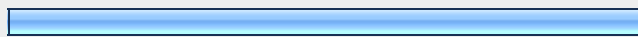

	Frequently	Occasionally	Infrequently	Not at all	Response Count
MS Word	100.0% (8)	0.0% (0)	0.0% (0)	0.0% (0)	8
WordPerfect	16.7% (1)	0.0% (0)	16.7% (1)	66.7% (4)	6
Excel/spreadsheet	87.5% (7)	12.5% (1)	0.0% (0)	0.0% (0)	8
Access/database	25.0% (2)	50.0% (4)	0.0% (0)	25.0% (2)	8
Westlaw/Lexis	25.0% (2)	62.5% (5)	12.5% (1)	0.0% (0)	8
Time and billing software	25.0% (2)	0.0% (0)	25.0% (2)	50.0% (4)	8
Calendaring	62.5% (5)	0.0% (0)	0.0% (0)	37.5% (3)	8

Internet research tools	100.0% (8)	0.0% (0)	0.0% (0)	0.0% (0)	8
CD-ROM resources	25.0% (2)	37.5% (3)	0.0% (0)	37.5% (3)	8
Litigation support tools	50.0% (4)	25.0% (2)	0.0% (0)	25.0% (2)	8
Document control	62.5% (5)	25.0% (2)	12.5% (1)	0.0% (0)	8
				Other (please specify)	0
answered question					8
skipped question					10

19. Does your employer provide any of the following? **Skip an item if you don't know or it is not applicable to you.**


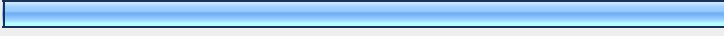

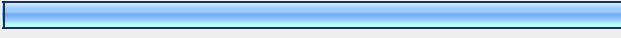
	Yes	No	Response Count
Retreat (annual or otherwise)	28.6% (2)	71.4% (5)	7
Career path/job advancement	85.7% (6)	14.3% (1)	7
Paralegal manager or supervisor	50.0% (3)	50.0% (3)	6
Continuing education in-house	87.5% (7)	12.5% (1)	8
Private offices for paralegals	50.0% (3)	50.0% (3)	6
Shared offices for paralegals	20.0% (1)	80.0% (4)	5
Secretarial support	57.1% (4)	42.9% (3)	7
Secretarial pool or word processing support	57.1% (4)	42.9% (3)	7
Paid membership in professional associations	87.5% (7)	12.5% (1)	8
Paid continuing education	42.9% (3)	57.1% (4)	7
answered question			8
skipped question			10

20. Are you generally satisfied with your job?


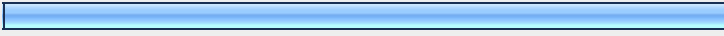


	Response Percent	Response Count
Yes 	87.5%	7
No 	12.5%	1

answered question	8
skipped question	10

21. Indicate one or two aspects of your job with which you are especially satisfied.


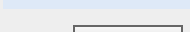
	Response Percent	Response Count
 1. 	100.0%	7
 2. 	85.7%	6
answered question		7
skipped question		11

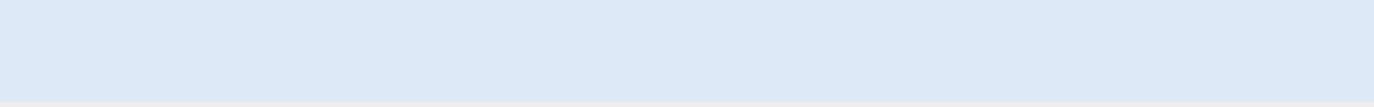

22. Indicate one or two aspects of your job that you wish you could change.

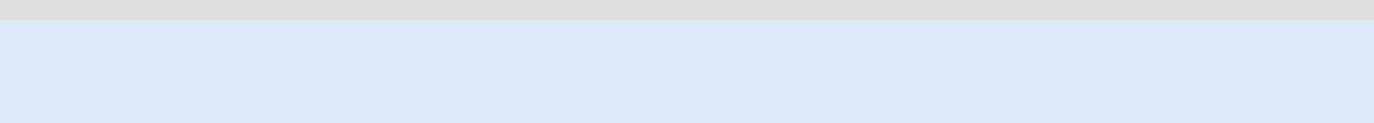

	Response Percent	Response Count
 1. 	100.0%	6
 2. 	50.0%	3
answered question		6
skipped question		12

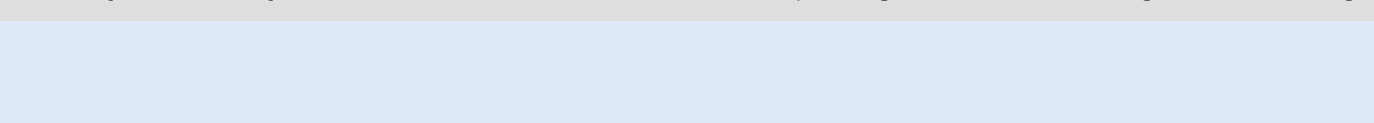

23. What benefits does your employer offer? **Mark all that apply.**

	Response Percent	Response Count
Medical insurance 	100.0%	7
Dependent medical insurance 	28.6%	2
Dental insurance 	100.0%	7
Vision care 	71.4%	5
Sick leave/personal leave 	85.7%	6
Life insurance 	28.6%	2
Pension/profit sharing 	14.3%	1
Paid vacation (one week) 	57.1%	4
Paid vacation (two or more weeks) 	28.6%	2

Parking		71.4%	5
Other (please specify)			1
answered question			7
skipped question			11

24. What do you believe is the most important trend facing the paralegal profession?			
			Response Count
			
			 view
			12
answered question			12
skipped question			6

25. What was your most positive experience during your attendance in Coastline's Paralegal Studies Program?			
			Response Count
			
			 view
			16
answered question			16
skipped question			2

26. Do you have any comments or recommendations for improving Coastline's Paralegal Studies Program?			
			Response Count
			
			 view
			13
answered question			13
skipped question			5

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Please indicate your level of satisfaction with each of the following Coastline College Services. ***Skip any item if you don't know or have never used the service.***

#	Response Date	If you indicated that you were Dissatisfied or Very Dissatisfied, please describe your concerns.
1	Mar 4, 2010 5:33 PM	It was indicated by one teacher that the top student in the class would have a job opportunity at the office the attorney worked for. At the end of the semester this was not discussed again and when the subject was brought up the instructor was not very helpful and did not keep his word.
2	Mar 4, 2010 6:16 PM	It would be helpful if the program was more supportive graduates to obtain a job in the legal field. The program may not be able to find the job, but it could provide more support services such as resume writing, job listings, and internships.
3	Mar 5, 2010 3:14 AM	Because of the economy I couldnt expect better. I only ever heard maybe 2 or 3 job announcements.
4	Mar 5, 2010 2:48 PM	Not too much help or information from teachers regarding to find a job in the legal field.
5	Mar 7, 2010 6:33 AM	When I completed my certificate, there was not any "next step" in the Paralegal Program that offered any career resources and/or job placement opportunities.
6	Mar 10, 2010 8:51 PM	There was only one job referral through out my studies in the Paralegal courses. The job position requested only bilingual candidates apply.
7	Mar 12, 2010 6:34 AM	no help whatsoever in job searching or job referrals. I really regret having gone to Coastline just because it was ABA approved. I picked Coastline over a non-aba approved program that offered job referrals afterward. Had I gone there instead, I'd probably have a Paralegal job now. One of my classes offered had a job opening and I applied, not realizing they wanted experienced Paralegals.

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Indicate your level of satisfaction with the following characteristics as related to Coastline Paralegal Studies instructors.

#	Response Date	If you indicated that you were Dissatisfied or Very Dissatisfied with any item, please describe your concerns.
1	Mar 5, 2010 2:48 PM	As an example with the Legal Research class teacher recommended to buy so many books and one of them we never used; so it was an unnecessary expense.

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Please indicate your level of satisfaction with each course in the Coastline Paralegal Studies curriculum. ***If you did not take a specific course at Coastline, please skip that item.***

#	Response Date	If you indicated that you were Dissatisfied or Very Dissatisfied with any course, please describe your concerns.
1	Mar 4, 2010 5:31 PM	Instructor was extremely disorganized and was distracted quite often- when anyone asked a question she would not answer it directly - went off on other subjects like her vacations or her personal experiences. A few times I would try to guide her back to the actual question but it didn't help. Extremely dissatisfied with this class- thank god family law was not the field I was going into because I learned absolutely nothing.
2	Mar 4, 2010 9:43 PM	Instructor is probably the worst at CCC.
3	Mar 5, 2010 2:57 PM	Civil Litigation, we had to print so many material that we hardly had the time to read; some of the material was repetitive. The material was hard to read. A very expensive class for the printing of papers. We had to do homework that the teacher never corrected. At the end of the semester the teacher's paralegal checked quantity of printed papers and we the students didn't received any feed back about our assignments. It is crazy the amount of papers to be printed. Teacher didn't any idea if our homework was acceptable or not.
4	Mar 10, 2010 8:53 PM	In legal research the class was made to attend the law library too much.
5	Mar 12, 2010 6:35 AM	I didn't think the computer class was worth the money wasted on tuition or books. It was pretty useless!

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Are you a member of any of the following? **Mark all that apply.**

#	Response Date	Other (please specify)
1	Mar 4, 2010 5:27 PM	American Association for Justice

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Current Employer		
#	Response Date	Your Job Title
1	Mar 4, 2010 5:28 PM	Paralegal & Assistant to Julia Zaic
2	Mar 4, 2010 5:32 PM	Patent Paralegal
3	Mar 4, 2010 5:38 PM	Paralegal
4	Mar 4, 2010 5:41 PM	paralegal
5	Mar 4, 2010 6:21 PM	Paralegal/ Compliance & Ethics Specialist CCEP
6	Mar 4, 2010 6:21 PM	Projects Manager
7	Mar 5, 2010 3:16 AM	paralegal
8	Mar 5, 2010 3:21 AM	Senior Building Inspector
9	Mar 5, 2010 11:00 PM	intern-paralegal
10	Mar 8, 2010 7:25 PM	Paralegal
11	Mar 10, 2010 8:53 PM	
12	Mar 12, 2010 6:36 AM	Senior Order Processor

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Which best describes your current employment status?		
#	Response Date	Other (please specify)
1	Mar 6, 2010 9:43 PM	Difficult to find work with out work experience as a paralegal.

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If you are not looking for a paralegal job, please comment.

#	Response Date	Response Text
1	Mar 6, 2010 9:45 PM	I am now looking for a legal secretary position.
2	Mar 12, 2010 6:40 AM	Simply put - it doesn't pay. The employment agencies I found that specialized in Legal jobs, paid about \$14/hour TOPs - I now make \$23/hour just processing orders for online math tutoring - not one bit of Paralegal knowledge needed. Not sure why Paralegal jobs pay so poorly. It's a shame!!! I wish I'd known and not believed that they could actually make \$60K.

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What resources did you use to find your current employment position?		
#	Response Date	Other (please specify)
1	Mar 4, 2010 6:22 PM	Was in the position prior to obtaining my paralegal

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Indicate one or two aspects of your job with which you are especially satisfied.		
#	Response Date	1.
1	Mar 4, 2010 5:31 PM	Salary & Benefits
2	Mar 4, 2010 5:52 PM	Co-workers
3	Mar 4, 2010 6:27 PM	growing in-house legal department
4	Mar 4, 2010 7:37 PM	The independence I have in my tasks
5	Mar 5, 2010 3:20 AM	the two attorneys that I personally work for are so awesome and completely trust me
6	Mar 5, 2010 11:04 PM	learning how a law firm operates
7	Mar 8, 2010 7:28 PM	My boss

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Indicate one or two aspects of your job with which you are especially satisfied.

#	Response Date	2.
1	Mar 4, 2010 5:31 PM	Travel Opportunities
2	Mar 4, 2010 5:52 PM	Hours
3	Mar 4, 2010 6:27 PM	Opportunity to start new compliance function in legal department
4	Mar 4, 2010 7:37 PM	
5	Mar 5, 2010 3:20 AM	My attorneys like to teach me and never make me feel stupid
6	Mar 5, 2010 11:04 PM	meeting clients
7	Mar 8, 2010 7:28 PM	My work environment

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Indicate one or two aspects of your job that you wish you could change.

#	Response Date	1.
1	Mar 4, 2010 5:31 PM	Need assistant
2	Mar 4, 2010 5:52 PM	Billable requirements
3	Mar 4, 2010 6:27 PM	nothing - love my job!
4	Mar 4, 2010 7:37 PM	The below average pay
5	Mar 5, 2010 3:20 AM	I get paid very little. small firm.
6	Mar 5, 2010 11:04 PM	I wish I could gain enough experience to get paid or will have to change profession soon

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Indicate one or two aspects of your job that you wish you could change.

#	Response Date	2.
1	Mar 4, 2010 5:31 PM	Less administrative duties
2	Mar 4, 2010 5:52 PM	Salary
3	Mar 4, 2010 6:27 PM	
4	Mar 4, 2010 7:37 PM	
5	Mar 5, 2010 3:20 AM	I would like more room to do more things. Its my first year but I really want to do more
6	Mar 5, 2010 11:04 PM	

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What benefits does your employer offer? Mark all that apply.		
#	Response Date	Other (please specify)
1	Mar 5, 2010 11:04 PM	none, I collect no salary

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What do you believe is the most important trend facing the paralegal profession?		
#	Response Date	Response Text
1	Mar 4, 2010 5:32 PM	n/a
2	Mar 4, 2010 5:56 PM	E-discovery
3	Mar 4, 2010 6:34 PM	Ethics & Compliance. This is a new and growing trend in businesses/law firms due to SOX and the Federal Sentencing Guidelines. It applies both to public and private business and there are a lot of opportunities for paralegals in this field. The knowledge of the law, regulations is a valuable asset in compliance, and in most companies the Ethics & Compliance Officers have their JD.
4	Mar 4, 2010 7:39 PM	E-Discovery
5	Mar 4, 2010 9:47 PM	Experience in the law office.
6	Mar 5, 2010 3:27 AM	I think that training is so important. I had the luck to go in with my work knowing I had only the education and not the law office experience. I think that knowing just the basics of the computer are not enough anymore. I excelled because I am what my work calls, "a mini IT department".
7	Mar 5, 2010 3:05 PM	I don't know because I don't have any experience in the paralegal profession. As an example the first time we went to the Whittier Law Library we didn't get any map of how to find the books the assistance from the teacher was very poor. We had no idea how to find for the material. Another problem was with the computer assisted legal research and the program of West Law...it was a nightmare to use the program.
8	Mar 5, 2010 11:06 PM	Most job openings require 5 years experience in their exact field of law, and many require bilingual-- a variety of languages have been requested.
9	Mar 7, 2010 7:45 AM	Besides the current economy, it is providing more college education for information technology and the increasingly complex specializations evolving within the paralegal and legal profession. Also, a local trend I have noticed in paralegal employment concerns experience level; the only open positions are ones that require two, five, or even ten or more years of experience, predominantly in a specialization. Experience comes before education.
10	Mar 8, 2010 7:29 PM	Electronic Discovery and using computers to aid in time management.
11	Mar 10, 2010 8:59 PM	Technology and its fast growing elements within the legal field.
12	Mar 12, 2010 6:43 AM	I have no idea

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What was your most positive experience during your attendance in Coastline's Paralegal Studies Program?

#	Response Date	Response Text
1	Mar 4, 2010 5:32 PM	Education in general
2	Mar 4, 2010 5:56 PM	The immense support from the professors and their admirable dedication to both the profession and our education
3	Mar 4, 2010 6:22 PM	Interacting with the teachers who had so much knowledge in the Paralegal field.
4	Mar 4, 2010 6:23 PM	The legal writing course, the research course, and the civil litigation course gave me an understanding of the legal process. The instructors were lawyers or experienced paralegals and were able to add their experiences to the course materials.
5	Mar 4, 2010 6:34 PM	The teachers and staff.
6	Mar 4, 2010 7:39 PM	Class participation
7	Mar 4, 2010 9:47 PM	Research
8	Mar 5, 2010 3:27 AM	Even though it was a bit tortuous, I liked the ethics lab. It really helped understand and experience the working environment. I also really liked making new friends and being introduced to so many different kinds of people.
9	Mar 5, 2010 3:33 AM	real world experience of instructors shared in classroom discussion
10	Mar 5, 2010 3:05 PM	I learned the basic of the American Legal System.
11	Mar 5, 2010 11:06 PM	Interacting with the instructors and volunteering at the legal clinic.
12	Mar 6, 2010 9:46 PM	The professional teachers.
13	Mar 7, 2010 7:45 AM	My most positive experience during my attendance was the positive professional attitude of every instructor I had a class with. Also, coming to the campus to take the classes was necessary for mastering the subject matter versus taking some of the classes online (through other colleges, etc.). The classroom learning environment and interaction at Coastline was invaluable.
14	Mar 8, 2010 7:29 PM	I thoroughly enjoyed the curriculum and the professors.
15	Mar 10, 2010 8:59 PM	All of the instructors are awesome and I refer many people to attend Coastline. My most memorable experience is director Margaret Lovig. She really cares for her students and teaches her students to use the applications given by Coastline to use in real life situations and so does Tyler.
16	Mar 12, 2010 6:43 AM	This was 2 1/2 years ago! Why didn't you send this questionnaire out back then? I can't think of any positive experience that came out of this, other than being forced into Bankruptcy. Oh, never mind, that was a negative experience.

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Do you have any comments or recommendations for improving Coastline's Paralegal Studies Program?		
#	Response Date	Response Text
1	Mar 4, 2010 5:32 PM	No
2	Mar 4, 2010 5:56 PM	I think the program is fabulous exactly how it is. Additional electives would be appreciated.
3	Mar 4, 2010 6:23 PM	Professional development in adult education for the inexperienced instructors. Several instructors, although they were successful attorneys, did not seem to grasp the principles of adult education as well as they could. They had not yet fully developed their course materials and procedures.
4	Mar 4, 2010 6:34 PM	I would have liked to seen more classes offered in business law.
5	Mar 4, 2010 7:39 PM	I found a job quickly, but I know this wasn't the case for many students in the program. Th program should offer more assistance in finding the students a position
6	Mar 4, 2010 9:47 PM	Maybe, hands-on with law computer programs.
7	Mar 5, 2010 3:27 AM	The only thing I can think of is federal law. I do both state and federal law at my office. They are the same in many ways but also different in others. I really love the ECF filing with federal court. The hardest thing for me to master at work was all the procedure related to a filing, formating and why stuff is done the way it is. I feel like more hands on with forms (without the hand holding) would really help students.
8	Mar 5, 2010 3:33 AM	It would be nice if a few but by no means all classes were internet classes. Some of the classes were not challenging enough. It would also be good if some of the classes were applicable toward law school. The point is alway made that paralegal studies are not applicaable to law school but many students want to become paralegals as a spring board to law school.
9	Mar 5, 2010 3:05 PM	Teachers should make the assignments more realistic.
10	Mar 5, 2010 11:06 PM	I need a job in Orange County. While attending classes, most job notices were from LA or Riverside county.
11	Mar 7, 2010 7:45 AM	1. Follow through with some type of paralegal career placement services and/or resources after completing the certificate. 2. Depending on funding, offer more specialization courses like the UCLA Paralegal Program does. The opportunity to pursue a concentration, even as continuing education after completing the program, might be worth considering.
12	Mar 10, 2010 8:59 PM	To get more hands on training, like an internship or externship while students are attending courses at Coastline. Real life applications are required when attempting to find gainful employment in the field of law for someone who has no experience. I know we are in a recession but that leg up would help someone like me who does not already work within the law field and would like to start a career in the field.
13	Mar 12, 2010 6:43 AM	JOB REFERRALS for Paralegals in training who have NO prior experience.

Paralegal Studies Program Review Student Survey

1. At what location or in what delivery mode are you taking your current class(es) in this specific program? **(Mark all that apply.)**

	Response Percent	Response Count
Coastline Costa Mesa Center	94.9%	37
Coastline Garden Grove Center	2.6%	1
Coastline Le-Jao Center	7.7%	3
Estancia High School	0.0%	0
Fountain Valley High School	0.0%	0
Hybrid (part online and part in classroom)	10.3%	4
Online	7.7%	3
Telecourse/Cable	0.0%	0
Other (please specify)	0.0%	0
answered question		39
skipped question		0

2. Did you attend a program orientation or a counseling session?


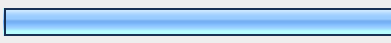

	Response Percent	Response Count
Yes	74.4%	29
No	25.6%	10
answered question		39
skipped question		0

3. Please rank up to three reasons why you are taking classes in this program at Coastline.

	1st Reason	2nd Reason	3rd Reason	Response Count
To satisfy A.A. degree requirements	35.3% (6)	58.8% (10)	5.9% (1)	17
To satisfy transfer requirements	0.0% (0)	0.0% (0)	100.0% (3)	3

To earn a certificate	63.2% (24)	28.9% (11)	7.9% (3)	38
To prepare for a new job or improve job skills	28.6% (8)	50.0% (14)	21.4% (6)	28
For personal interest	0.0% (0)	10.0% (1)	90.0% (9)	10
Convenience	0.0% (0)	20.0% (1)	80.0% (4)	5
Other	25.0% (1)	0.0% (0)	75.0% (3)	4
answered question				39
skipped question				0



4. To what extent do the classes you are taking in this program meet your expectations?

		Response Percent	Response Count	
The classes are even better than I expected		41.0%	16	
The classes are pretty much what I expected		53.8%	21	
The classes are not as good as I expected		5.1%	2	
If you indicated that the class is not as good as you expected, please describe your concerns. view			4	
answered question				39
skipped question				0


5. Please rate your level of satisfaction with each of the following as related to classes in this program. **(Skip any items that are not applicable to you.)**

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Response Count
Quality of instruction	65.7% (23)	31.4% (11)	0.0% (0)	2.9% (1)	35
Variety of classes	28.6% (10)	57.1% (20)	11.4% (4)	2.9% (1)	35
Scheduling of classes (time of day, length of class sessions, days of week)	45.7% (16)	48.6% (17)	2.9% (1)	2.9% (1)	35
Scheduling sequence of classes within the program	29.4% (10)	58.8% (20)	8.8% (3)	2.9% (1)	34
Relevance of classes to your academic or vocational needs	51.4% (18)	45.7% (16)	0.0% (0)	2.9% (1)	35

Relevance of assignments and exams to the course material you are studying	54.3% (19)	42.9% (15)	0.0% (0)	2.9% (1)	35
Clarity and comprehensiveness of the instructions for completing assignments	37.1% (13)	57.1% (20)	2.9% (1)	2.9% (1)	35
Adequacy of academic standards in classes	42.9% (15)	54.3% (19)	0.0% (0)	2.9% (1)	35
Availability of appropriate textbooks	42.9% (15)	40.0% (14)	14.3% (5)	2.9% (1)	35
Adequacy of instructional facilities	34.3% (12)	57.1% (20)	5.7% (2)	2.9% (1)	35
Staff support for the program and classes in terms of effective response to materials/facilities issues	65.7% (23)	31.4% (11)	0.0% (0)	2.9% (1)	35
Extent to which faculty and staff meet the needs of culturally diverse students	45.5% (15)	51.5% (17)	0.0% (0)	3.0% (1)	33
Extent to which faculty and staff meet the needs of non-traditional students (e.g., older adults, working adults, active duty military, etc.)	73.5% (25)	23.5% (8)	0.0% (0)	2.9% (1)	34
Overall quality of the program	57.1% (20)	40.0% (14)	0.0% (0)	2.9% (1)	35
Your own success in the program	57.6% (19)	39.4% (13)	0.0% (0)	3.0% (1)	33
If you answered Dissatisfied or Very Dissatisfied to any of the above items, please describe your concerns. view					6
answered question					35
skipped question					4

6. Are you taking one or more classes in this program in a distance learning or hybrid format?			
		Response Percent	Response Count
Yes		48.6%	17
No		51.4%	18
answered question			35
skipped question			4

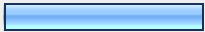
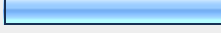

7. If you are taking a class in this program in a distance learning or hybrid format, please indicate the extent of

your satisfaction with each of the following elements. <i>(Skip any items that are not applicable to you.)</i>					
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Response Count
Quality of instruction in my distance learning course	73.3% (11)	26.7% (4)	0.0% (0)	0.0% (0)	15
Amount of interaction with other students in the class	33.3% (5)	66.7% (10)	0.0% (0)	0.0% (0)	15
Amount of interaction with the instructor	53.3% (8)	46.7% (7)	0.0% (0)	0.0% (0)	15
Speed with which the instructor responds to questions	46.7% (7)	53.3% (8)	0.0% (0)	0.0% (0)	15
Helpfulness of feedback on quizzes, assignments, and/or exams	40.0% (6)	53.3% (8)	6.7% (1)	0.0% (0)	15
Reliability of the technology used to deliver the course	53.3% (8)	46.7% (7)	0.0% (0)	0.0% (0)	15
Adequacy/functionality of the online quiz system in Seaport	66.7% (10)	33.3% (5)	0.0% (0)	0.0% (0)	15
Adequacy/functionality of Scantron quizzes (if used in your class)	50.0% (5)	50.0% (5)	0.0% (0)	0.0% (0)	10
Availability of technical support, if needed	38.5% (5)	53.8% (7)	7.7% (1)	0.0% (0)	13
If you answered that you were Dissatisfied or Very Dissatisfied with any of the above items, please describe the reasons for your dissatisfaction.					3
answered question					15
skipped question					24

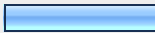
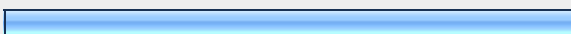
8. Please indicate your preferences for scheduling and delivery modes for Paralegal classes.					
	Strongly Prefer	Prefer	Dislike	Strongly Dislike	Response Count
Once a week	82.1% (23)	14.3% (4)	3.6% (1)	0.0% (0)	28
Twice a week	28.6% (6)	9.5% (2)	61.9% (13)	0.0% (0)	21
Mornings	10.0% (2)	0.0% (0)	65.0% (13)	25.0% (5)	20
Afternoons	5.0% (1)	25.0% (5)	55.0% (11)	15.0% (3)	20
Evenings	72.7% (24)	27.3% (9)	0.0% (0)	0.0% (0)	33
Weekends	30.4% (7)	26.1% (6)	39.1% (9)	4.3% (1)	23

Four-week intersession	54.5% (12)	31.8% (7)	13.6% (3)	0.0% (0)	22
Classroom	56.3% (18)	31.3% (10)	12.5% (4)	0.0% (0)	32
Online	40.9% (9)	40.9% (9)	18.2% (4)	0.0% (0)	22
Hybrid (part online and part in classroom)	64.0% (16)	32.0% (8)	0.0% (0)	4.0% (1)	25
answered question					33
skipped question					6

9. Age

	Response Percent	Response Count
Under 18	0.0%	0
18-30 	27.3%	9
31-45 	30.3%	10
46-60 	42.4%	14
61 or older	0.0%	0
answered question		33
skipped question		6

10. Gender

	Response Percent	Response Count
Male 	21.2%	7
Female 	78.8%	26
answered question		33
skipped question		6

11. Ethnicity

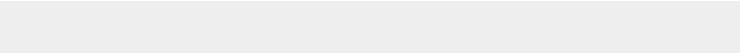
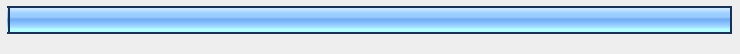
	Response Percent	Response Count
African-American	0.0%	0

American Indian/Native Alaskan		0.0%	0
White		81.3%	26
Hispanic		3.1%	1
Vietnamese		3.1%	1
Other Asian		3.1%	1
Decline to State		3.1%	1
Other (please specify)		6.3%	2
answered question			32
skipped question			7

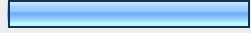

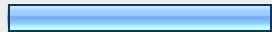

12. Primary Language			
		Response Percent	Response Count
English		100.0%	33
Spanish		0.0%	0
Vietnamese		0.0%	0
Other (please specify)		0.0%	0
answered question			33
skipped question			6

13. Are you in high school?			
		Response Percent	Response Count
Yes		0.0%	0
No		100.0%	33
answered question			33
skipped question			6

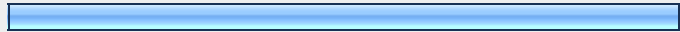



14. Are you active duty military?			
		Response Percent	Response Count

Yes		0.0%	0
No		100.0%	33
answered question			33
skipped question			6

15. What is your highest level of education?

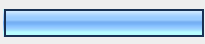

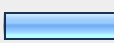

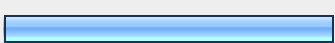
	Response Percent	Response Count
Less than high school completion	0.0%	0
High school diploma (or GED) 	33.3%	11
Associate in Arts degree 	21.2%	7
Bachelor's degree 	36.4%	12
Master's degree 	9.1%	3
Doctorate	0.0%	0
answered question		33
skipped question		6

16. Are you currently enrolled at another college in addition to your Coastline classes? *(Mark all that apply.)*

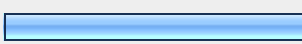
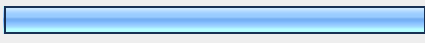

	Response Percent	Response Count
No: Enrolled only at Coastline 	92.9%	26
Golden West College 	3.6%	1
Irvine Valley College	0.0%	0
Orange Coast College 	3.6%	1
Saddleback College	0.0%	0
Santa Ana College	0.0%	0
Santiago Canyon College	0.0%	0
Other community college	0.0%	0
A four-year college or university 	3.6%	1
answered question		28

skipped question 11


17. What is your current employment status?

	Response Percent	Response Count
Not working outside the home 	27.3%	9
Working as a volunteer (non-paid position) 	3.0%	1
Working 20 hours or less per week 	15.2%	5
Working between 21-30 hours per week 	9.1%	3
Working full-time 	45.5%	15
answered question		33
skipped question		6


18. Are you currently working in the legal field (volunteer, internship, or paid position)?


	Response Percent	Response Count
Yes 	41.7%	10
No 	58.3%	14
If yes, what is the title of your position? 		8
answered question		24
skipped question		15


19. In your own words, please tell us what you most want to learn or accomplish from taking courses in this particular program at Coastline?

	Response Count
	28
answered question	28
skipped question	11

20. Please tell us what your most positive experience has been in any of the Coastline classes you have taken in

this particular program.		Response Count
 view		30
answered question		30
skipped question		9

21. Are there other courses or degree programs that you would like Coastline to offer?		Response Count
 view		22
answered question		22
skipped question		17

22. Do you have any comments or suggestions for improving this particular program?		Response Count
 view		21
answered question		21
skipped question		18

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To what extent do the classes you are taking in this program meet your expectations?		
#	Response Date	If you indicated that the class is not as good as you expected, please describe your concerns.
1	Dec 5, 2009 10:47 PM	The classes are good & what I expected, but I had expected that we would have more hands-on assignments than we've had. So far in Law 100, 127 & 128, there's been a lot of theory. I'm concerned that I'm not learning how to actually BE a paralegal, with skills that will get me a job.
2	Dec 7, 2009 1:36 AM	The teacher in Law 105, Bryce Letterman is excellent, however the format of the class I really don't care for. I get a lot out of Bryce Letterman's lectures and wish he would go the full length of the class. I think that the format shortchanges the students
3	Dec 9, 2009 9:09 AM	Content and format of classes are as expected, however, all instructors have exceeded my expectations so far.
4	Dec 15, 2009 4:10 AM	Law 100 is the only class that I don't like, I don't feel like i have learned anything

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Please rate your level of satisfaction with each of the following as related to classes in this program. **(Skip any items that are not applicable to you.)**

#	Response Date	If you answered Dissatisfied or Very Dissatisfied to any of the above items, please describe your concerns.
1	Dec 5, 2009 2:50 AM	I wish there were more choices for the elective classes every term. I can only attend part-time and can't take summer classes. It often seems that summer is when most of the electives are scheduled. As it is, I'm forced to either wait for the classes I think would be useful in my career and hope it comes up next term or I have to take classes I think are less useful because I want to get the certificate in a timely manner so I can get into the work force. If needs be, I would take daytime, hybrid, and/or multi-facility courses if it meant more electives were offered. Or maybe they can offer a schedule of electives so I can plan better and know when to sacrifice a core class for a rarely offered elective. Or maybe survey the current classes as to what they want for electives the next term since most of us have a leaning plan of what classes to take and when.
2	Dec 5, 2009 10:50 PM	as earlier stated; my only concern is that we're not doing enough hands-on assignments in which I'll get the skills to actually get a job in a law office. I'm concerned that I won't know what I'm doing.
3	Dec 8, 2009 7:11 PM	I have had nothing but positive experiences with the instructors so far. They are above average in the classroom and online.
4	Dec 8, 2009 8:10 PM	I would like more elective courses like contracts and to know when these classes are available.
5	Dec 15, 2009 4:14 AM	The costa mesa center isn't a very pretty center, it seems run down and the bathrooms are disgusting, not really well kept. The water never gets hot, even though I use soap I feel the need to use hand sanitizer again. I would like to see more electives offered, I am dissatisfied with the choices for the spring semester.
6	Dec 21, 2009 7:37 PM	I am dissatisfied that there is not much of a selection for electives - you have to scramble from semester to semester to find what you want. The bookstore never has enough books for registered students even in the early stages. I signed up for a class way early, went to buy the text book the first day the bookstore was open and there were no books. Had to scramble to find them online through Amazon but found them there cheaper so the bookstore actually lost money.

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If you are taking a class in this program in a distance learning or hybrid format, please indicate the extent of your satisfaction with each of the following elements. **(Skip any items that are not applicable to you.)**

#	Response Date	If you answered that you were Dissatisfied or Very Dissatisfied with any of the above items, please describe the reasons for your dissatisfaction.
1	Dec 5, 2009 3:00 AM	I'd like more time to discuss homework assignments and to go over them in class. As it is, the class time is spent rushing through material with no time for anything else. There's no way we can discuss the homework because we need the full lecture to do the quiz, as there are questions which can only be found from the lecture content (a good thing that keeps me involved). I like the hybrid class for tests and quizzes because it saves class time for lecturing, but I think the class should be a normal time instead of decreased. I also like the hybrid class because I can find all the class materials.
2	Dec 8, 2009 2:47 PM	have not taken one of these classes yet but will be next semester
3	Dec 11, 2009 10:03 AM	taking quizzes and test online are suppose to be relieving. if the students have until midnight, why isn't there technical support till then

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Ethnicity		
#	Response Date	Other (please specify)
1	Dec 7, 2009 2:25 AM	1/2 White 1/2 Asian
2	Dec 11, 2009 10:04 AM	pacific islander

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Are you currently working in the legal field (volunteer, internship, or paid position)?		
#	Response Date	If yes, what is the title of your position?
1	Dec 5, 2009 3:02 AM	File clerk, general go-fer
2	Dec 6, 2009 8:07 PM	Assistant/Paralegal
3	Dec 8, 2009 7:14 PM	Receptionist, family law firm
4	Dec 8, 2009 7:39 PM	legal assistant
5	Dec 8, 2009 9:13 PM	Receptionist/File Clerk
6	Dec 15, 2009 4:01 AM	Legal assistant to partner
7	Dec 15, 2009 6:18 AM	Legal Assistant
8	Dec 21, 2009 7:39 PM	Legal Secretary

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In your own words, please tell us what you most want to learn or accomplish from taking courses in this particular program at Coastline?

#	Response Date	Response Text
1	Dec 5, 2009 1:44 AM	I want to learn the skills needed in order to be a HIGHLY paid paralegal.
2	Dec 5, 2009 3:34 AM	I want to know how to do my job. I want to learn what the majority of paralegals are doing right now. I don't need that much theory, like if I'm a paralegal for 10 years I could do this. I really want to know what I'll be doing right out the door in an average firm. I want to know how to fill out the forms and why I'm checking this box over that one, how to draft all the letters I'll be doing on a daily basis for that field, how to file a document, how to use all the programs in today's offices, manage an office, calendar, time-management techniques, how to deal with difficult bosses, lazy bosses, and bosses that give little guidance. I want to know vocabulary, how to summarize a depo, do page-line summaries, find research online, and how to deal with angry, lazy, reluctant, or otherwise difficult clients. I want all of my homework and notes to be useful to me when I am working and need a reference.
3	Dec 5, 2009 4:06 AM	I want to prepare myself to work in the legal field and to determine which speciality I might like best.
4	Dec 5, 2009 10:56 PM	I want to learn how to actually be a paralegal, so that when I get a job in a law firm, I'll know what to do. I do not really want an attorney to have to show me everything.
5	Dec 5, 2009 11:39 PM	I began college with the intent of going to law school in 1984. After I earned my BA I took some time off to save money for law school. Then came the recession and I lost my job then. I found myself in retail management and I hate it. I am here to earn a certificate so I may enter the legal field.
6	Dec 6, 2009 8:03 PM	I wanted to be able to enter the legal environment and not be or feel like the idiot or not understand what was happening or the importance of what is happening around me. I wanted to be able to see the importance of things and be able to jump into them. I wanted to not only understand procedures but laws.
7	Dec 6, 2009 8:18 PM	I want to learn the technicals to being a paralegal and to earn my certification.
8	Dec 7, 2009 1:45 AM	Prepare as best I can for a legal career.
9	Dec 7, 2009 2:29 AM	I desire to be fully prepared for entry into the legal field as a paralegal. I hope that my former educational accomplishments further my advancement in the legal field.
10	Dec 7, 2009 6:06 AM	I was looking for a challenging field. I became interested in the legal field through my several tours of jury duty.
11	Dec 8, 2009 2:49 PM	self improvement, certificate, job options
12	Dec 8, 2009 7:22 PM	I want to be equipped to be the best paralegal I can be, straight out of school. This will help my on the job training to be less complex. I want to feel as though I am qualified to start working immediately as a paralegal upon graduation.
13	Dec 8, 2009 7:23 PM	I've not finished the program, but I am hoping that by the time I do finish, I will have some real life, applicable experience that I can present to potential employers.
14	Dec 8, 2009 7:40 PM	I wish to complete the ABA program and finish my AA degree

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15	Dec 8, 2009 9:10 PM	Learn enough practical knowledge to be able to obtain a position in a legal office.
16	Dec 8, 2009 9:16 PM	I want to learning everything relevant to the position of a Paralegal/Legal Assistant.
17	Dec 9, 2009 8:42 AM	I want to learn the procedure of law... From the begining to end. How to write up a motions, draft all the letters, and trial preparations.
18	Dec 9, 2009 9:25 AM	Knowledge of paralegal duties and responsibilities as well as readiness for entry into legal realm. The practical knowledge from instructors in very helpful and encouraging.
19	Dec 11, 2009 10:06 AM	my paralegal degree
20	Dec 13, 2009 6:32 PM	I would like to learn the necessary tools to prepare me for an entry level paralegal job.
21	Dec 14, 2009 5:20 PM	I want to learn how I can contribute to make my company better. Like being able to go through Legal Contracts and be knowledgeable on topics that relate to the business that I am in.
22	Dec 14, 2009 6:32 PM	My goal is to have proficient skills for an entry-level paralegal position.
23	Dec 15, 2009 4:05 AM	I want to be able to prepare pleadings, draft, prepare and respond to discovery, prepare mediation briefs, demand letters. I would like to be able to do really excellent quality research.
24	Dec 15, 2009 4:20 AM	i want to be able to have applicable paralegal skills in order to get a good job when I finish the program
25	Dec 15, 2009 5:05 AM	I want to be prepared for the legal field as much as can be done in this program.
26	Dec 15, 2009 11:35 PM	When I finish the program, I want to have the confidence and skills to enter the work force with confidence. This includes not only the bookwork, but the technical expertise with the computer and the various data bases; also skilled with power point, and have good typing skills.
27	Dec 17, 2009 12:44 PM	Enough knowledge of the law that I cold get my foot in the door to start working in the law.
28	Dec 21, 2009 7:55 PM	I want to learn how I could help the law firm I'm working in by becoming a paralegal

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Please tell us what your most positive experience has been in any of the Coastline classes you have taken in this particular program.

#	Response Date	Response Text
1	Dec 4, 2009 7:30 PM	I am impressed with the genuine attitude of all the instructors. They all appear to want the students to succeed and make extra effort to help them achieve successes.
2	Dec 5, 2009 1:44 AM	All my experiences have been positive in the coastline program.
3	Dec 5, 2009 3:34 AM	I love the open, personable teachers. The lecture content fills out what the book generalizes or often doesn't mention. They let me know why I'm doing this or that, rather than just looking at a blank example. Plus, they tell interesting on-the-job stories, which give me a glimpse of what's out there.
4	Dec 5, 2009 4:06 AM	I enjoyed the classroom interaction.
5	Dec 5, 2009 10:56 PM	In Law 127 & 128, the teachers are active in law firms and are knowledgeable in their fields. I enjoy the class discussions about current legal topics.
6	Dec 5, 2009 11:39 PM	I love the subject matter and have enjoyed the classes so much. I am very excited about being back in school and being back on track with what I started.
7	Dec 6, 2009 8:03 PM	I really feel that the instructors have been the best part. It's hard to want to continue learning when discouraged or not interested. But the teachers at Coastline are vibrant and interesting and so willing to make themselves available to their students. I really feel like it's good I waited until later in life to go back to school...it may have been the teachers or the environment weren't where I was supposed to be. I was supposed to be at Coastline.
8	Dec 6, 2009 8:18 PM	I have had very helpful teachers who understand that I have a full-time job and have been very gracious with helping me be able to get my work done.
9	Dec 7, 2009 1:45 AM	I think that the instructor's are uniformly at a very high level. I'm quite impressed.
10	Dec 7, 2009 2:29 AM	I enjoy interacting with my classmates. I'm pleasantly surprised at the academic rigor involved in some of these courses.
11	Dec 7, 2009 6:06 AM	The instructors all try to help students understand all the lessons.
12	Dec 8, 2009 2:49 PM	tyler offenhauser and debra have been great
13	Dec 8, 2009 7:22 PM	I have had positive experiences with my in-class instructors. This includes both the general education and paralegal instructors. Not only have they prepared me for more difficult classes, but they have also made learning fun.
14	Dec 8, 2009 7:23 PM	The instructors are great. I have very much enjoyed attending the classes.
15	Dec 8, 2009 7:40 PM	I enjoy the instructors.
16	Dec 8, 2009 9:10 PM	I find being able to take quizzes and exams online a very positive experience and helps me learn the material better while encouraging better grades. I love the immediate grading that the online system allows.

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17	Dec 8, 2009 9:16 PM	My LAW105 professor is greatly, he is clear and effective in his teachings.
18	Dec 9, 2009 8:42 AM	The teachers were great. Very professional.
19	Dec 9, 2009 9:25 AM	Excellent instruction and overall guidance from Steve Barnes, Bryce Letterman, Michelle McCliman, Tyler Offerhauser, Debra Brown, and Margaret Lovig. I've also enjoyed working with staff via involvement with Student Advisory Council. It is apparent everyone is focused on student success -great environment at Coastline and the reasonable tuition for an ABA-approved program is great!
20	Dec 11, 2009 10:06 AM	i really enjoyed conversations through email with the teachers
21	Dec 13, 2009 6:32 PM	I enjoy when the professors relate the text to examples from their jobs or current cases.
22	Dec 14, 2009 5:20 PM	I really enjoyed having Bryce Letterman as my teacher, he kept the information interesting and he taught everything you needed to know to be successful in the paralegal field.
23	Dec 14, 2009 6:32 PM	I like the scheduling of the classes, one time per week. It is very convenient. The location is convenient. The hybrid class was OK. I really felt that we would have benefited from additional lecture time, but I thought that the instructor did well with the time that he was allotted. I also wanted to have the homework assignments reviewed as we were preparing legal documents, but they were not. Some feedback would have been nice.
24	Dec 15, 2009 4:05 AM	I have been an assistant for over thirty years and this class as added a dimension to my knowledge that I didn't even realize I was lacking. I understand the issues of law now in a way that I previously did not grasp.
25	Dec 15, 2009 4:20 AM	my fellow students and the availability of classes. I was originally scheduled at Fullerton college for their paralegal program but most of the courses were offered during the day and I could only get into one night class. I switched to this program when I received a class schedule in the mail. I am so glad I did.
26	Dec 15, 2009 5:05 AM	I like how students collaborate and help each other as a team.
27	Dec 15, 2009 11:35 PM	The teachers and the classmates. Everyone seems very focused on the program.
28	Dec 17, 2009 12:44 PM	The 3 legal research classes.
29	Dec 20, 2009 6:44 PM	I enjoyed the legal clinic very much.
30	Dec 21, 2009 7:55 PM	I don't have a most positive experience - they have all been good learning experiences.

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Are there other courses or degree programs that you would like Coastline to offer?

#	Response Date	Response Text
1	Dec 5, 2009 1:44 AM	A Marketing and or Public Relations program.
2	Dec 5, 2009 3:34 AM	A typing class, even if it's one of those shorter classes or a clinic.
3	Dec 5, 2009 4:06 AM	Legal Secretary
4	Dec 5, 2009 10:56 PM	Notary Public would be good.
5	Dec 5, 2009 11:39 PM	N/A
6	Dec 6, 2009 8:18 PM	I think a criminal law program would be very interesting.
7	Dec 7, 2009 1:45 AM	Vocal training
8	Dec 7, 2009 2:29 AM	Elective: Deposition Summary
9	Dec 8, 2009 2:49 PM	no
10	Dec 8, 2009 7:22 PM	Paramedic
11	Dec 8, 2009 9:10 PM	tax courses that would allow me to obtain my enrolled agent certification
12	Dec 8, 2009 9:16 PM	Not specifically
13	Dec 9, 2009 8:42 AM	More on biology classes.
14	Dec 9, 2009 9:25 AM	My primary motivation for attending Coastline is the paralegal program.
15	Dec 11, 2009 10:06 AM	more online law classes being that some students have children and it is hard to find childcare in the evenings on weekdays.
16	Dec 13, 2009 6:32 PM	more courses offered each semester to fill the elective units
17	Dec 14, 2009 5:20 PM	N/A
18	Dec 15, 2009 4:05 AM	no
19	Dec 15, 2009 4:20 AM	I want to take Criminal law procedures, looking over the past schedules I see that it hasn't been offered in a really long while.
20	Dec 15, 2009 5:05 AM	no
21	Dec 17, 2009 12:44 PM	Maybe some software programs, that are law specific, that are used in the law firm.
22	Dec 21, 2009 7:55 PM	None that I can think of; however, I think that Coastline should offer a paralegal certificate that is not tied to an AA degree or let their students know before they embark upon a program and nearly finish to find out they need a 4-year degree - not a 2-year degree.

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Do you have any comments or suggestions for improving this particular program?		
#	Response Date	Response Text
1	Dec 4, 2009 7:30 PM	Students were told at the beginning of the semester that personal computer were not to be brought to class. Students still bring and use these during class. It is distracting if you are sitting near these students (especailly the key stroke noise.)
2	Dec 5, 2009 3:34 AM	Make the paralegal program accessible to those of us who haven't been in law for the last 10 or so years. It's intimidating, frustrating, and disheartening to go into a class knowing nothing and be surrounded by those already in the industry who seem to be there for a refresher course. It's like we're reviewing everything from a paralegal's perspective, instead of starting from scratch. I have no real background in law and am frustrated when it feels like the class is zooming on because the more vocal people give the impression that our class only needs to touch on material. It's okay to have one know-it-all, but it sucks when a lot your class acts like that. Their knowledge is useful, don't get me wrong, but it often distracts the teacher from explaining in more depth. Maybe you can offer a fast-track for those with 5 years plus experience, so those of us who are new to the concept or want to go a little slower aren't so intimidated, quiet, and frustrated.
3	Dec 5, 2009 10:56 PM	giving us more hands-on assignments in law firms or with actual cases.
4	Dec 5, 2009 11:39 PM	Keep offering the classes! Intercession would have been really helpful in assisting me to reach my goals.
5	Dec 6, 2009 8:03 PM	The office that I recently was hired at...my first law office....does both state and federal courthouses. While the procedures for filing are similar...there are many differences. I would have liked to have been given some federal instructions. Also, I think a more hands on instructions of how to file documents with the courts and the local rules and chamber rules.
6	Dec 6, 2009 8:18 PM	Nope. I love the program.
7	Dec 7, 2009 1:45 AM	Get rid of the hybrid 105 course. I didn't like the lack of class time.
8	Dec 8, 2009 2:49 PM	no
9	Dec 8, 2009 7:22 PM	less people in one class.
10	Dec 8, 2009 9:10 PM	I would like the legal clinic to be more flexible times as I work 40+ hours a week outside the legal profession.
11	Dec 8, 2009 9:16 PM	I would love for there to be a wider variety of times/classes available for people who work full-time (ie. weeknights, online, hybrid or weekends). Also I would like to see more classes available during the winter intersession and summer intersession.
12	Dec 9, 2009 8:42 AM	It would be nice to have the teachers to show us more practices on the real world routines.
13	Dec 9, 2009 9:25 AM	I appreciate the breadth of electives offered in the program, would be nice if some were offered more frequently. For instance, I believe neither Contract Law nor Intellectual Property have been offered in over a year, and I look forward to an opportunity to take these classes soon.
14	Dec 10, 2009 8:01 AM	Very pleased with the faculty and their accessibility for additional help

Comment Summary

15	Dec 11, 2009 10:06 AM	a complete schedule of assignments listed in a timely fashion on a calendar
16	Dec 14, 2009 5:20 PM	I think the variety of classes that are offered, I noticed there are far more electives listed on the program than are offered during certain semesters.
17	Dec 15, 2009 4:05 AM	The research classes taught are not great, to be honest. When my boss says, "find me a case on this or that, find me law on this" - I don't want to stumble around on Lexis for half a morning - I want to know exactly where to look - and though I have taken both the Legal Research and Computer Research class, I feel I am sadly lacking.
18	Dec 15, 2009 5:05 AM	Use more technology in delivery of instruction, not only PowerPoint, but other software and media resources.
19	Dec 15, 2009 11:35 PM	I would like to see the instructors use more of an outline approach. I learn best that way. Most of the time, they jump around and it's hard for me to take effective notes. When I get home and look at them, they look like chicken scratch. I am a structured person, and I need good notes in a logical order to learn best. Not all teachers, but enough.
20	Dec 17, 2009 12:44 PM	Maybe some software programs, that are law specific, that are used in the law firm.
21	Dec 21, 2009 7:55 PM	I think this is a great program and the only suggestion I can make is to continue with it and make sure there are a variety of needed classes per semester so students can get fulfill their numbers in both required classes and electives. I think the teachers at Coastline really want the students to learn and excel and they are great. I also think the head of the paralegal department, Margaret Lovig has a real calling to to make the best paralegals and she truly is interestered in them furthering their knowledge. Coastline is privileged to have her.

Paralegal Studies Program Review

2009-2010

Coastline Community College

Program Review Process

- Review Team:
- Margaret Lovig, Department Chair
- Dr. Joumana McGowan, Dean, Career & Technical Education
- Debra Brown and David Fuller, Part-time faculty
- Rose Moreno, Legal Clinic Assistant and Medicare Counselor

History and Surveys

- 36.5% employers (19/52)
- 19.2% students (39/203)
- 100% faculty
- 39% graduates (18/46) 2007-09
- 1976 – 1985 ABA approval
- 1990, 1995, 2000, 2007 [expires 8/14]
- July 2010 Interim Report due
- 2000 statutory requirements enacted
- Dispute Resolution courses suspended

Certificate Requirements

- A A Degree plus 27 paralegal units
- Orientations – four yearly - or attend counseling/advising session
- Computer proficiency required
- “C” or better in all paralegal classes
- Scheduling of classes for completion
- Continuing education starts as soon as employed as a paralegal (must work under supervision of an attorney)

Changes - Graduates

- Changes 1995–2000–2007-2014
- Graduates/Students new courses
- Faculty – Internet Law
- Students, faculty and employers – technology
- Employers – changing job market
- Online – hybrid courses – ABA program observations

Labor Market, Entry Level Employment

- OC 16% job increase next four years
- Competition continues – entry level - experience and formal training key
- Median hourly wage California \$26.56
- Median hourly Orange County \$27.18
- Coastline – currently advancing many employed legal students
- Advisory Committee and LAW C165 and LAW C126 recommendations

Faculty Professional Development, Enrollments

- ABA Requirements – regular meetings, attendance records, minutes, must include professional development topics
- Meet yearly before the fall semester
- 100% very satisfied curriculum, relevance, and opportunity to participate
- FTEs – above 30, 10 out of the last 13 semesters, fall 2009 42.54
- Attrition consistently below the CCC percentage, fall 2009 12.4/18.0%

Student Elements

- 216 Graduates: 2003-2009
- 35% Certificates with BA Degrees
- 41% Certificates and Coastline AA Degrees
- 24% Certificates with existing AA
- 10% continuing their education
- Gender – male 20% female 80%
- Age, more below 30, ethnicity

Program and Student Learning Outcomes

- Meet minimum standards for ABA Approval Guidelines and California Statutory Requirements
- Meet minimum standards for entry level employment
- Meet varied demands of local employment market
- Prepare transfer students for entry at the junior level or law school
- Student Learning Outcomes/Assessment

Student Satisfaction

- Expressed satisfaction with relevance of classes to academic or vocational needs
- 86% satisfied with variety of course offerings
- Desire more electives offered and summer courses electives only
- Certificate/Degree/Job readiness are reasons for taking program

Important Trends Facing the Legal Profession

- Ethical issues and behavior
- Technology preparedness and ethical use on the job
- Time management
- Exempt status, professional image
- Continuing education
- Multiple skills and complex tasks
- Testing and regulation

Progress on Prior Goals

- Career advising and counseling
- Faculty development/technology
- Research impact of technology
- Create websites program/intro
- Expand training partnerships and pro bono activities for students
- Develop marketing tools to increase diversity

Steering Committee Recommendations

- Pursue permanent general funds for basic costs, not SAC funds
- Pursue seed money for marketing, website, brochure, etc.
- Improve coordination and marketing by making One-Stop Manager presentation
- Investigate pro bono, internships, and/or work based learning opportunities for students

New Three-Year Goals

- Continue to expand career advising, counseling, and orientation sessions
- Work with SAC to further develop the Paralegal Club
- Expand faculty development and use of Seaport Assessment tools starting with spring 2010
- Analyze impact of technology on practice of law and develop teaching components for increased student preparation

New Three Year Goals - continued

- Increase efforts to focus on student diversity in the program
- Prepare new marketing techniques in anticipation of move to Newport Beach Center
- Continue efforts to develop a website which incorporates the introduction course



**Program Review 2009-10
Validation Report**

Paralegal Studies Program

1. Has the program adequately responded to the elements identified in the outline for instructional or student services programs (see appropriate checklist)?

 X Yes No

If no, note which topics were either omitted or not addressed clearly or substantially enough:

2. List the most important things (issues, trends, concerns, etc.) that are apparent from this report:
- A. The department experienced a slight decline in FTES from Spring 2008 through Spring 2009. There was, however, a significant increase in enrollments in Fall of 2009 (42% compared to the Fall 2008).
 - B. The program will be facing increased competition with the recent approval and start up of a paralegal program at Irvine Valley College.
 - C. The Paralegal Studies Program conducts a comprehensive Program Review every three years, instead of the normal five years, in order to keep the review on the same cycle as the required reports for their American Bar Association Accreditation and ensure compliance with ABA requirements. These regular reviews help ensure ongoing curriculum review and revision.
 - D. The program is engaged in planning to relocate to Coastline's new facility in Newport Beach and evaluation of how that move will impact on the program.

3. Does the data substantiate the conclusions and recommendations made?

 X Yes No

If no, note the areas and manner in which data does not match conclusions or recommendations?

4. List any realistic suggestions the Steering Committee may have for the program based on information in the self-study.
- A. The Paralegal Studies Program is encouraged to consider how current and emerging technologies may be used in the teaching and learning process and to increase use of

- technology in formal education to help prepare students for the technology that they are likely to find in the legal field.
- B. Faculty should develop and implement a system for consistently documenting their assessment and review of course and program-level learning outcomes.
 - C. The program needs to revisit and refine program-level learning outcomes. Program outcomes should be differentiated from program-level *learning outcomes*, and learning outcomes should more specifically address the skills and knowledge that students will have upon completion of the program.
5. List program accomplishments and aspects for which the program should be commended.
- A. Success and retention rates in this program are higher than the statewide average for other paralegal programs in the state.
 - B. Even though this program is located at the oldest facility in the college, students have a very high level of satisfaction with the program and with the quality of instruction—satisfaction which is directly attributable to the knowledge, skill, and commitment of the program’s faculty members.
 - C. Kudos to the faculty for updating and expanding the curriculum.
 - D. Paralegal faculty members are commended for their regular, ongoing activities to recruit, orient, and mentor students as well as for their efforts to establish a Paralegal Club for students.
 - E. Department Chair Margaret Lovig has done an excellent job in ensuring that the program is well-organized, student-centered, and in touch with employer needs.