

University of La Verne

Paralegal Studies Program

(Currently Know as Legal Studies Department)

**Self-Study Document Submitted for
Approval by the American Bar Association, September 1999**

Prepared by: Kenneth Held, Dean of College of Law

Vitonio F. San Juan, Director of the Paralegal Studies

Section I

GENERAL INFORMATION

G-101 through G-107

A. *Name, address, and telephone number of the institution:*

University of La Verne
Paralegal Studies Program
1950 3rd Street
La Verne, California 91750
(909) 596-1848

B. *Accrediting agency by which the institution is accredited. Indicate date of most recent reaffirmation of accreditation and current status.*

The Accrediting Commission for Senior Colleges and Universities of the Western Association of Schools and Colleges accredits the University of La Verne. The date of the most recent reaffirmation of accreditation is 1991 and it has been accredited since 1955. The current status is accredited.

The University is also approved by the California Commission for Teacher Credentialing for offering credentials in several areas. The date of the most recent reaffirmation of approval is April 1993 and it continues to be approved.

The College of Law is accredited by the Committee of Bar Examiners for the State of California. The date of the most recent reaffirmation of accreditation is March 1996 and it has been accredited since 1972. The current status is accredited.

C. *Indicate degree(s) and/or certificate(s) awarded for completion of the paralegal program or any of its options.*

The University of La Verne Paralegal Studies Program offers the following degrees and certificates:

1. Baccalaureate degree (B.S.) in paralegal studies.
2. Associate's degree (A.S.) in paralegal studies.
3. Certificate in paralegal studies for students already having an associate's degree or higher, or 60 semester units with the appropriate general education, from accredited California colleges.

Previously, a Certificate in Paralegal Studies was offered which required no education past high school and no general education courses. This certificate was last offered for those entering the program in the Spring semester of 1998, and students who entered under that program and who have not yet graduated must complete it by May, 2000. Currently, the only certificate offered to entering students is the one listed under number three above. In the Fall semester 1999, there are five students enrolled in classes who entered under previous entrance requirements and who do not meet current ABA standards for general education or total units. **No student who does not meet ABA standards will be in the Program after May 2000.**

D. Describe the location of the program and its courses. Is the legal assistant program or any of its courses offered at branch campuses or off-site locations? If yes, describe the operation of such program and/or course(s).

The University of La Verne offers its Paralegal Studies Program at two geographical locations in Los Angeles County -- one in La Verne and one in Woodland Hills. Woodland Hills is in the San Fernando Valley and the campus is sometimes referred to as the San Fernando Valley Campus. The La Verne location is the original campus of the University and is considered the main campus. However, all services are offered at both locations, and the two locations should be considered one program based on the following:

- a. At both locations, the program is operated by the Paralegal Studies Program of the University of La Verne, and both sites are located in the University's Colleges of Law.
- b. Professor Vitonio F. San Juan is the Director of the Paralegal Studies Program and is responsible for the day-to-day administration of the program at both locations.
- c. The program has one advisory committee which reflects and actively represents the constituents of both locations.
- d. All records for the students in the program are maintained at the campus in La Verne, with additional records necessary for counseling individual students available at both locations.
- e. Each location, as part of the same program, has the same admissions policy, the same course requirements for graduation and the same diploma or certificate.
- f. All student services required by the guidelines are offered at both locations.
- g. In the initial and primary courses, the same instructor, instructional materials, course syllabi and textbooks are most often used. In courses where the same instructor does not teach at both locations, the same course content is taught, but instructors may choose their own textbooks. Consistency of education is maintained between the two locations by review by the program director of any proposed textbook and syllabus, as well as by faculty meetings. Communication between instructors who teach the same courses is encouraged.
- h. All the legal specialty courses required for completion of the program are offered at each location. In the case of general education courses, they are available at the La Verne campus and through the University's School of Continuing Education, which has one campus about 15 miles from the Woodland Hills campus and another about 50 miles.
- i. Each location has a complete law library on the premises.

j. The two locations are 50.4 miles apart and close to freeways. Travel time is approximately one hour.

k. Both locations serve the same legal community. Both are within Los Angeles County with the major metropolitan center of the City of Los Angeles about halfway between.

E. *Provide information about the following for each program option:*

1. *Date students first admitted:*

Students were first admitted to the Paralegal Studies Program at the La Verne Campus in 1972.

Students at the San Fernando Valley Campus (now in Woodland Hills) were first admitted in the Fall Semester of 1988.

2. *Number of students enrolled each year for the past three years, or if this is a reapproval application, for each year since the date of the last report.*

The following chart is a breakdown showing enrollment for the last three years by degree option, whether bachelor's, associate's or certificate, by campus, and by whether full-or part-time. Full-time is 12 units or more.

	Spring 97	Sum. 97	Fall 97	Spring 98	Sum. 98	Fall 98	Spring 99	Fall 99
Bachelor Students Total	63	22	45	41	9	46	43	40
La Verne campus	61	20	43	40	8	44	42	39
Full-time	23	0	15	12	0	12	13	14
Part-time	38	20	28	28	8	32	29	25
Woodland Hills campus	2	2	2	1	1	2	1	1
Full-time	0	1	1	0	0	0	0	0
Part-time	2	1	1	1	1	2	1	1
Associate Students Total	3	1	1	3	0	5	1	7
La Verne campus	2	1	1	1	0	0	0	3
Full-time	0	0	0	0	0	0	0	0
Part-time	2	1	1	1	0	0	0	3
Woodland Hills campus	1	0	0	2	0	5	1	4
Full-time	1	0	0	0	0	0	0	0
Part-time	0	0	0	2	0	5	1	4

Certificate Students Total	57	45	56	50	18	36	28	17
La Verne campus	33	20	28	23	11	13	7	7
Full-time	2	0	1	0	0	0	0	1
Part-time	31	20	27	23	11	13	7	6
Woodland Hills campus	24	25	28	27	7	23	21	10
Full-time	0	0	0	1	0	0	1	0
Part-time	24	24	28	26	7	23	20	10

3. *Number of graduates in each year since the inception of the program.*

YEAR	BACHELOR'S	ASSOCIATE'S	CERTIFICATE
1975			01
1976			02
1977			06
1978			06
1979			00
1980			02
1981			02
1982			03
1983			02
1984			12
1985			04
1986			23
1987		1	17
1988	04	2	06
1989	06	1	44
1990	02	1	83
1991	02	7	69
1992	05	7	55
1993	05	6	64
1994	16	2	66
1995	13	4	42
1996	18	2	41
1997	13	2	28
1998	16	0	17
1999*	05	0	09

* 1999 records are not complete because a certificate graduate is not considered as such until the student files a request for the Certificate. The Certificate is then granted as of the date the student finished the coursework. Students often finish the required coursework but do not request the Certificate for some time afterwards. Further, there are degree students who will graduate in December 1999.

4. *Total number of graduates since the inception of the program:*

Bachelor's Degree students	105
Associate's Degree students	35
Certificate students	604

Of these Certificate graduates, 212 were students at the San Fernando Valley campus (now located in Woodland Hills).

5. *For reapproval applications, provide the effective date of the last approval by the House of Delegates and the date of the last report.*

Not applicable.

F. *For reapproval applications, describe how the program has responded to the recommendations of the last site visitation team.*

Not applicable.

Section II

ORGANIZATION AND ADMINISTRATION

G-201 through G-206

A. *Describe need for program in community it serves:*

1. *For programs seeking initial approval: Describe how the need for the program in the community was determined. Provide a summary of the results of any feasibility survey(s) conducted as Exhibit 1. If such assessment was not conducted, substantiate the basis for the decision to establish the program.*

The Paralegal Studies Program was instituted in 1972. The need for the program was not determined through a formal need analysis or survey. Based on the recollection of persons who were involved early in the program, attorneys and court personnel recognized the growing need for legal assistants to aid lawyers in the economic and efficient delivery of legal services, and with their assistance, the university developed a comprehensive training program for paralegals. The Program was originally part of the Department of Graduate Studies, a department which no longer exists.

A comprehensive survey was done of the legal community in 1998, and Exhibit 1 is a summary of those results. The purposes of this survey were to determine the current need for paralegals, what education and skills are sought by employers, how the University of La Verne Paralegal Program is meeting the needs of employers, and the feasibility and interest of the legal community in either a Master's Degree in Paralegal Studies or a Bachelor's Degree with concentrations in certain areas of study.

This survey was conducted by identifying several different groups that were potential employers of paralegals, such as corporations, law firms of varying sizes, and governmental agencies, from a geographical area which included both campuses, the communities between, and the surrounding areas. With the assistance of the University's Institutional Research Department, it was determined that 150-200 employers would be a sample that would give us information that could be reflective of the needs of the general legal community. A total of 288 surveys were mailed, in two separate mailings, with additional follow-up mailings. Fifty-two surveys were returned and analyzed by Institutional Research and the results are set forth in Exhibit 1.

The survey showed that the outlook for future employment of paralegals is good. Seventy-five per cent of the firms responding hire paralegals. Of those, 67% hire more than one paralegal. As far as education, the paralegal certificate and the bachelor's degree were equally

important to the firms. The survey showed what type of skills the employers are looking for and what tasks paralegals do. It has provided the Program with a great deal of information to assist it in its future decisions.

2. For programs seeking reapproval: Describe how the program continues to assess and respond to the needs of the legal community. If a survey has been used as part of this assessment, since the date of the last report, include a summary of the results as Exhibit 1.

Not applicable.

B. State the specific objectives of the program in terms of the educational results to be achieved and how those objectives are to be met, including the major tasks the students will be able to perform upon completion of the program.

The goals of the University of La Verne Paralegal Studies Program are to provide students with an educational experience in which they will learn substantive law and practical skills, develop analytical ability, and build a frame-work for life that is ethical, service-oriented, appreciative of diversity and committed to continuing education. This knowledge and these abilities will enable them to function as paralegals under the direction of attorneys in a variety of environments, including private law firms of all sizes, corporations and businesses, legal aid organizations and governmental agencies.

The objectives of the Program, including specific tasks the student should be able to perform are:

1. To give students knowledge of the law and legal principles in various subject areas as well as an understanding of legal procedures and practices.
2. To insure that students receive a well-rounded general education with exposure to the traditional liberal arts fields of study, in order to develop their abilities to communicate, both orally and in writing, to think critically and creatively, and to access, analyze, synthesize, and evaluate information.
3. To develop in students an understanding and appreciation of the ethical rules and standards of conduct involved in the practice of law and to be observed by paralegals.
4. To develop in students the ability to analyze legal problems and to research case and statutory law, using traditional and emerging technological tools.
5. To teach students to draft legal documents.
6. To teach students to effectively communicate with clients, attorneys, witnesses, and other staff.
7. To give students an understanding of the role of the paralegal and the variety of settings in which paralegals work, and to stay abreast of changes and advancements in that role.
8. To be responsive to the needs of the legal community through its advisory committee, surveys of employers and graduates, and contact with legal associations.

To meet the goals and objectives stated above, the Program provides the following degree options:

1. A Bachelor of Science in Paralegal Studies (B.S.), which requires 128 semester units. Approximately 57 units are in the major: 27 in legal specialty courses, and 20 to 24 in a concentration. The concentration is in another field of study, similar to a minor. Study in another area in addition to the Paralegal courses benefits the student by exposing them to another field of learning and providing them with more opportunities to develop their analytical skills. The Bachelor's degree requires 45 to 67 units in general education, and many of the objectives are met through these courses.
2. An Associate of Science in Paralegal Studies (A.S.), which requires 60 semester units, 30 of which are in legal specialty courses. At least 18 units in general education are required, in order to further develop many of the objectives listed above.
3. A Certificate in Paralegal Studies, which requires 30 semester units of legal specialty courses. Because the applicant must already have a degree or at least 60 units with 18 units in general education, the objectives of the program can be met for those taking only Paralegal courses at the University of La Verne. Specific general education requirements are set out in section III.A, on page 22.

Many of the Program's objectives are met in the first two courses required: Introduction to Paralegalism and Analysis and Research. In these courses students are introduced to the law and the legal systems on the state and federal levels, the role of the paralegal, ethical considerations, basic writing skills, methods of legal research, legal reasoning and the anatomy of a lawsuit. Other courses then take the students deeper and insure that the Program's objectives will be met.

Some of the objectives are met by maintaining an active involvement with the legal community, having an active advisory board and doing surveys of legal employers and graduates. Many are met through the general education courses.

C. Describe the affiliation with organized bar associations, paralegal associations, paralegal education associations, paralegal and legal management associations, and cooperation with the legal community as a whole.

Members of the Advisory Committee include practicing attorneys and paralegals from the surrounding community, some of which are active in local bar associations and paralegal associations, and a member of the Association of Legal Administrators. These individuals

continue to work closely with the Program in the ongoing evaluation and development of the program.

Members of the faculty have included judges and attorneys who are members in good standing of local, state, and national bar associations and professional associations and who provide representation of the Program in those associations. The former president of one local bar association is a past dean and current faculty member of the College of Law, and this facilitates communication with the Program. The Director of the Program and full-time faculty attend local bar association and paralegal association events.

The University is a member of the American Association for Paralegal Education (AAfPE) and the Director and full-time faculty member attend and participate in their conferences and use their materials. Relationships formed through that organization, as well as the content of the conferences and materials, have greatly impacted the Program and affected much of its change over the last few years.

The Program conducted a needs survey in 1998. Its purpose was to obtain the opinions of the legal community regarding the paralegal profession, educational standards, and skills necessary for paralegals, as well as the interest and feasibility of adding a Master's Degree and Concentrations to the Bachelor's Degree. It also was meant to provide information about the Program to the community so that the communication between the school and the community would be improved and the Program better known.

D. Provide an organizational chart showing the relationship of the program to the institution. The chart should include major academic units as well as other support activities within the institution such as offices of admission, registrar, student services, placement, etc. Include as Exhibit 2.

An organizational chart is included as Exhibit 2.

E. Describe the relationship of the legal assistant program to:

1. Administration of the institution offering the program. (Indicate the unit within the institution in which the legal assistant program is situated, and to whom the program director reports.)

The Paralegal Studies Program is administered by the University's College of Law, La Verne campus. The University has two College of Law campuses. Prior to July 1998 both were administered by one Dean, Dean Kenneth Held, and the Director of Paralegal Studies reported to him. In July 1998 the campuses were separated administratively and Dean Kenneth Held became Dean of the La Verne campus only, while Dean Robert Ackrich was appointed to

administer the Woodland Hills campus. The Director of Paralegal Studies continues to report to Dean Kenneth Held. Dean Robert Ackrich is consulted involving any major changes in the Program. The Paralegal Studies Program continues to be administered as one program on two campuses.

Decision-making begins with the Director of the Program, who is responsible for day-to-day operation and development of the program. He reports to the Dean of the Law School at La Verne. The Dean of the Law School reports to the Vice President of Academic Affairs.

2. Other units of the institution.

The College of Law is one of the five component units of the University. The others are the College of Arts and Sciences, School of Business and Global Studies, the School of Organizational Management, and the School of Continuing Education. The University offers Baccalaureate, Master's and Doctoral degrees to approximately 5,000 students each year.

The Associate and the Bachelor of Science Degrees in Paralegal Studies are administered jointly by the College of Law and the College of Arts and Sciences, which governs the general education portions of the degrees and grants the degrees. The concentrations in the bachelor's degree are administered by the appropriate schools: School of Business and Global Studies, School of Organizational Management, or College of Arts and Sciences.

While the traditional degree student (under the age of 25) applies to Undergraduate Admissions, students who are 25 years or older and who are seeking either a Bachelor's or Associate's Degree, can be admitted to the CAPA Professional Development Center. CAPA, the Campus Accelerated Program for Adults, is a program designed to answer the special needs of the working adult student. It is part of the School of Continuing Education. Traditionally, the majority of the Program's students have been served by CAPA. CAPA advises the students regarding their general education.

Students enrolled in a degree program in Woodland Hills apply to the School of Continuing Education which then administers their degrees and counsels them as to their general education.

All services available within the University are available to the Program and its students. It is an integral part of the University. This means, for example, that the Admissions Office, Registrar's Office, Career Development Center, Health Services and other University services are available to the Program and its students. While they have access to all other services, CAPA, SCE, and certificate students can have access to Health Services upon payment of \$200.00 per year for medical insurance, which is included in the tuition of traditional undergraduates.

3. *Governing bodies, committees, academic or faculty senates, etc. Include a description of the representation of the legal assistant program.*

The full-time faculty member of the Paralegal Program is a voting member of the Faculty Assembly, which makes decisions on all faculty matters. The faculty member also attends all other committee meetings which relate to the program, such as those governing academic quality, and participates in University-wide committees. The Director is involved in all committees which relate to the direction and degree options of the program. The Dean of the College of Law represents the Paralegal Studies Program on all committees of the University on which he sits and whose meetings he attends, such as the University Council, the Deans' Council, and the President's Cabinet.

F. *Provide information with regard to budgetary provisions for the legal assistant program:*

1. *State the sources of financial support, i.e., state support, student tuition, community taxes, grants. Indicate the approximate percentage of financial support from each source.*

Student tuition is the Paralegal Studies Program's primary source of financial support. Office space, classrooms, instructional supplies, equipment, library and other support services are provided to the Program by the College of Law and by the University as a whole. Also, as part of the University, the Paralegal Program utilizes the centralized administrative offices of registration, human resources, business, purchasing, alumni relations, etc., and a portion of the students' tuition goes for these services.

2. *What indications are there that financial support is firm and will be available on a continuing basis?*

The Paralegal Studies Program has been able to support itself from tuition income. It has been in existence since 1972, and has grown over the years. In addition, firm institutional support in the form of support services, instructional supplies, library facilities, equipment, office and classroom space indicates a sound paralegal program will be maintained.

For several years, the Program experienced impressive growth. However, recently, the enrollment has decreased. This has been determined by the University and the Program to be a temporary situation, reflecting national trends and the development of paralegal programs in community colleges in the surrounding areas. In spite of the numbers, the University has increased its commitment to the Program. It has hired a full-time faculty member and authorized the Program to seek ABA approval. Further, to assist those students in Woodland Hills who desire to earn an Associate's or Bachelor's Degree, the university has developed a cooperative agreement with the School of Continuing Education whereby those students can obtain the

degree without traveling to La Verne. The development of the concentrations in the Bachelor's Degree, the entering into articulation agreements with community colleges who have paralegal programs, and increased advertising, are expected to increase enrollment within one to two years.

3. *Indicate the amount spent for each of the following items for each of the past three years or, if this is a reapproval application, for each year since the date of the last report. Include as Exhibit 3.*

- a. *Faculty and program director salaries.*
- b. *Professional growth for program director and faculty members.*
- c. *The program director and/or faculty members to attend local, state, regional, or national conferences.*
- d. *Support personnel salaries.*
- e. *Instructional supplies.*
- f. *Library materials.*
- g. *Equipment.*
- h. *Research or other special projects relating to the program or the legal assistant field.*
- i. *Program evaluation.*
- j. *Special meetings, such as advisory committee, faculty, and alumni.*
- k. *Student activities such as legal assistant club, field trips, and guest lecturers.*
- l. *Memberships in related professional associations.*
- m. *Any other expenditures that may be relevant to assessing the adequacy of financial support for the program.*

See Exhibit 3.

(Provide a copy of operating budget for the current academic year indicating the allocation of funds for each of these items and, if possible, totals spent. If available, include the budget for the next academic year. Include budget(s) as Exhibit 4.)

See Exhibit 4.

4. *Explain the budgetary process and identify any variations from budgetary procedures utilized by other units within the institution.*

The Director of the Program develops the budget for each campus for the coming fiscal year. It is submitted to the Executive Vice President and ultimately to the Board of Directors. The Director determines needs by projecting enrollments and expenses.

The budgetary process is the same as for the other units within the institution, except that the income that flows to the Program is the actual tuition costs of certificate courses. This means that while degree students pay higher rates for their courses than certificate students do, the amount per paralegal course that actually flows to the Program is the certificate rate. The balance flows to the University and other schools and programs which service the students.

G. Describe how the legal assistant program is comparable to other similar units within the institution with respect to the following factors:

1. Responsibilities of program director.

The Paralegal Studies Program is different from a department within a school, such as Political Science or History. The Program Director has more duties than a Chair of a Department in that he has the additional responsibilities to administer the certificate program, to advertise the Program, and to maintain an active Advisory Board. In relation to the certificate program, he receives applications, evaluates them, and determines eligibility for the program and for the certificate at the completion of the program. He hires faculty, determines classes and schedules, and is responsible for advertising. This is a unique position within the University.

2. Enrollment.

The University of La Verne offers bachelor's degrees in at least 43 subjects, as well as many master's degrees. Many majors have less students than the Paralegal Studies major, but, on the other hand, many of those also teach general education courses. Several subjects have far more majors than the Paralegal Program. Programs with a similar number of majors include the History/Political Science Department (the two majors combined), Communications Department, Biology, Computer Science, Accounting, and Organizational Management. History/Political Science, Computer Science, and Biology are composed of primarily traditional undergraduates, and not the older CAPA students. The Accounting majors on the main campus are about two-thirds traditional students and the Computer Science students are about one-half traditional age and one-half CAPA. The Organizational Management majors are almost all CAPA students.

In comparison, the Paralegal degree majors are about three-fourths CAPA students. In addition, none of the above programs has a certificate program, which adds about 7 to 20 students at the La Verne campus and 10 to 20 at the Woodland Hills campus.

The areas of study which are larger than Paralegal Studies are Behavioral Science (which has five majors), Education, and Business Administration.

The above comparison involves only the students enrolled in various majors on the La Verne campus. Eighty per cent of La Verne's students are over 25 and most of those take their

courses at various centers other than in La Verne as part of the School of Continuing Education, majoring in Business Administration, Organizational Management, and related majors.

3. Status of program director.

The Program Director holds an administrative position. The position is organizationally under the Dean of the College of Law, La Verne campus. Some of the Director's duties are similar to a Department Chair in other departments, but he has additional duties, such as advertising and administering the Certificate Program. It is a unique position in the University.

4. Treatment of faculty, program director and staff.

The Paralegal Program faculty members are equal to the faculty of the other programs within the University of La Verne. Faculty members belong to the Faculty Assembly, have duties to the University, receive the same pay and are controlled by the same policies. Adjunct faculty members are equal to the adjunct faculty in the other departments. The Director and staff are also regular employees of the University, and have the same rights and duties of other administrators and staff throughout the University. Treatment of the Program's employees is no different than treatment of other employees of the University.

5. Office space.

Full-time faculty and the Director of the Program have office space comparable to other faculty and administrators in the University.

6. Support for professional development.

The University of La Verne encourages professional development of all its employees. It offers numerous training sessions to the employees, such as courses in various software, communication skills, and relationship skills. It also provides funds for its members to be able to attend programs offered by other agencies. The faculty of the Program is entitled to sabbatical leave for professional development according to the same rules as other faculty members.

The university provides funds covering all costs involved so the Director and faculty member can attend the annual and regional conferences of the American Association for Paralegal Education. It has paid for the faculty member to attend an educational program offered to attorneys. It provides mileage and any costs for attendance at association meetings. In addition to the funding the Program receives for these events, there is a procedure to apply for additional funding for professional development. Finally, the university has an annual university retreat which is open to all employees. In support for professional development, the Paralegal Studies Program is treated equally with all other programs.

7. Participation in academic affairs and decision making.

All faculty members, including those in the Paralegal Studies Program, are expected to participate in academic affairs and decision making. They are members of the Faculty Assembly with voting privileges. The faculty member has served on the Faculty Senate Bylaws Committee and on the Undergraduate Assessment Committee, Subcommittee on Adult Student Outcomes.

8. *Clerical, technical, and other supporting services (in addition to the secretarial support described below).*

The Program has the same support services as the rest of the University. Compared to other programs of its size, it has the same or similar clerical support. The following offices are some of those which serve the Program in the same way they serve other programs of the University: Admissions, Registrar's, Financial Aid, Institutional Research, Academic Computing, Management Information Services, Student Accounts, Print Shop, Student Affairs and University Relations.

9. *Any other factors that may be relevant to assessing comparability.*

The Paralegal Studies Program is comparable to other units of the university of a similar nature, but there is none exactly like it. It is administered by the College of Law which also awards its Paralegal Certificate. Its Associate's and Bachelor's degrees are awarded through the College of Arts and Science. It is controlled by undergraduate degree requirements, relies on the services the University provides both to academic departments and to students, and is subject to the same review processes and rules as other departments. However, it is not merely an academic department within a school – it is a separate program with its own director. The Director is more than a department chair, with more authority and more responsibility, particularly for the direction of the program and for admission and awarding of the certificate. While all University policies and services apply to the Program, and it is treated on an equal basis with all other majors, it is of a somewhat different nature organizationally. It is in a unique position within the University.

H. *Is there secretarial staff working directly for the legal assistant program? If yes, indicate the amount of time spent each week or the equivalency of that time to full-time. If not, describe the secretarial support arrangements and estimate the amount of secretarial support time the program receives each week.*

A part-time, twenty hours per week, secretary will be hired for the Paralegal Studies Program at the La Verne campus. Budget has been approved to fund this position as of July 1, 1999. At the present, at La Verne, the Administrative Assistant for the Dean of the College of Law is given the task of assisting the Paralegal Director and spends approximately eight hours

per week doing so. At Woodland Hills, the Dean's Secretary is responsible for clerical services to the Paralegal Studies Program and spends approximately 15 hours per week doing so. Additional extensive support service is provided by the College of Law's Registrars (at both campuses). In addition, a student worker works approximately 10 hours per week for the Program.

I. *Describe the advisory committee:*

1. *List the members of the legal assistant advisory committee by name and professional affiliation of each member and whether he or she is a practicing lawyer, public or private sector legal assistant, manager of legal assistants, faculty member, school administrator, representative of the general public, or other. For each member, indicate the date of appointment and affiliation, if any, with the program and/or institution in addition to service on the advisory committee. Include as Exhibit 5.*

An Advisory Committee which complies with ABA requirements was formed in the summer of 1998. It began meeting in the fall of 1998 and has continued. Prior to its formation, a university committee met as needed to guide the Program and make decisions about it.

A list of the advisory committee members is included as Exhibit 5.

2. *Provide copies of written guidelines or procedures governing advisory committee activities, if any. Include as Exhibit 6.*

A copy of the advisory committee guidelines is included as Exhibit 6.

3. *How are advisory committee members appointed and what is the appointment term?*

Members are nominated by other advisory committee members, faculty, or University administrators, including the Deans of the College of Law and the Director of the Program. The Dean of the College of Law, La Verne campus, appoints members based on the recommendation of the Director of the Program. Except for student members, appointments to the Committee are for two years. Members may serve more than one term. Student members shall sit for one year and may be re-appointed if they continue to be students during that term of office. Terms begin in the Fall semester.

4. *Describe the advisory committee's functions in terms of the six listed activities included under Guideline G-203.*

a. *Developing admission standards.* There is a subcommittee which has as its responsibility admission standards. One of its duties is to develop standards for admission which

will assist the Program Director in selecting qualified students for the program. Its goal is to assist in determining what qualifications are necessary in a paralegal considering the numerous types of positions paralegals fill, and finding ways to determine, prior to entering the program, which applicants possess those qualifications.

b. *Securing competent instructors.* The committee as a whole is charged with the role of assisting the program in obtaining qualified and competent instructors. It is one of the committee's stated objectives and is emphasized and discussed at meetings. Members are encouraged to recruit qualified applicants for instructor positions, through their contacts in the legal community.

c. *Keeping abreast of trends.* It is one of the committee's objectives to improve the quality and relevance of the Program by providing input on the type of education needed, the skills and competence required, and current trends in the paralegal field. It does this by providing speakers about trends and changes occurring in the field, and by sharing the members' observations of the field gained through their contact with the profession.

d. *Assessing and developing career opportunities.* One of the subcommittees of the Advisory Committee is specifically charged with developing internship positions and placement opportunities for graduates and assessing the needs of the job market. In addition, two of the purposes of the advisory committee are 1) to develop contacts with the legal community in order to facilitate placements of students and 2) to publicize the program so that its graduates will be recognized as quality applicants for paralegal positions.

e. *Publicizing the program.* One of the subcommittees is responsible for marketing the Program, including developing a plan for marketing it, preparing brochures and advertising materials, and holding seminars for prospective students. It also is directed to publicize the Program in the legal community. In addition, the entire committee has as one of its objectives to publicize the Program in the legal community.

f. *Evaluating the program.* One of the subcommittees deals with curriculum development. This committee looks at the entire program, the effectiveness of our graduates, and the needs of the legal community, and develops curriculum ideas and guidelines for the Program, so that the Program will maintain its relevance and meet its goals. However, the full Committee is charged with considering the input from the various subcommittees and evaluating the entire program.

5. *Indicate whether the committee has subcommittees and what the specific areas of responsibility of these subcommittees are.*

There are seven subcommittees with the following responsibilities:

a. Admissions Standards: The goal of this committee is to develop standards for admission which will assist the program director in selecting qualified students for the program. It is to assist in determining what qualifications are necessary in a paralegal considering the numerous types of positions paralegals fill, and finding ways to determine, prior to entering the program, which applicants possess those qualifications. It establishes criteria for the different degree options as appropriate.

b. Curriculum Development: This subcommittee looks at the entire program, the effectiveness of our graduates, and the needs of the legal community, and develops curriculum ideas and guidelines for the Program, as well as specific tasks to be taught, so that the Program will maintain its relevance and meet its goals.

c. Library Resources: This subcommittee evaluates the libraries and determines whether, through the resources available, they are meeting the needs of paralegal students and recommends changes necessary to improve the content of those libraries.

d. Internships and Placements: This subcommittee is specifically charged with developing internship positions and placement opportunities for graduates. It assists in assessing the needs of the job market, developing relationships with the legal community and providing contacts in the community.

e. Marketing: This subcommittee handles the issue of marketing of the program, including preparation of brochures and advertising, seminars for prospective students, and publicity to the legal community. It develops strategies and materials to market the program both to prospective students and to prospective employers.

f. ABA Approval: This subcommittee is responsible for assisting the Program in obtaining the approval of the American Bar Association.

g. Paralegal Profession: This subcommittee keeps abreast of changes and trends in the paralegal profession and communicates this information both to the general committee and to the program.

6. *How often does the advisory committee meet? If applicable, how often do subcommittees meet?*

The advisory committee meets at least twice a year, in the fall and spring. Subcommittees meet as the members agree, but at least once between each of the full committee meetings and more often if necessary.

This advisory committee was begun in the summer of 1998 and had its first meeting in the Fall of 1998. It has continued to meet in the Spring and Fall. Prior to creating this advisory committee, a university committee met as needed to guide the Program and make decisions about it.

7. Provide copies of the minutes of advisory committee meetings and any subcommittee meetings held during the past three years, or, if this is a reapproval application, since the date of the last report. Include as Exhibit 7.

Copies of the advisory committee and subcommittee minutes are included as Exhibit 7.

J. Describe the procedures by which the institution maintains equality of opportunity and seeks to avoid prohibited discrimination.

1. Does the institution have a written non-discrimination policy and/or affirmative action plan? If yes, include a copy as Exhibit 8.

The University of La Verne does have a written non-discrimination policy and affirmative action plan. It is attached as Exhibit 8.

2. Describe the methods used to recruit faculty. The description should include the methods used to encourage diversity and the steps taken to encourage recruitment and retention of minority faculty members. If written advertisements and/or announcements are used, include copies as Exhibit 9.

Full-time faculty is recruited by advertising in a legal newspaper of general circulation. It has a wide circulation among attorneys and paralegals, and is known for advertising job listings. The opening is also posted at the University. Copies of the advertisement and of the posted announcement are included as Exhibit 9. The Program does not discriminate in hiring faculty, and all applicants are considered without consideration of their race, religion, sex, ethnic group, or marital and family status.

3. Describe the methods used to encourage diversity in the student body of the legal assistant program.

According to the U.S. News and World Report ranking of colleges and universities for 1998, the University of La Verne ranks high in having a diverse population. The university encourages diversity in one way by having a special program for first generation students called the First Generation Student Success Program. This program was highlighted in the January 15, 1999 issue of *The Chronicle of Higher Education*.

The Program advertises in three or four newspapers which circulate in its area. One is the major metropolitan newspaper for Los Angeles. Between the three papers, all racial, ethnic and religious groups can be reached. Applications are considered without regard to any of these factors.

The campus in Woodland Hills is more diverse than the figures show, in that while many students are white, a large percentage has emigrated from other countries. This adds another element to the population of the program.

The main campus has both a Multicultural Student Advisor and an International Student Advisor, with special services to both groups.

4. *Provide the following information regarding the program to the best of the institution's ability:*

a. *The composition of the student body in the legal assistant program by racial/ethnic group and gender for each of the last three years, or if this is a reapproval application, for each year since the date of the last report. Include as Exhibit 10.*

The composition of the student body by racial/ethnic group and gender is included as Exhibit 10.

b. *The composition of the faculty teaching in the legal assistant program by racial/ethnic group and gender for each of the last three years or, if this is a reapproval application, for each year since the date of the last report. Include as Exhibit 11.*

The composition of the faculty by racial/ethnic group and gender is included as Exhibit 11.

5. *Describe the methods used to accommodate students, staff, and faculty members with disabilities. If the institution has a written policy on accommodating students and employees with disabilities, include as Exhibit 12.*

The Program does not consider disabilities when determining whether a student will be admitted to the program. However, if, after admission, a student identifies himself or herself as having a disability, the Program will make reasonable accommodations to enable that student to fully participate in the program. All classrooms used by the Paralegal Program are accessible by persons who are disabled. In the past, if it was found that a particular classroom was inaccessible to a student, the class was moved.

For students in a degree program, the Learning Enhancement Center on the main campus processes applications, provides evaluations and determines the accommodations needed by a particular student. Students must complete the documentation required and be evaluated by an Accommodation Review Team before the accommodations will be made. Reasonable academic adjustments and physical accommodations may include, but are not limited to: extended time on examinations; time extensions on papers and projects; special testing procedures; advance notice regarding book lists for visually impaired and some learning disabled students; use of academic aides in the classroom such as note takers, sign language interpreters, and recording devices; early advisement and assistance with registration; accessibility for students who use wheelchairs and those with mobility impairments; transcription of exams taken orally; and need for special classroom furniture or special equipment in the classroom.

Provisions are also made for faculty and staff with disabilities so that they can be fully contributing members of the Program. The University is committed to full compliance with the Rehabilitation Act of 1973 (Section 504) and the Americans with Disabilities Act of 1990 (ADA). When the need for accommodation arises, the University makes whatever reasonable accommodation is needed.

The written policies on accommodation are included as Exhibit 12.

Section III

EDUCATIONAL PROGRAMS

G-301 through G-303

A. *Describe the total curriculum for the legal assistant program.*

1. *Indicate the degree(s) or certificates(s) awarded. Include the total number of semester hours or their equivalent for the program(s).*

The University of La Verne Paralegal Studies Program offers the following degrees and certificates:

- A. Baccalaureate degree (B.S.) in paralegal studies, which requires a total of 128 semester hours, including 56 semester hours in the major. Twenty-seven of these units are in legal specialty courses.
- B. Associate's degree (A.S.) in paralegal studies, which requires a total of 60 semester hours, including 30 semester hours of legal specialty courses.
- C. Certificate in paralegal studies, which requires a total of 30 semester hours in legal specialty courses. A person is eligible to apply for this option who has completed:
 - a. A Baccalaureate Degree;
 - b. An Associate of Arts Degree; or
 - c. 60 semester units from an accredited college, including 18 semester units of general education. The general education must include at least three semester units in college level English composition and fifteen units from at least three of the following academic areas:
 - (1) Social and behavioral science;
 - (2) English composition and literature;
 - (3) Foreign language;
 - (4) Mathematics;
 - (5) Humanities;
 - (6) Natural science;
 - (7) Appreciation or history courses in the arts.

2. *Provide a list of the suggested sequence of courses for each program option including the following information:*

- a. *Semester hours or equivalent for each course/subject.*
- b. *Pre- and co-requisites*

c. Identify the legal specialty courses as defined in Guideline 302(D) and for each such course, indicate whether it is required or elective. (Use the abbreviations LS-R and LS-E.)

d. If general education is part of the required course work, identify the general education courses as defined in Guideline 303(F). (Use the abbreviation GE.)

BACHELOR DEGREE PROGRAM

The Bachelor Degree program consists of a total of 128 semester units, including general education courses which vary in total units from about 36 to 65, and 57 to 61 units for the Paralegal Studies major, which includes 27 units of legal specialty courses and 20 to 24 units in a concentration. Below are lists of the general education and the legal specialty course requirements, and an explanation of the system of prerequisites.

GENERAL EDUCATION

The University of La Verne requires a certain number of courses, and does not normally specify a unit requirement. Most courses are three or four semester units. Below, the normal minimum units are listed. There are two lists, because the traditional undergraduate is required to take more courses in general education than the older student admitted under the School of Continuing Education (SCE). At least 18 units of the bachelor's degree student's general education must meet the Paralegal Program's approval.

	<u>Units Required</u>	
	Traditional Student	SCE Student
College Writing	6	6
Spoken English	3	3
Mathematics	3	3
Humanities (Courses from different areas: Literature, Philosophy or religion, Mass Media, or Inter-Area Humanities.)	9	6
Fine Arts (Courses from different areas: History/Appreciation or Experiential.)	4-6	2-4
Social Science (Courses from different areas: Behavioral Sciences, History and Political Science, Economics, or Inter-Area Social Science.)	9	6
Natural Science		
Life Science	3	3
Physical Science	3	3
Lab	1	1
Physical Education	2	0
Values and Critical Thinking	3	3
International/Intercultural Core	4	*
Foreign language	6	0
Interdisciplinary Core	6	*
Service Learning	1	*

*Whether a transfer student needs to take these Core courses depends on the number of units transferred in.

PARALEGAL MAJOR

Legal Specialty courses are marked (LS).

Core Requirements – All of these courses are required.

COURSE	SEMESTER UNITS
PL 101 Introduction to Paralegalism (LS)	3
PL 110 Legal Writing (LS)	3
PL 165 Civil Procedure (LS), <i>or</i>	3
PL 170 Criminal Law and Procedure (LS) in Criminology concentration only.	
PL 300 Analysis and Research (LS)	3
PL 303 Professional Responsibility (LS)	3
PL 380 Torts (LS)	3
PL 390 Contracts (LS)	3
PL 392 Legal Philosophy & Jurisprudence	3
PL 499 Senior Project	3
PLSC 301 American Government and Politics	3

Electives: The student must take two of the following:

PL 302 Westlaw (LS)	3
PL 310 Advanced Legal Writing (LS)	3
PL 322 Advanced Family Law (LS)	3
PL 329 Debtor-Creditor Relationships (LS)	3
PL 330 Business Relationships (LS)	3
PL 331 Bankruptcy (LS)	3
PL 340 Special Topics (LS)	3
PL 351 Advanced Probate (LS)	3
PL 360 Evidence (LS) (Required in Criminology Concentration)	3
PL 369 Law and Motion (LS)	3

Concentrations:

Each student must choose a concentration in another discipline. Each concentration requires a minimum of 20 semester hours chosen from the following:

Business Administration Concentration

ECBU 203 Financial and Managerial Accounting	4
ECBU 328 Economic Theories and Issues	4
Plus one from each of the following four groups:	
1. ECBU 330 Business Finance <i>or</i>	4
ECBU 345 Personal Finance	4
2. ECBU 350 Principles of Management <i>or</i>	4
ECBU 455 Human Resource Management	4

3.	ECBU 360	Principles of Marketing <i>or</i>	4
	ECBU 365	Consumer Behavior <i>or</i>	4
	ECBU 368	Promotional Management	4
4.	ECBU 410	Management Information Systems	4

Criminology Concentration

SOC 322	Introduction to Criminology	4
SOC 326	Criminal Justice System	4
Plus three or four of the following:		
SOC 313	Urban Environments	4
SOC 321	Juvenile Delinquency	4
SOC 324	Social Problems	4
SOC 329	Correctional Systems	4
BHV 482	Family Violence and Abuse	4

Health Services Management Concentration

HSM 340	Legal Issues of Health Service Organization Management	4
HSM 401	Principles of Health Services Management	4
HSM 480	Communications in Management	4
Plus two of the following:		
HSM 302	Sociology of Medicine and Medical Institutions	4
HSM 355	Ethics in Health Services Management	4
HSM 365	Human Resources Management	4
HSM 376	Marketing for Health Services	4
HSM 435	Economics of Health Services	4

History and Government Concentration

PLSC 407	Constitutional Law	4
PLSC 373	Modern Political Theory	4
Plus three of the following:		
HIST 311	Development of American Democracy I	4
HIST 312	Development of American Democracy II	4
HIST 316	History of California	4
HIST 425	Intellectual History of the United States	4
PLSC 304	Comparative Legal Issues	4
PLSC 332	Public Administration	4
PLSC 410	Congress and the Presidency	4

Public Administration Concentration

PADM 332	Public Administration	4
PADM 333	Ethics and Social Responsibility	4

Complete three additional Public Administration courses selected in consultation with an Academic Advisor. Each course is 4 units.

RECOMMENDED: It is recommended that the student take Computer Science 100 or ECBU 310, Computer Applications in Business.

PREREQUISITES: Introduction to Paralegalism and Analysis and Research are prerequisites to all paralegal courses, except that they can be taken concurrently with another paralegal course. Introduction to Paralegalism must be taken before or concurrent with Analysis and Research.

Traditional undergraduate students must meet the English and math requirements at the beginning of their education, and it is recommended that all students take the English writing courses and at least six other units of general education prior to taking paralegal courses.

ASSOCIATE DEGREE PROGRAM

The Associate Degree program consists of a total of sixty semester units, including eighteen units of general education courses, thirty units of legal specialty courses, and twelve units of electives. The student must take two courses in written English (6 units) and one course (3 units) in each of the following areas: fine arts, humanities, natural science, social science. It is recommended that the student also take Computer Science 100 or ECBU 310 and 310L, Computer Applications in Business. Students must take general education courses which meet the Paralegal Program's approval. The Fine Arts general education requirement can only be met by courses marked GEFAa. No performance course meets that requirement. Examples of other unacceptable courses for general education are: ECBU 140, 328, 341, 343, 346, 350, 410. The student should complete nine units of general education including ENG 110 prior to taking PL courses.

The following is the recommended sequence of courses showing semester units, designation as legal specialty (LS) or general education (GE), designation as required (R) or elective (E) or recommended (Rec), and an explanation of the system of prerequisites. Some classes may vary in the number of units but the total units must be 60.

FIRST SEMESTER

English 110 (R)(GE)	3
College Algebra (Math 104 or higher or Statistics)(E)	3
Humanities (R)(GE)	3-4

Suggested courses

Literature courses

HUM 100	Quest for Values
HUM 101	American Traditions and Challenges
ECBU 343	Foundation of Business Ethics
MGMT 333	Ethics and Social Responsibility
REL 398	Topics in Urban Studies

(Acceptable courses are marked GEHa, GEHb, GEHc and GEHd in the University catalog.)

Computer Science 100 (E)	4
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SPCM 100 Fundamentals of Speech (E)	2
	<hr/> 15-16

SECOND SEMESTER

English 111 (R)(GE)	3
Social Science (R)(GE)	3-4

Suggested courses

BHV 320	Ethnic Relations
SOC 324	Social Problems
HIST 311 or 312	Development of American Democracy
PLSC 301	American Gov. and Politics
ECBU 140	Intro. to Business & Economics
ECBU 350	Prin. Of Management
ECBU 410	Management Information Systems

(Acceptable courses are marked GESSa, b, c, or d in the University catalog.)

PL 101, Introduction to Paralegalism (R)(LS)	3
PL 300, Analysis and Research (R)(LS)	3
PL 165, Civil Procedure (Rec)(LS)	3

15-16

THIRD SEMESTER

Natural Science (R)(GE)	3-4
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(Acceptable courses are marked GELS and GEPS in the University catalog.)

Fine Arts (R)(GE)	3-4
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(Acceptable courses are marked GEFAa in the University catalog. Performing Arts courses are not acceptable.)

PL 303, Professional Responsibility (Rec)(LS)	3
PL 380 or 390, Torts or Contracts (Rec)(LS)	3
Paralegal elective (LS)	3

15-17

FOURTH SEMESTER

3 paralegal electives (LS)	9
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PL 380 or 390, Torts or Contracts (Rec)(LS)	3
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Elective	3
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15

Total units	60
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PREREQUISITES: English 110 should be taken prior to Introduction to Paralegalism, and must be taken prior to any other Paralegal courses. Introduction to Paralegalism and Analysis and

Research are prerequisites to all paralegal courses, except that they can be taken concurrently with another paralegal course. Introduction to Paralegalism must be taken before or concurrent with Analysis and Research.

PARALEGAL ELECTIVES: Each student is required to take eight of the courses in the following list. Civil Procedure, Professional Responsibility, Torts and Contracts are suggested in the above schedule, but all are actually electives. All are three units.

Courses marked with an asterisk (*) have a prerequisite other than the two listed above. The course number of the prerequisite is listed after the course.

PL 110 Legal Writing (LS)	3
PL 121 Introduction to Family Law (LS)	3
PL 125 Law Office Management (LS)	3
PL 131 Property and Real Estate Transactions (LS)	3
PL 132 Administrative Courts (LS)	3
PL 135 Consumer Law (LS)	3
PL 149 Wills and Trusts (LS)	3
PL 150 Probate* (149) (LS)	3
PL 165 Civil Procedure (LS)	3
PL 166 Discovery Practice and Procedure (LS)	3
PL 170 Criminal Law and Procedure (LS)	3
PL 175 Litigation (LS)	3
PL 301 Westlaw (LS)	3
PL 303 Professional Responsibility (LS)	3
PL 310 Advanced Legal Writing* (110) (LS)	3
PL 322 Advanced Family Law* (121) (LS)	3
PL 329 Debtor-Creditor Relationships (LS)	3
PL 330 Business Relationships (LS)	3
PL 331 Bankruptcy (LS)	3
PL 340 Special Topics (LS)	3
PL 351 Advanced Probate* (150) (LS)	3
PL 360 Evidence (LS)	3
PL 369 Law and Motion* (165) (LS)	3
PL 380 Torts (LS)	3
PL 390 Contracts (LS)	3
PL 392 Legal Philosophy and Jurisprudence	3

CERTIFICATE PROGRAM

For admission, the Certificate Program requires either a Bachelor's Degree, an Associate's Degree, or 60 semester units with 18 units of general education as set forth on page 21. Therefore, all general education is taken by students prior to entering this program. The Certificate Program requires the completion of thirty units of legal specialty courses. All courses are three units. The following is a list of the courses required for the Certificate with an

indication of legal specialty (LS), whether they are required or an elective, and an explanation of the system of prerequisites.

Required Courses

PL 101 Introduction to Paralegalism (LS)	3
PL 300 Analysis and Research (LS)	3

Elective Courses

PL 110 Legal Writing (LS)	3
PL 121 Introduction to Family Law (LS)	3
PL 125 Law Office Management (LS)	3
PL 131 Property and Real Estate Transactions (LS)	3
PL 132 Administrative Courts (LS)	3
PL 135 Consumer Law (LS)	3
PL 149 Wills and Trusts (LS)	3
PL 150 Probate* (149) (LS)	3
PL 165 Civil Procedure (LS)	3
PL 166 Discovery Practice and Procedure (LS)	3
PL 170 Criminal Law and Procedure (LS)	3
PL 175 Litigation (LS)	3
PL 301 Westlaw (LS)	3
PL 303 Professional Responsibility (LS)	3
PL 310 Advanced Legal Writing* (110) (LS)	3
PL 322 Advanced Family Law* (121) (LS)	3
PL 329 Debtor-Creditor Relationships (LS)	3
PL 330 Business Relationships (LS)	3
PL 331 Bankruptcy (LS)	3
PL 340 Special Topics (LS)	3
PL 351 Advanced Probate* (150) (LS)	3
PL 360 Evidence (LS)	3
PL 369 Law and Motion* (165) (LS)	3
PL 380 Torts (LS)	3
PL 390 Contracts (LS)	3
PL 392 Legal Philosophy and Jurisprudence	3

Courses marked with an asterisk (*) have a prerequisite other than the two listed above. The course number of the prerequisite is listed after the course.

PL 101, Introduction to Paralegalism, is a pre-requisite or co-requisite for all other courses. PL 300, Analysis and Research, is a pre- or co-requisite for all courses except PL 101.

3. *Describe how the distribution requirement for general education courses in Guideline 303(G) is met.*

- a. For the Bachelor's Degree, students must take:
 - (1) two courses in written English;
 - (2) one course in mathematics;
 - (3) one course in speech;
 - (4) two or three courses in Humanities, from: Literature, Philosophy or Religion, Mass Media, or Inter-Area Humanities;
 - (5) two or three courses in Social Science, from: Behavioral Sciences, History and Political Science, Economics or Inter-Area Social Science;
 - (6) one course in Biology;
 - (7) one course in Physical Science;
 - (8) one lab in either Biology or Physical Science; and
 - (9) one or two courses from the Fine Arts, from: History and Appreciation or Experiential.

In addition, the University of La Verne has four Core areas which are required of all students, although some may be waived depending on the number of units being transferred in. They are Values and Critical Thinking, International/Intercultural, Interdisciplinary, and Service Learning.

b. For the Associate's Degree, the student must have a minimum of 18 units in general education, as follows:

- (1) Two courses in written English;
- (2) One course in fine arts (but not performing arts);
- (3) One course in humanities;
- (4) One course in natural science;
- (5) One course in social science.

c. For the Certificate, the student must have had 18 units in general education prior to being admitted, and those units must have been in College Writing and in at least three separate academic areas. The transcripts of applicants are carefully scrutinized to be sure they meet these entrance requirements.

B. Provide as Exhibit 13, a roster of the legal specialty courses offered for each of the past three years, or if this is a reapproval application, for each year since the date of the last report, with the following information:

1. *Semester, term, or date.*
2. *Day or evening session.*
3. *Title of course.*
4. *Name of instructor.*
5. *Number of students.*

Exhibit 13 is included.

C. For each legal specialty course, provide a course outline with the following information. Include as Exhibit 14.

Exhibit 14 is included.

D. If any legal specialty courses are offered through alternative means, such as distance learning:

1. *Indicate which course or courses and fully describe the method(s) utilized.*
2. *Describe how the quality of each course offered through alternative means is comparable to the same course offered through traditional means and what methods are used to assure quality. Provide summary results of survey questions and course evaluations relating to these courses as Exhibit 15.*

No legal specialty courses are offered through alternative means.

E. Does the legal assistant program include an internship as a legal specialty course? If yes, describe the systematic plan for developing, assigning, monitoring, and evaluating internships.

Previously, the University of La Verne Paralegal Program did not have a formal internship program. The Director of the Program directed interested students toward firms or agencies which provided internships. There was no course credit or monitoring.

The Program is setting up such a program with the assistance of the Advisory Committee. In the Fall semester of 1999, it is being offered for the first time. Professor Adongo is responsible for locating placements and supervising the program. The placements would be with public or private law firms, governmental offices, or corporations. The students will enroll in the course and meet with the class weekly. Throughout the course, the students will provide feedback on the placements, and any problems will be dealt with immediately. In addition, the instructor will contact the employer during the semester to determine if both the student and the placement are meeting their expectations. At the end of the semester the placement will evaluate the student and the student will evaluate themselves and the placement. There will also be

written assignments due, such as a portfolio of work and a paper, along with a time log and daily journal.

F. *Describe how computer instruction is incorporated into the curriculum. (Reference may be made to course outlines included in Exhibit 14.)*

1. *How does the program encourage students to acquire appropriate computer skills?*

Discussion of the necessity for computer skills and the types of applications available are described in Introduction to Paralegalism and Analysis and Research. Students are encouraged to take specific courses offered in computer use, including personal computing, computer applications in business, and Westlaw.

2. *How is instruction in computerized legal research provided to the students?*

Westlaw is a three-unit course offered every year on both campuses. Other computerized legal research resources are taught in Analysis and Research, particularly use of the Internet.

G. *Which course(s) provide instruction in ethics and professional responsibility? Reference may be made to course outlines included in Exhibit 14. Approximately how much overall time in the program is devoted to teaching this subject?*

There is a three-unit course in Professional Responsibility, which focuses solely on ethics. Its outline is included in Exhibit 14 and it is a required course for bachelor degree students. Many Associate Degree and Certificate students also take this course. However, even not including this course, all students receive approximately seven hours of ethics in Introduction to Paralegalism, and 30 minutes to one hour in Analysis and Research. Each professor is requested to incorporate ethics and how it relates to the subject matter being taught, spending from 30 minutes to one hour per course. The overall average time in the program spent on ethics, if a student takes Professional Responsibility, is 57 hours, and 12 hours if the student does not take that specific course.

H. *Describe the method(s) used to determine whether students demonstrate writing proficiency at the college level.*

For both the A.S. and B.S. degrees, students are required to pass two college writing courses. Legal Writing is a paralegal course required for the bachelor's degree. Students who have been awarded an Associate's Degree or a Bachelor's Degree prior to admittance to the University are deemed to have met the writing proficiency requirement. To be admitted to the Certificate Program, the student must have an Associate's or Bachelor's Degree, or 60 units with the appropriate general education, including one college writing course.

I. Describe the policies that govern the acceptance of transfer of legal specialty credits completed at other institutions.

The Program has entered into two articulation agreements with community colleges which offer paralegal courses (and which are ABA approved) and is seeking others. However, for the B.S. degree, the University requires 16 units of the major be taken from our institution, and 15 of those must be paralegal courses.

To transfer courses from other schools into the program, each course and school is examined by the Chair of the Program and the Director. The criteria considered are: the accreditation of the school, the year the course was taken, the number of units of the course, the grade the student achieved, and whether the course covers the same material and requires similar course work. A detailed syllabus of the course and the student's work are examined to assist in determining whether the course is transferable. Whether the program is ABA approved or a member of AAFPE is taken into consideration.

J. Describe policies that govern the award of legal specialty credit by course challenge or examination, if applicable.

Students may challenge a course by completing a written request and by consent of the instructor. The person who normally teaches that course may provide an examination or practical work that will satisfy the instructor as to the student's knowledge of the subject matter and ability. To assure an adequate demonstration of the level of knowledge, the common practice is to utilize previous exams. The student pays one-third of the fee for the course challenge and has two weeks to complete the challenge.

The course challenge has been used very rarely and not within the last three years. If there is an increase in the number of challenges, the Program will develop more standardized testing.

K. Describe policies that govern the acceptance of transfer of general education credits completed at other institutions. How are the courses evaluated to ensure that they meet the ABA definition of general education and the breadth requirements specified in Guideline 303(F)?

Transfer students must comply with University general education requirements. There is no limit on the number of units transferred, except in the case of vocational and military units and units earned by exam only. However, general education requirements must still be met and the University examines each student's transcript on a course by course basis to be sure the general education requirements are met satisfactorily. The University has articulation agreements with many local colleges to assist the student in transferring general education

courses. Students must also take a sufficient number of units (32) from the University of La Verne to meet its residency requirement, and take a sufficient number of upper division units. Only appropriate courses in which a grade of C- or better was received can be applied toward general education or major requirements.

For Bachelor's Degree students, all the ABA requirements will be met if the University's general education requirements are met. Paralegal students who are seeking the Associate's Degree, who are rarely transfer students, are restricted to taking only History or Appreciation of the Arts and not experiential courses to meet their requirement for a fine arts general education course. There are other courses which do not meet the definition of general education, such as Business Communications. Therefore, the Paralegal Program requires that it approve all general education courses of its Associate Degree students and that at least 18 units of general education for the Bachelor's Degree students be acceptable to the Program.

For applicants to the Certificate Program who do not have a degree but have 60 semester units of college work, the transcripts are examined closely by the Director or the Chair to determine if at least 18 units of general education has been completed, and that the general education units comply with the breadth requirements as stated on page 21. The student will not be admitted if the general education and breadth requirements are not met.

L. *Describe evaluation procedures:*

1. *How are individual courses and the program evaluated by the students? (As Exhibit 16, include a copy of the evaluation instrument.)*

Students are encouraged to speak to the faculty and administration whenever difficulties arise with the courses. In this way course-related problems are often quickly resolved. In addition, at the end of each semester, course evaluation forms are distributed to the students. Students are asked to complete the forms, which evaluate the courses and the instructors. After grades are turned in, the Director and the instructor review the responses.

In addition, an exit survey of graduates is done each year to determine the quality of education received and their evaluation of it. In the past, however, no paralegal graduates completed it.

Exhibit 16 is a copy of the course evaluation form and the exit survey.

2. *How are individual courses and the program evaluated by the institution? If an institutional evaluation of the individual legal specialty courses or the program has been conducted in the last five years or, if this is a reapproval application, since the date of the last report, include a summary of the results as Exhibit 17.*

Because the University of La Verne has campuses all over California, in Alaska, and in Greece, it has developed several procedures to maintain the quality of its education. It has established an Office of Quality Management, which is an integral part of the Vice President for Academic Affairs' office. Courses are monitored by review of syllabi, both at the institutional level and at the program level.

Along with the syllabi and evaluations by students, examinations given in each course are also reviewed. Copies of students' exams are kept on file and reviewed, to determine what was taught in the course, whether the instructor's goals were met, and to evaluate students' work.

Further, students are required to take a course at the end of their bachelor's degree, a capstone course, known as Senior Project. This course helps the institution determine if it is meeting its educational goals and gives the students an opportunity to bring the various aspects of their education together.

As part of the above evaluation procedures, the Director of the Paralegal Studies Program and other faculty members visit courses periodically for the purpose of evaluating the courses and the instructors. The Director reviews the course syllabus, textbooks and exams to determine if the program goals are being met.

When the Director observes areas where changes in the program need to be made, he makes recommendations to the Dean of the College of Law, La Verne campus, and to the appropriate University committees. The most recent changes have been to add courses entitled "Special Topics," which allows more flexibility to offer courses for which there is a current interest, the development of a course in Legal Writing, a Senior Project for bachelor students, and the restructuring of the major to require concentrations in other disciplines.

In addition to the regular evaluation of the Program, a committee of University members interested in the development of the Program met in 1997 to evaluate it. The committee included the Vice President for Academic Affairs, the Assistant Dean of the College of Arts and Sciences, the Dean of the College of Law, La Verne campus, the Assistant Dean of the School of Continuing Education, and the Director of the Paralegal Studies Program. A number of changes were made in response to that assessment, including the hiring of a full-time faculty member who would be the Program Chair, the development of the Concentrations in the major, and the decision to seek ABA approval.

3. How is feedback obtained from employers and managers of legal assistants? (As Exhibit 18, include a copy of the evaluation instrument and a summary of the results for the past three years or, if this is a reapproval application, since the date of the last report.)

The Paralegal Program sends surveys to employers to obtain their feedback. Exhibit 18 is the survey instrument sent to employers of our own graduates and a summary of the results obtained in 1998. In addition, the Program also sent a survey to the larger legal community. That instrument and the summary of the results received in 1998 is Exhibit 1. Included as part of Exhibit 18 is a comparison of the results of the two surveys and the graduate survey, which shows that, even though the sample size of the employer survey is small, its results are consistent with the other two surveys.

Previous to 1998 the surveys were not done. However, procedures have been set in place which will ensure that in the future, surveys of the employers of our students will be mailed out every year in February beginning in 2000 and surveys aimed toward the larger community of paralegal employers will be sent every three years.

Even though it does not ask questions relating to our specific program, the survey of the larger legal community helps the Program evaluate itself. This survey gives input on what the employers are looking for in education and skills of graduates, and what tasks paralegals performs, all of which can help direct the Program in its course content. Further, it indicates what type of legal environments are using paralegals, so that students can be informed.

4. How is feedback obtained from graduates? (As Exhibit 19, include a copy of the evaluation instrument and a summary of the results for the past three years or, if this is a reapproval application, since the date of the last report.)

Feedback from graduates is obtained in two ways. The Program sends out a graduate survey once every two years and reviews the responses. This survey is intended to be completed by students who have obtained a paralegal position, and who can then analyze how well their education prepared them for the position. It also allows graduates who have not obtained a position to evaluate the program. Exhibit 19 is a copy of the graduate survey and a summary of the results obtained in 1998. At that time, the Program attempted to survey all its graduates of the certificate, associate and bachelor degree programs. Previous to that, the survey was not done. However, procedures have been set in place which will ensure that in the future, graduate surveys will be mailed out to the graduates from the previous five years every October, and all graduates every four years.

Second, the University does an exit survey of all graduates and forwards the responses from paralegal majors to the Program. However, prior to 1998, the number of paralegal responses was insignificant. The University has changed the way it administers the survey and it is hoped more responses will be made available. A copy of that instrument is included as Exhibit 16.

5. *Describe the procedures for evaluation of faculty members. (As Exhibit 20, include a copy of the evaluation instrument(s).)*

The Director or a faculty member visits each professor's class at least once a year, and preferably once per semester to observe the professor's style and ability. A copy of the University's form for feedback to the professor is Exhibit 20. In addition, the students complete the evaluation form, which is Exhibit 16, which provides an evaluation of the instructor in addition to the course. If there are problems, the Director discusses them with the faculty member.

6. *What other measures, if any, are used to evaluate the program?*

The Program is evaluated by the Advisory Committee. In particular, the subcommittee on Curriculum Development evaluates the courses offered and their syllabi and makes recommendations for new courses or changes in current courses. The subcommittee on Admissions Standards evaluates the Program in terms of its admissions policies and the degree options offered. The subcommittee on Library Resources evaluates needs for changes in the library and the one on Internships and Placements evaluates and improves the internships offered and placement services of the Program.

Prior to the formation of the new Advisory committee, in 1997, a committee of University members interested in the development of the program, from the College of Arts and Science, the College of Law and the School of Continuing Education, met to discuss the future of the program and how it could be improved.

7. *How are the results of these evaluation procedures analyzed and used? What changes have been made to the program as a result of these evaluations within the last three years or, if this is a reapproval application, since the date of the last report.)*

The program has been drastically changed due to the input of the committee meeting in 1997, the advice of the Advisory Committee, and results of the surveys. Changes include: the hiring of a full-time faculty member, the development of an Advisory Committee, and a phasing out of the certificate program which did not require an associate's degree. Further changes included preparing surveys of the legal community and of graduates and their employers so that the Program could determine what changes should be made. These have led to more "hands-on" work for the students, more research, and the development of an internship.

The requirements for a bachelor's degree in Paralegal Studies were changed and concentrations were added to make the degree more specific to the needs of the students and the market. Those concentrations are in Business Administration, Criminology, Health Services Management, History and Government, and Public Administration. Each concentration includes

20 to 24 units in the area of concentration. The Program also added courses entitled “Special Topics,” to allow for more flexibility to offer courses for which there is a current interest, a course in Legal Writing, and a Senior Project course for bachelor students.

A new arrangement with SCE was made, so that degree students at the Woodland Hills campus can take courses in the San Fernando Valley. The general education requirements for the associate's degree were changed to make it clear that 18 units are required, and that certain courses are not acceptable as general education.

If a faculty member's evaluations are poor, the director will meet with the faculty member and discuss the problems in the hopes of resolving the difficulties. There have been occasions where the problems were not surmountable and a faculty member was not asked to teach again.

M. If the program admits and graduates students who have not met the general education or total unit requirement, please provide the following information:

- 1. Number and percentage of admitted students receiving exemptions from the general education and/or total unit requirements during the last three academic years or, if this is a reapproval application, for each year since the date of the last report.*

The following chart shows the number and percentage of students admitted during the last three academic years who did not comply with either general education and/or total unit requirements as set out by the ABA.

Semester	Total Number Admitted	Number admitted who do not comply	Percentage
Spring & Summer 1997	34	14	41%
Fall 1997	19	8	42%
Spring 1998	18	7	39%
Fall 1998	22	0	0%
Spring 1999	7	0	0%
Fall 1999	14	0	0%

Since May, 1998, no students have been or will be admitted who do not meet the current admission requirements, which comply with ABA requirements regarding general education and total units. However, previously, a Certificate in Paralegal Studies was offered which was composed of 30 units of legal specialty courses and which required no general education courses

or previous college courses. This certificate was last offered for those entering the program in the Spring semester of 1998, and all persons admitted under that program are required to graduate by May 31, 2000. After that date, no students will be pursuing that certificate and no one will be allowed to graduate or receive a certificate who has not met the general education or total unit requirements. **There are five students enrolled in Fall 1999 who do not meet the requirements, 8.6% of the total enrolled. All will graduate by May 2000 or enter a complying program.**

Since all students who do not comply will be out of the Program prior to possible ABA approval, there is little likelihood of confusion on the behalf of employers. In addition, the number of those who will finish in the next year is slight, further reducing the chance that employers will be confused.

2. *Detailed information for each admitted student granted an exemption. Include as Exhibit 21.*
 - a. *Date of admission.*
 - b. *Name of student.*
 - c. *#Hours/Credits of general education exempted.*
 - d. *#Hours/Credits of total units exempted.*
 - e. *Criteria on which exemption was granted.*

The above information is included as Exhibit 21.

N. *For institutions offering associate degrees, describe your institution's articulation agreements that are designed to facilitate the further education of legal assistant degree holders.*

Although the University of La Verne offers an associate's degree in Paralegal Studies, it also offers a bachelor's degree and has not entered into any articulation agreements for transfer of our associate degree students to other institutions. To the Program's knowledge, no associate degree student has transferred to another institution. According to the graduate survey results of 1999, approximately 5 per cent of the associate degree students have continued on to a bachelor's degree. Associate's degree graduates account for a very small percentage of our graduates. In the last three years, there were only two associate's degrees granted.

We are seeking to enter into articulation agreements with institutions offering only associate degrees so that their students can transfer into our baccalaureate degree with no loss of units and a minimum repetition of course work. We have two such agreements, both with ABA approved programs (Mt. San Antonio College and Pasadena City College), and are seeking others.

Section IV

FACULTY

G-401 through G-403

A. Identify the name and the position within the institution of the full-time member of the faculty or administration who is responsible for the direction of the program. Under G-402, the responsibilities for the program direction may be divided among two or more persons as appropriate to the institutional setting and the program enrollment. If another person within the institution also has substantial responsibilities for the direction of the program, identify this person, his or her position within the institution, and status as full or part-time. Provide a resume for each person having substantial responsibilities for program direction as Exhibit 22. Each resume must include the beginning date of service with the institution and the program, relevant professional qualifications, and experience working with legal assistants and/or as a legal assistant. If there is a new person with substantial responsibility for program direction within the last three years, or if this is a reapproval application, since the date of the last report, indicate the reason for the change.

The person responsible for the direction of the program is Professor Vitonio F. San Juan, Director of the Paralegal Studies Program. His position is a full-time administrative position that he has held since May, 1990. His resume is Exhibit 22.

B. Describe the responsibilities within the institution of each person identified above with respect to the following. Indicate the approximate time allocation during the year for each area.

1. Program administration.

Professor San Juan's position requires that he serve full-time administering the program. He is solely responsible for the program, its future direction, and the day to day administration at both campuses.

2. Other program-related duties.

Professor San Juan's full-time position is to administer the program. He is not required to teach or perform other duties.

3. Non-program-related duties.

Professor San Juan is not required to perform any duties other than administer the program.

4. *Teaching. (If applicable, specify the usual teaching load at the institution and the amount of release time, if any, that is given for direction of the program.)*

Professor San Juan is an administrator and not required to teach. Often, he chooses to teach in addition to his full-time administrative position, and is paid extra for the teaching. During the academic year 1998-99, he did not teach.

C. *Identify the person or persons who have been responsible for program direction since the program's inception and specify the dates of service.*

The Program was administered through the Graduate Affairs Office from 1972 to 1978.

DIRECTOR	DATES
Donald Clague	1972 to 1978
Brenda Barham	1978 to 1979
Steve White	1979 to 1980
Thomas Scali	1980 to 1981
Kevin Byrnes	1981 to January, 1987
John Hultman	January, 1987 to October, 1987
Harold Stokes	October, 1987 to June, 1989
Dave Howard	June, 1989 to April 1990
Vitonio San Juan	May 1990 to Present

D. *Describe the roles and authority of the person(s) responsible for program direction and key personnel with responsibilities to the legal assistant program in each of the following areas. If these functions are divided, provide a description of the role each person performs.*

1. *Defining major program objectives.*

The Program Director is responsible for defining the major program objectives. In this, he receives input from the Dean of the College of Law, the full-time faculty, a former director who teaches in the College of Law, and the Advisory Committee.

2. *Representing the program throughout the administrative and academic structure of the institution.*

The Program Director and the Dean of the College of Law represent the program throughout the administrative structure of the University. The Dean of the College of Law represents the Program on the University Council and reports to the Vice President of Academic Affairs. The Program Director represents the program as the administrator in dealing with other

departments of the University, including the Registrar's Office, Admissions, and Financial Aid. The Program Chairperson, who holds a full-time faculty position, represents the Program before committees which discuss academic requirements of the Program, in the faculty assembly, and on other committees which restrict their membership to faculty.

3. *Determining the financial needs and formulating the budget.*

The Program Director determines the financial needs of the Program and formulates the budget.

4. *Attracting, selecting, and retaining qualified faculty and encouraging faculty development.*

The Program Director is responsible for advertising and seeking faculty, and for selecting all adjunct faculty. In selecting full-time faculty, he plans in the future to work closely with the appropriate subcommittee of the Advisory Committee in locating applicants and in selecting which applicants will be interviewed. The Dean and the University must approve the candidate. The Director is responsible for retaining faculty and for encouraging faculty development.

5. *Advising program students.*

The Program Chair, Patricia Adongo, a full-time member of the faculty, is responsible for advising the students. She advises approximately 90 students. She advises all paralegal students as to what courses in the major are appropriate to take, in what order, which will count toward a degree and which are electives. She assists traditional undergraduate students in planning toward their degrees and in taking the appropriate general education. She also works closely with other units in the University which counsel students, such as CAPA, which counsels most students over 25 in regard to the general education requirements. In the event the Program Chair is not available, the Program Director assists in advising.

6. *Assuring the proper organization and operation of the advisory committee.*

The Program Director is responsible for the proper organization and operation of the Advisory Committee. The Program Chairperson assists the Director. The Director schedules meetings, contacts the Chair of the Committee in regard to the agenda, appoints persons to carry out other details such as location, or speakers. The Director receives reports from the subcommittees and appoints persons to follow-up on any subcommittee reports.

7. *Maintaining liaison with the legal, paralegal, and paralegal education communities.*

The Director and the Chair share in maintaining contact with the legal, the paralegal and the paralegal education communities. Both attend conferences held by the American Association for Paralegal Education. The Director attends local bar association meetings and the faculty attends paralegal association meetings such as the Inland Counties Association of Paralegals.

8. *Identifying and responding to the occupational and educational needs of the community.*

The primary responsibility for identifying occupational and educational needs of the community lies with the full-time faculty member, Patricia Adongo. She develops surveys useful for determining the needs of the community, identifies representative samples of that community, and analyzes the results of the surveys. In this, she receives assistance from the Department of Institutional Research.

In addition, the Director and Chairperson are both responsible for receiving input from the Advisory Committee as to the needs of the legal community. The Advisory Committee is charged with identifying those needs and communicating them to the Program.

The responsibility for responding to those needs lies with the Director, who takes the results of surveys and the information gathered from the Advisory Committee and determines policy which will meet those needs. In this, the Director works with the Advisory Committee subcommittees on the Paralegal Profession and on Curriculum Development.

In recent years, the Director has had new courses added to the curriculum to meet the needs of the students and the community, such as Legal Writing and Special Topics I and II. He has continually urged students to complete a degree program and has developed an innovative bachelor's degree program with concentrations in related areas. He has determined that the certificate which required no previous post-secondary education and no general education had to be amended to serve the students and the community.

The Director develops the policies which precede change, develops the courses, and works with the required University committees and agencies to put the policies into action.

9. *Arranging and monitoring internships.*

A formal internship has not yet been developed. Students interested in doing an internship have been counseled by the Director, who has indicated to them which firms or governmental agencies have internship programs and advised them how to obtain such a position. However, an internship is being developed with the assistance of the Advisory Committee and Patricia Adongo will be responsible for arranging and monitoring the internships.

10. *Handling placement or coordination with the central placement office.*

A plan has been developed where the Career Development Center of the university will maintain all paralegal job openings and will forward copies of all openings to the Director of the Program. The Director will see that openings are posted at both campuses and will also take action to attract more listings.

11. *Coordinating the educational program.*

The Director is responsible for coordinating the educational program. He determines the paralegal course offerings, handles scheduling, obtains competent instructors, reviews evaluations. He insures that required courses are offered regularly, that class size is acceptable, that the prerequisite requirements are being met, that the quality of the courses are maintained. The University's registrar is responsible for coordinating the Paralegal Program with the rest of the University's programs. Classroom assignments, registrations, and grades are some of the functions the registrar's office handles.

12. *Evaluating the overall program.*

The Director of the Paralegal Studies Program and the Program Chairperson are responsible for evaluating the program. The Director reviews student evaluations and makes recommendations to the instructors. The Program Chairperson reviews feedback from graduates and reports the findings to the Director. In the event of problems, the Dean of the College of Law is consulted and kept advised of all changes. The Dean is responsible for making regular reports to the University on the program to assure that it is delivering quality education to the students.

The Advisory Committee has the responsibility of evaluating the program, especially through its subcommittees, such as Admission Standards, Curriculum Development, Library Resources, and Marketing. All recommendations are considered by the Dean, the Director and the Program Chairperson.

E. *State the minimum qualifications set by the institution in hiring faculty members to teach legal specialty courses.*

Instructors must be attorneys with a J.D. from an accredited law school, with recent experience practicing law, who have experience working with or as paralegals and who are experienced in the area of law they seek to teach.

F. *Provide a roster of all faculty members who are now teaching and who have taught legal specialty courses offered for each of the last three years or, if this is a reapproval application, for each year since the date of the last report. Include the following information as Exhibit 23.*

1. *Name of faculty member.*
2. *Status within the institution, i.e. full-time, part-time, regular, or adjunct.*
3. *Legal specialty courses taught and dates (by semester, quarter, etc.)*
4. *If no longer teaching, indicate the reason.*

A roster of all faculty members is included as Exhibit 23.

G. *Describe the role of faculty members in advising and assisting students. Are faculty members required to maintain regularly scheduled office hours? If yes, indicate the number of hours required.*

All faculty members do advise and assist students on an individual basis, and meet with students for those purposes. However, it is only the full-time faculty member, Patricia Adongo, who is the Academic Advisor and who is assigned the duty of providing academic advice and direction through the educational system and who has the authority to make decisions regarding a student's graduation requirements and course work. The Academic Advisor is responsible for counseling all students in regard to their paralegal coursework, and to advise all traditional undergraduates as to their general education requirements. Students who are members of CAPA or one of the School of Continuing Education centers are advised by those centers regarding their general education.

Adjunct faculty do not have regularly scheduled office hours. However, the full-time faculty member has regularly scheduled office hours, with a minimum of five hours per week required by the university.

H. *As Exhibit 24, provide a resume (not employment application) for each faculty member listed. Each resume must include a description of the faculty member's professional qualifications including experience working with legal assistants and/or working as a legal assistant.*

Resumes of all faculty are included as Exhibit 24.

I. How frequently are meetings of the full-time and adjunct legal assistant faculty held? As Exhibit 25, provide minutes of meetings held during the past three years, or if this is a reapproval application, since the date of the last report.

The full-time faculty member and the Director meet regularly to discuss the program, its direction, and any current problems. Minutes have not been kept of most of those meetings in the past, but will be in the future. These meetings generally occur once per week. Faculty meetings of both full and part-time faculty are held twice a year, in the fall and in the spring. Since most faculty members are practicing attorneys who teach on different evenings, additional communication is by memo or personal contact by the Director. The faculty began meeting in October, 1997 and minutes of all meetings since then are attached as Exhibit 25.

J. Describe the measures that are taken to support and encourage the professional growth of all full and part-time faculty in the legal assistant program, i.e., in-service training, funds for attendance at continuing education programs and conferences. Describe the participation of faculty members in such professional growth activities during the past three years, or if this is a reapproval application, since the date of the last report.

The Director has regularly attended conferences held by the American Association for Paralegal Education since 1992 and the full-time faculty member has attended since October, 1997, when she was hired.

Funds are available for attendance at continuing education programs. A continuing education course in family law was held at the law school in November 1997 and the full-time faculty member attended. Since she has taught family law in the past and will in the future, this was important for her teaching of paralegals.

In Fall 1998, five adjunct members attended an in-service program presented by the University which dealt with sexual harassment and how to prevent it in the classroom. The Spring faculty meeting taught members about the importance of practical assignments for the students.

Section V

ADMISSIONS AND STUDENT SERVICES

G-501 through G-503

A. Describe admission requirements and procedures used to select students.

The educational goal of the University of La Verne is to provide maximum opportunities for educational and personal growth; therefore, the student's goals and objectives are considered first in evaluating applicants for admission. Consideration is given to previous formal and informal educational experiences and well as the potential to succeed in a challenging academic program.

For freshman applicants, the admissions decision emphasizes the academic course of study, the cumulative high school GPA during grades 10, 11 and first semester of 12, Scholastic Aptitude Test I (SAT I) or American College Test (ACT) scores, the applicant's essay, and letters of recommendation. Transfer students must have a college GPA of 2.2 or higher. Those with less than 30 semester hours of transferable academic credit will be evaluated on college work, high school transcripts, and SAT I or ACT scores, while those with more units need not submit high school transcripts.

Students who are over the age of 25 who have at least 30 semester units of college work with a 2.0 GPA or better are eligible for admission. The admission process will take into consideration the GPA and the number of units completed, as well as other personal factors.

Applicants for the certificate program must submit a personal statement, two letters of recommendation, and official transcripts showing completion of:

- a. A Baccalaureate Degree;
- b. An Associate of Arts Degree; or
- c. 60 semester units from an accredited college, including 18 semester units of general education. The general education must include at least three semester units in college level English composition and fifteen units from at least three of the following academic areas:
 - (1) Social and behavioral science;
 - (2) English composition and literature;
 - (3) Foreign language;
 - (4) Mathematics;
 - (5) Humanities;
 - (6) Natural science;
 - (7) Appreciation or history courses in the arts.

B. Describe the methods used to recruit students. Provide copies of all advertisements, promotional material, and brochures relating to the program including the college catalog, as Exhibit 26.

Advertisements appear periodically in local newspapers. The Paralegal Studies Program brochure is mailed directly to those requesting information about the program. Many applicants hear about the program from students and graduates or from attorneys and other professionals in the legal community who recommend the program. Free paralegal information seminars are scheduled regularly at both campuses. The Director explains what a paralegal is, what a paralegal isn't, talks about the prohibition against practicing law and what that means, and the organization of our program. A faculty member conducts a sample paralegal class during these seminars.

C. Describe procedures used to give information to prospective students about the legal assistant program and the profession.

The Paralegal Studies Program brochure is mailed directly to those requesting information about the program. Free paralegal information seminars are scheduled regularly at both campuses. The Director explains what a paralegal is, what a paralegal isn't, talks about the prohibition against practicing law and what that means, and the organization of our program. A faculty member conducts a sample paralegal class during these seminars.

A career fair is held on the La Verne campus in which the paralegal program participates and is available to high school seniors to inform them about the profession and the program. A representative goes to community college fairs also.

D. Describe the policy and procedure for permitting non-paralegal students to enroll in legal specialty classes. What is the proportion of such students in each legal specialty course?

Generally, students are not permitted to register for individual legal specialty courses if they are not enrolled in one of the Paralegal Studies options. They must comply with the requirements for admission into the program. However, occasionally a student with another major, who has substantially completed it and wants to take a particular paralegal course offered, is allowed to do so. That student must receive the approval of his or her academic counselor as well as the academic counselor for the Paralegal Program. Also, bachelor degree students who are considering the major are allowed to enroll in Introduction to Paralegal Studies. The proportion of such students would be one or two out of one hundred.

E. *Provide information about costs incurred by students for:*

1. *Tuition and fees.*

For traditional baccalaureate students, those under age 25 admitted to the main campus of the University, the current tuition is \$500.00 per unit. For CAPA students, those over 25 admitted through the CAPA program, the tuition is \$315.00 per unit, and for other students admitted through the School of Continuing Education, the tuition is \$290.00 per unit.

Certificate students pay \$500.00 per legal specialty course.

There is a \$25.00 non-refundable application fee and the following per semester fees: \$30.00 registration fee and a \$45.00 library fee. Students are also assessed a one-time Association fee of \$25.00 and upon completion of the Certificate Program, a \$35.00 Certificate Fee. Students at the San Fernando Valley Campus are also assessed a \$40.00 per semester facilities charge.

2. *Books and other materials.*

Students pay between \$20.00 to over \$100.00 per course for books. The typical legal specialty text is between \$50 and \$80.

3. *Placement.*

No fee is charged for the placement service.

4. *Other.*

There is a one-time graduation fee for baccalaureate students of \$90.00, and a \$35.00 fee for the preparation of the paralegal certificate.

F. *Describe activities for, or services available to, students in the following areas:*

1. *Course selection and registration and advisement.*

Every student on campus has one or two Academic Advisors. One is a faculty member and for the Paralegal Program, this is Patricia Adongo. Many students also have another advisor from either CAPA or SCE. That advisor's duties are to advise as to the general education portions of the degrees. Every semester students must see their advisors prior to registration and

they talk about course selection, educational goals and career goals. The advisor must sign the student's registration forms.

The Academic Advisor is also available to students the rest of the semester and students are urged to see her if they have any problem or question.

2. Career counseling and testing.

The Career Development Center on the La Verne campus is available to students and does career counseling, career testing, enables students to spend time with professionals in their chosen field, and teaches resume writing and interviewing techniques, including doing mock interviews. It helps the students develop job search strategies. The Director of the Career Development Center plans to hold seminars for off-campus students, which will be open to the students at the Woodland Hills campus, and to possibly speak to the students at Woodland Hills once per year.

In addition, the Director of the Program is available to meet with individual students to evaluate the student's educational background, work experience, grades received in the paralegal courses, and general demeanor; and based on the evaluation assists the students in assessing their strengths and weaknesses. Through scheduled one-on-one meetings, students receive counseling in the best techniques for presenting themselves both in a written resume and in a personal interview. Students also learn self-marketing and job-hunting strategies.

3. Support programs such as remediation and tutoring.

Faculty meet and counsel with students having problems in their courses, and the Director and the full-time faculty meet with any student who requests assistance. The Learning Enhancement Center (LEC) provides an educational resource for the entire campus community. The services provided help students successfully attain their educational goals. It coordinates and promotes services such as tutorial services in math, natural sciences, computers and writing assistance. It also provides services such as: study skills assistance including note taking and reading comprehension; test taking skills; tutoring services; computer assisted instruction; audio-visual tapes for help in specific courses; time management seminars; cooperative programs with the library; and memory training.

4. Orientation for new students to the legal assistant program and to the career.

Prior to the program's commencement, prospective students are invited to attend an Information Seminar. The seminar, conducted by the Director and a member of the Paralegal Studies Faculty, addresses the directions, development and job opportunities in the paralegal field and discusses how the program prepares students for a career as a paralegal. Attendees are

encouraged to ask questions and to seek advice about their own interests and needs.

All students who enroll in the program are required to take an introductory course, Introduction to Paralegalism. That course introduces students to the legal and court systems, the role and ethics of the paralegal and gives an overview of the areas within the legal profession in which paralegals can work. The course spends some time on the unlawful practice of law and what that means. It also explains the rest of the paralegal program.

Orientation to the University is provided to traditional undergraduate students in a weekend each fall and a day each spring.

5. Student organizations and associations.

A Paralegal Student Association has been established and while active for several years, is dormant at the present time. The desire for an alumni association is currently being investigated. The administration will assist students in administering their organization and will help alumni in forming and administering their organization. The administration believes such organizations would increase student and graduate involvement in the program and would enable students to actively participate in program development. Such organizations could enable students and graduates to form a network, a valuable asset when looking for a job. The president of the Paralegal Student Association would be a member of the Advisory Committee and participate in the various subcommittees. Local paralegal associations, some located in the metropolitan area, are open to students and graduates.

6. Representation on college or program committees.

At least one student from each campus sits on the Advisory Committee and is welcome on the subcommittees. Students may also participate in any other college organizations, associations, or committees students are involved in.

7. Continuing legal assistant education.

At the present a continuing education program has not been developed, but the need for it, and this program's involvement in it will be investigated. There are other programs in the area which offer continuing education. Very few inquiries have been received regarding continuing education.

8. Other services or activities that are relevant to legal assistant students.

The University has a myriad of activities which are available to the legal assistant student. There are regular lecture programs, and many of the topics would be of interest to

paralegal students. There are several computer labs on campus available to practice computer legal research. Students are able to obtain free e-mail services through the University. Traditional students have psychological counseling and medical services available to them at no cost and at nominal cost for all other students. Traditional students may seek employment through the University. There are specialized advisors and services for international students, minority students and disabled students.

G. What is the completion rate for students entering the legal assistant program? Describe the procedure used to determine this rate. How does this rate compare with the completion rate in other career programs and in the institution?

A study was done in January 1999 to determine the completion rate of the paralegal students. The degree students were compared separately from the certificate students. For the degree students, all those students who began in Fall 1993 were compared with graduation records for a five year period. The completion rate was 67 per cent.

For certificate students, students who began in Fall 1994 or Spring 1995 were compared with certificate completion records. The completion rate was 43 per cent. However, almost half of those students went on to complete a bachelor's degree and this may have affected the completion rate results. For Fall 1994, removing all students who completed a bachelor's degree, the certificate completion rate was 33 per cent.

Comparing these results with the University is difficult because the student populations are different. The traditional undergraduate program, which is composed of freshmen and young transfer students, has a completion rate of about 40%. One study of SCE students, which was not a completion study but a retention study over a one year period, indicated that approximately 65 per cent of the students were still in the program. The university has an Office of Academic Advising and Retention which works with traditional undergraduates.

Most of the Program's degree students are over 25 and have some prior education. Their completion rates are comparable to the SCE student retention study, and their population is similar. They have a very good completion rate.

Certificate students who may have had no prior college education and no plans to complete a degree had a lower completion rate than the general traditional age student, despite the fact that the certificate requires only 30 units to complete. It is unlikely that this will still be true now that all certificate students must have 60 units of college level work with the appropriate general education. These new certificate students have already demonstrated a commitment to higher education and the ability to complete a goal. However, how to retain students who have little educational background, such as some of the Associate's Degree students, should be looked into and a further study into certificate completion rates should be

done in two to three years when the students under the new program should have graduated.

H. *Describe how job placement is handled for graduates of the program.*

1. *Does the institution have a central placement office or program? If so, what role does the college placement office play in placing legal assistant graduates?*

The Career Development Center on the La Verne campus is available to students and does career counseling, career testing, enables students to spend time with professionals in their chosen field, and teaches resume writing and interviewing techniques, including mock interviews. It helps the students develop job search strategies. It has computer databases on careers, including paralegal, and books regarding the paralegal career. The students also have access to an Internet job search web site through the University.

All job listings for paralegal positions are forwarded to the Career Development Center, and any listings received by the Center are sent to the Paralegal Program. Openings are posted on both campuses for students to pursue.

2. *Describe the role of the program director, faculty, staff, and other program personnel in placement.*

All students and graduates are encouraged to schedule meetings with the Director to discuss their job searches. These meetings discuss resume writing, interviewing techniques, self-marketing and job-hunting strategies, and students and graduates are encouraged to schedule follow-up sessions so that their resumes can be reviewed and appropriate modifications suggested.

Through the graduate survey, the Paralegal Program does follow-up to determine where students have been placed -- whether through the help of the paralegal office or on their own -- and in what type of job. Such information is valuable in establishing additional contacts and in directing future students to particular specialties.

3. *What steps does the institution take to ensure non-discrimination in the placement process?*

The University is forbidden to participate in any discrimination in the placement of its students. No consideration will be given to race, ethnic group or sex in referring students for positions. If it becomes known to the program that a particular employer is discriminating on the basis of race, sex or ethnic group, the program will not make referrals to that employer. As soon as an employer calls in to have a position advertised, that employer is informed that the listing is posted and anyone interested will respond directly to the employer.

4. *Describe any assistance that is given in regular classes, internships, pre-employment workshops, etc.*

As part of Introduction to Paralegalism and other legal specialty courses, there is discussion and a description of the placement opportunities available to paralegals in the various areas of the law.

Paralegal internships, which place students in various public agencies and private law firms, are also available. The placements are selected with an eye toward giving students as intense and broad an experience as possible. In some instances these volunteer placements turn into employment opportunities for the students.

Students are encouraged to schedule meetings with the Director to improve their skills in resume writing, interviewing, self-marketing and job-hunting and thereby increase their chances of obtaining employment.

5. *Describe the assistance given to students and graduates in resume writing and interviewing skills.*

The Career Development Center assists students in writing their resumes and in developing interviewing skills. In addition, students and graduates can meet with the Director to discuss their job searches. These meetings discuss resume writing, interviewing techniques, self-marketing and job-hunting strategies, and students and graduates are encouraged to schedule follow-up sessions so that their resumes can be reviewed and appropriate modifications suggested.

6. *As Exhibit 27, provide a list of graduates for each of the past three years, or, if this is a reapproval application, for each year since the date of the last report, and identify the names and addresses of their employers and their job titles. For graduates continuing their education, indicate the name of the institution they are attending and whether they are full-time or part-time students.*

A list of graduates is included as Exhibit 27.

Section VI

LIBRARY

G-601

A. Describe the library facilities that are available to students in the legal assistant program, particularly as to their suitability for the specialty courses. Identify the library as a:

- 1. Law school library*
- 2. Regularly staffed county or bar library*
- 3. A section of a general library*
- 4. A library set up specifically to serve the legal assistant program.*
- 5. A combination of two or more of the above.*

On both campuses, the Paralegal Program is administered within the facilities of the College of Law. Each campus of the College of Law has a fully supplied library available to paralegal students. Upon presentation of their registration receipt, students may apply for a Student I.D. that allows access to the law libraries and to the main campus library.

Paralegal students also have access to county law libraries in the area, including San Bernardino, Rancho Cucamonga, Pomona, Pasadena, Los Angeles, Glendale, Burbank, San Fernando and Van Nuys.

Copies of all textbooks used in legal specialty courses, as well as others available on those topics, are available in the library.

B. If #1 or #2 above, provide the following information:

- 1. Distance of library from the institution.*

At both campuses, the law library is in the same building as the administration of the program and where most of the classes are located.

2. Describe the method of travel between the library and the institution and the approximate travel time.

There is no travel time as the law library is part of the institution on both campuses.

3. *Describe the agreement between the library and the program regarding student use. If there is a written agreement, include as Exhibit 28.*

Since the Paralegal Program is part of the College of Law, the College of Law libraries at both campuses are available to the paralegal students.

C. *Please provide the following information:*

1. *Hours of library operation.*

The Law Library at the La Verne campus is open to students:

Monday through Thursday	8 a.m.- 11 p.m.
Friday	8 a.m.- 6 p.m.
Saturday	9 a.m.- 6 p.m.
Sunday	12 p.m.- 9 p.m.

The Law Library at the San Fernando Valley campus is open to students:

Monday through Thursday	8 a.m.-10:30 p.m.
Friday	9 a.m.-6 p.m.
Saturday	9 a.m.-5 p.m.
Sunday	10 a.m.-5 p.m.

2. *Is instruction in legal bibliography permitted within the library? Please state restrictions, if any.*

Since the library is part of a teaching institution, some teaching must be expected in the library, particularly to demonstrate particular resources to the students. However, it is also a place of research for attorneys in the area and for students, and teaching must be limited in duration and be done in a respectful manner, minimizing the disturbance to other users.

D. *As Exhibit 29, provide a listing of the legal materials in the collections, including the following: (Indicate the most recent update.)*

A listing of the legal materials in the two law libraries is included as Exhibit 29.

E. *Describe student access to research materials through computer technology.*

A course in Westlaw is available to the students, who also have access to the Westlaw computers on both campuses. There is an extensive CD-ROM library available to the students, including codes, Shepard's, cases, and practice manuals. Students are also able to access the Internet on campus and locate the legal materials on that source.

The Program itself has two Westlaw passwords, one for each campus. However, the students have access to Westlaw through the libraries' passwords. There are three terminals at the La Verne campus with access to Westlaw, as well as two others with access to all computer sources. Throughout the campus there are at least 40 others with Internet access. At the Woodland Hills campus, there are four Westlaw terminals plus 25 in the computer lab.

F. Describe the provisions that have been made for maintaining, updating and adding to library resources.

The College of Law libraries are headed by the Law Librarians. They ensure that all books are maintained, the books are reshelved, repaired and replaced when necessary. With respect to updating the materials, the library subscribes to the updating services of the major publishers. Some of this updating is funded by the paralegal library fee. New book purchases are made periodically by the Paralegal Studies Program as a result of faculty requests or when deemed advisable by the staff. The Librarians also order particular books when requested to do so by the Paralegal Program.

G. What course or courses provide instruction in legal research? When is legal research instruction provided in the curriculum? Which legal specialty courses utilize the skills developed in legal research?

PL 300, Analysis and Research, is the primary course teaching legal research. All students are required to take it prior to taking any other course, except Introduction to Paralegalism. Instruction introduces the students to the various sources of the law, and gives them experience in using those sources and researching actual legal problems. In addition, a course in Westlaw is also available to the students.

Most of the legal specialty courses use at least some of the research skills taught in PL 300.

Section VII

PHYSICAL PLANT G-701 through G-703

Describe the facilities provided for the legal assistant program with reference to:

1. *Classrooms.*

The La Verne campus has many classrooms available. Most of the paralegal courses are taught in two buildings. The Woodland Hills campus is in a single building, and all the paralegal courses are in those classrooms. The classrooms are the same as used by other courses and majors in the University. They have adequate seating with writing surfaces, boards for the instructor to use, adequate lighting and heating.

2. *Conference rooms.*

Conference rooms are available in both campuses as long as they are scheduled ahead so as to not conflict with another use. There is a conference room in the College of Law library at the La Verne Campus, and in the College of Law at the Woodland Hills campus. For larger meetings, there are auditoriums on the La Verne campus and large, multi-purpose rooms in Woodland Hills.

3. *Office space for the program director, full and part-time faculty, and staff. Indicate what space is provided for meeting privately with students for advising and counseling.*

The Program Director and the full-time faculty have offices at both the La Verne campus and the Woodland Hills campus. They are offices identical to the offices used by the College of Law faculty. Each of the Deans' assistants in each campus, who administratively assists the Paralegal Studies Program, has her own office.

Since the Director and the full-time faculty do the majority of the advising of the students, they can do so in their offices and provide the privacy needed. Part-time faculty do not currently have an office and must meet students after class or in the conference rooms.

4. *Office equipment such as computers, fax machines, copying machines, telephone answering system and e-mail access.*

The Program Director, the faculty and the Deans' assistants all have personal computers, attached to the University net system and the Internet, utilizing the most recent technology.

Through those computers, they have access to e-mail. There is a voice mail answering system at both campuses, as well as secretaries and receptionists who answer the phone. Fax machines and copiers are available at both campuses for use by all faculty and staff. Students may also have e-mail accounts through the University at no charge.

5. *Equipment for classroom use such as projectors, computers, etc.*

The following equipment is available for use by the instructors upon appropriate notice:

- VCRs and televisions
- Overhead projectors
- Data projectors
- Laser disk player
- Tape recorders
- Slide projectors
- Sound systems
- Video camera
- Computer on a cart (mobile)
- Film strip projector
- Opaque projectors

6. *Laboratories, such as computer labs.*

A new computer lab has been installed at the Woodland Hills campus and is available to paralegal students. At the La Verne campus, there are three computer labs available, with a total of 70 to 80 computers, with access to Westlaw and the Internet. CD-ROM materials are available in the law library.