



Paralegal Studies Program Summary and Analysis of Assessments Progress and Changes August 2018

Introduction

The Program scheduled the Paralegal Advisory board meeting and the Paralegal Adjunct Faculty meeting after its August 1, 2018 due date for the most recent ABA request for an IVC Paralegal Program Progress report. The progress made in terms of more accurate placement records and assessment plan revisions will then be able to be shared and discussed. It is the Program's habit to have these meetings during the fall and spring semesters. The Program Director updates the goals and progress on each of the goals and discusses changes made because of the results. The goals and objectives are discussed by part-time or adjunct faculty regularly, by email, in person and at faculty meetings.

The proposed new program goals, objectives and mission statement will be shared and adopted at the Paralegal Advisory meeting in August 2018. The newly organized Program Assessment Plan will be shared as well. The Dean of the School of Business Sciences attends those meetings and will represent the Administration. The proposed new program goals, objectives and mission statement will be shared with the Adjunct Faculty at the upcoming meeting in August 2018. Fulltime faculty meet to review student learning outcomes which are reflected as the Paralegal Program Objectives at an annual retreat held once a year. (see Agenda for that meeting) The student evaluations and graduate survey results, student learning outcomes will be discussed with the advisory board and adjunct faculty.

The Program Director postponed Legal community and Employment surveys sent from the IVC Office of Institutional Research until September 2018. This allowed time for creation of an improved Program Assessment Plan but also made sense to achieve a higher response rate. Having said that, the Program did collect other legal community information shared within. The Program also collected information on student trends shared within. Finally, changes made to the program based on all recent assessments are included.

2017 Alumni Survey

The IVC Paralegal Alumni survey was emailed to graduates fall 2017. Surveys were also collected from Alumni who attended the fall 2017 Alumni event. The instrument was provided to the ABA in IVC's February 2018 Progress report.

Analysis and changes made:

The Alumni survey results were shared with Paralegal Advisory Board prior to the fall 2018 meeting. The Paralegal Program Director analyzed the results. Alumni respondents believed that there were not enough entry level jobs for paralegals. Respondents were using various means to apply for jobs and not selected for the position. Students were not members of the Orange County Paralegal Association (OCPA) and were not engaging in CLE. Students were satisfied with most aspects of the IVC Program, curriculum, and the faculty. Students remain concerned that the Program is not ABA approved.

Legal recruiter and board member Rose Mary Bordwell shared that there were plenty of entry level jobs in OC. She showed the Advisory Board a print out of at least 25. The Program Director asked for a copy but was denied. The Program Director wondered if these students failed to participate in the Career Center activities at IVC helping with resume writing and job search skill building. In spring 2018, the Program Director began to email current students to highlight Career Center Activities and the benefits of membership in the OCPA. This will continue each semester. The Program Director also reviewed many students resume's upon request and as local law firms asked for applicants. This will continue. AS local jobs became available the Program Director shared them with students via social media and email.

Student Evaluations

Spring 2018 student course and program evaluations were collected. The College automatically shares the results with the course faculty member. Only data for one course taught by Professor Angela Franco, LGL 205 Legal Research and Writing, was found - . Data was reviewed by the Program Director. The information on the some of the evaluations was already known to the Program Director and action had already been taken. Students expressed concern about the teaching style of the part-time faculty member. The Program Director had already had discussions with that faculty during the Spring semester. Once the evaluations were reviewed the Program Director the part-time (adjunct) faculty member was contacted to discuss the results.

Analysis and Changes made:

It was concluded that there needed to be a personnel change. These same students experienced a bad Fall 2017 semester in another course – LGL 202 Computer technology in the Law Office and Electronic Research taught by a different faculty member. Previous to Spring 2018, Professor Franco was highly reviewed by students and more importantly students felt they learned a great deal in classes that she taught. After speaking to students and reviewing the evaluations, it was concluded that students were overly critical of a good professor after having a terrible time with another. No changes were made to the LGL 205 course.

The program made several changes based on all the data. The Program ended its affiliation with the professor with poor skills. The LGL 202 course would transition and be taught by Professor Franco. The course is transitioning to a new format which came highly recommended by AAFPE – National Society for Legal Technology. It was concluded that the format change will resolve any complaint about a particular faculty teaching style. This format will provide structure and certificate of completion at the end. The Program Director will concentrate her efforts in Fall 2018 on rolling that out successfully along

with the faculty. Additionally, completing the course evaluations will be embedded in courses moving forward.

2017- 18 Program Objectives or Student Learning Outcomes(SLOs)

The Program is reviewing and changing its goals and objectives. Faculty assessed program objectives in 2017-18 through course assignments and inputted data to TracDat. The report is included in this progress report.

Analysis and Changes made:

The Program Director shared the results with the Administration and Adjunct faculty. As new program goals and objectives hope to be adopted soon, no changes were made after reviewing these results.

Student Demographic Data collected

California Community Colleges have access to Student data through a service called LaunchBoard.
<https://www.calpassplus.org/LaunchBoard/Community-College-Pipeline.aspx#>

After this section is a screenshot of the data collected from LaunchBaord. The Program Director reviewed that data. The Program shared the data with the Director of the Office of Institutional Research and the School Dean at IVC. The Program Director will share the data with the Advisory Board and the Adjunct Faculty.

Analysis and Changes made:

When the IVC Paralegal Program was started in 2010 the student demographics were predominantly female, Caucasian, and over 40 years of age. Over the years the student demographic has shifted. The data below reflect that shift. Students are younger, mixed race and there is a growing presence of male students. Students at community college typically are socio-economically disadvantaged. IVC is located in a wealthy community and is diverse in terms of socio-economic status. Currenlty, the majority of male students observed in the classroom are men of color. This has been discussed at Adjunct Faculty meetings since those students learn differently and teaching methods need to shift and grow to be more culturally relevant and aware. Law practice in California is well aware of this and the Program Director has been involved in the Pathway to Law School project although IVC was not selected to be part. IVC is now applying again to join the other California Community Colleges in those efforts to serve as a pipeline to law school.

The IVC Office of Student Success and Student Equity provides training on Equity and serving minority males in particular. In California, minority males overwhelming attend community college. They learn differently than other students. The Program Director has attended those trainings. The Program Director uses the data below to begin the dialogue with the College and the Paralegal Advisory Board o how to better serve a diverse student body in the classroom.

The Program Director reads research on Equity and teaching methods, reads blogs and websites dedicated to Equity research and the impact on instruction, and follows research and teaching experts on LinkedIn and Twitter. She shares her insights and new learning with Adjunct Faculty at their meetings and through discussions in person. At the next Adjunct Faculty meeting more insights and teaching suggestions will be made.

Legal Community Data and other input

The Program will be sending an Employer survey and a Legal Community survey, the Program Director uses LaunchBoard, discussed above to follow trends in hiring in the legal community in LA and OC. The data below will be shared with Administration, the Advisory Board and Adjunct faculty at meetings. Data was also pulled from the Centers of Excellence, which provides labor market research to community colleges in California. That report appears in the Supplementary Materials. <http://www.coecccc.net/About-Us>

IVC holds campus career events. Flyers related to those provided in this report. Those “Career Chats” provide an opportunity for students to gather and speak with legal professionals.

Analysis and Changes made:

Data reviewed by the Paralegal Program Director and it will be shared with Administration and the Paralegal Advisory Board and Adjunct Faculty. The data shows that there is a 4% growth in available jobs in LA and OC from 2016-2021. Most of those jobs will require a Bachelor’s degree. The Program will also share this data with students. Irvine Valley College is one of 115 community colleges in the state of California. Among those college’s, IVC has the #1 rate of transfer for students to 4 year institutions. <http://www.ivc.edu/Pages/default.aspx> This is due to the College’s excellent systems, processes, and people in place and a deep held belief that more education is better. The IVC Paralegal Program once ABA approved with require an Associates or Bachelors to complete the degree or award. The Paralegal Program Director, after sharing the COE data, will dedicate more time to encouraging students to consider further education in order to obtain the higher paying paralegal position. No changes have yet been made as a result of Career Chats held on campus.

Faculty Classroom Observations

The Program Director observed faculty in fall 2017 and spring 2018. An instrument is included in this report.

Analysis and changes made: After the observation, the Program Director met with the Adjunct faculty to discuss any deficiencies. The Program Director observed no glaring problems. However, both faculty observed last year no longer teach in the program. The Program Director continues to be very pleased with the long-time remaining adjunct faculty teaching Legal Specialty courses.

Internship Evaluations

The internship instrument is provided in this progress report. The survey response rates are very low.

Analysis and changes made:

The Program Director and Faculty will meet to discuss how to elevate response rates.

Employer surveys

Forthcoming fall 2018

Legal Community surveys

Forthcoming fall 2018

Program Review

The Programs first Program Review occurred in 2014. That instrument was provided to the ABA in IVC's summer 2016 submission. The Program Director write the program review and analyzed the results. It was shared with the Administration. No changes were made as a result of that review

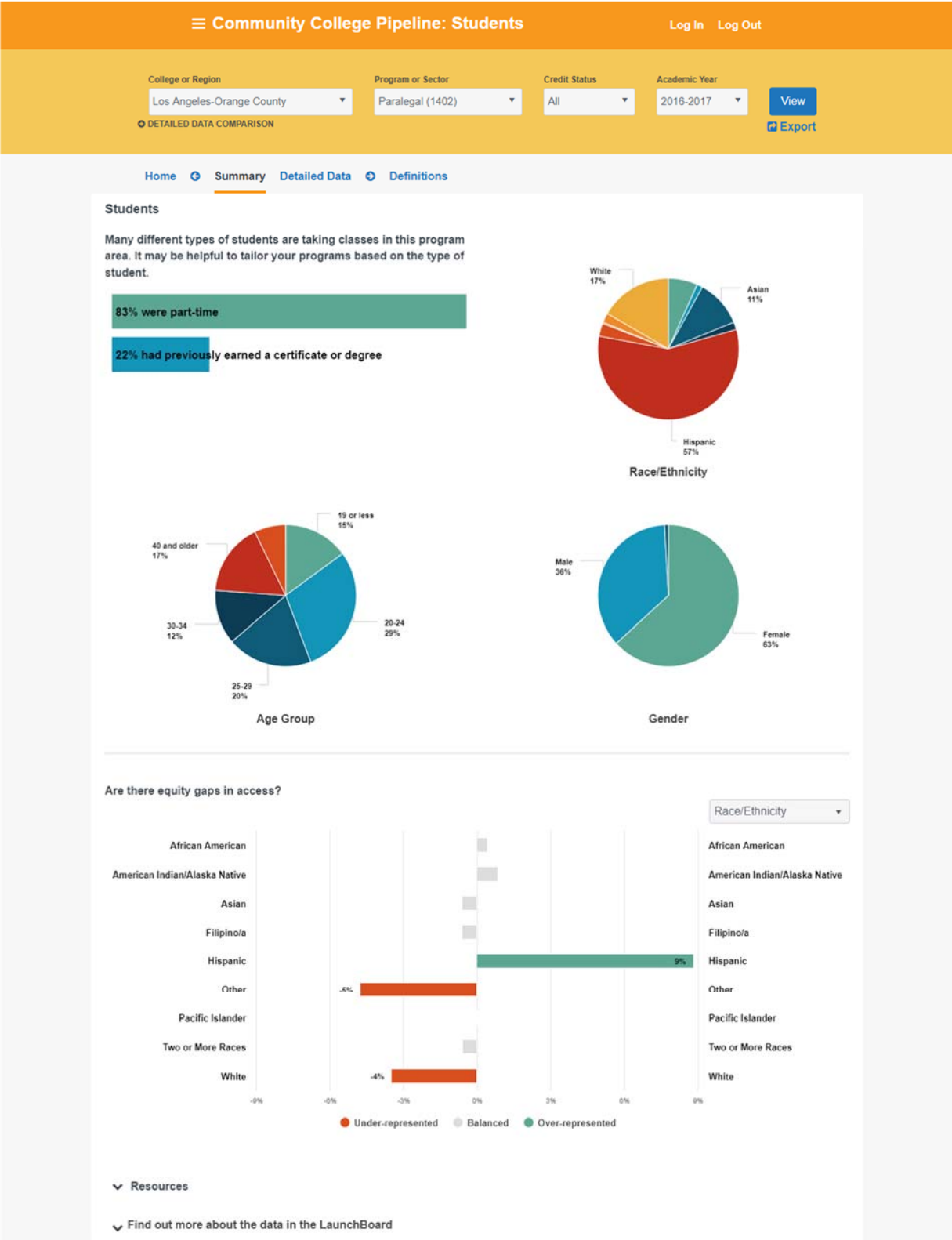
IVC is piloting a new Program Review process in 2018-19 and the Program will participate in that. Once completed those results will be shared with Administration, Advisory Board and Adjunct Faculty.

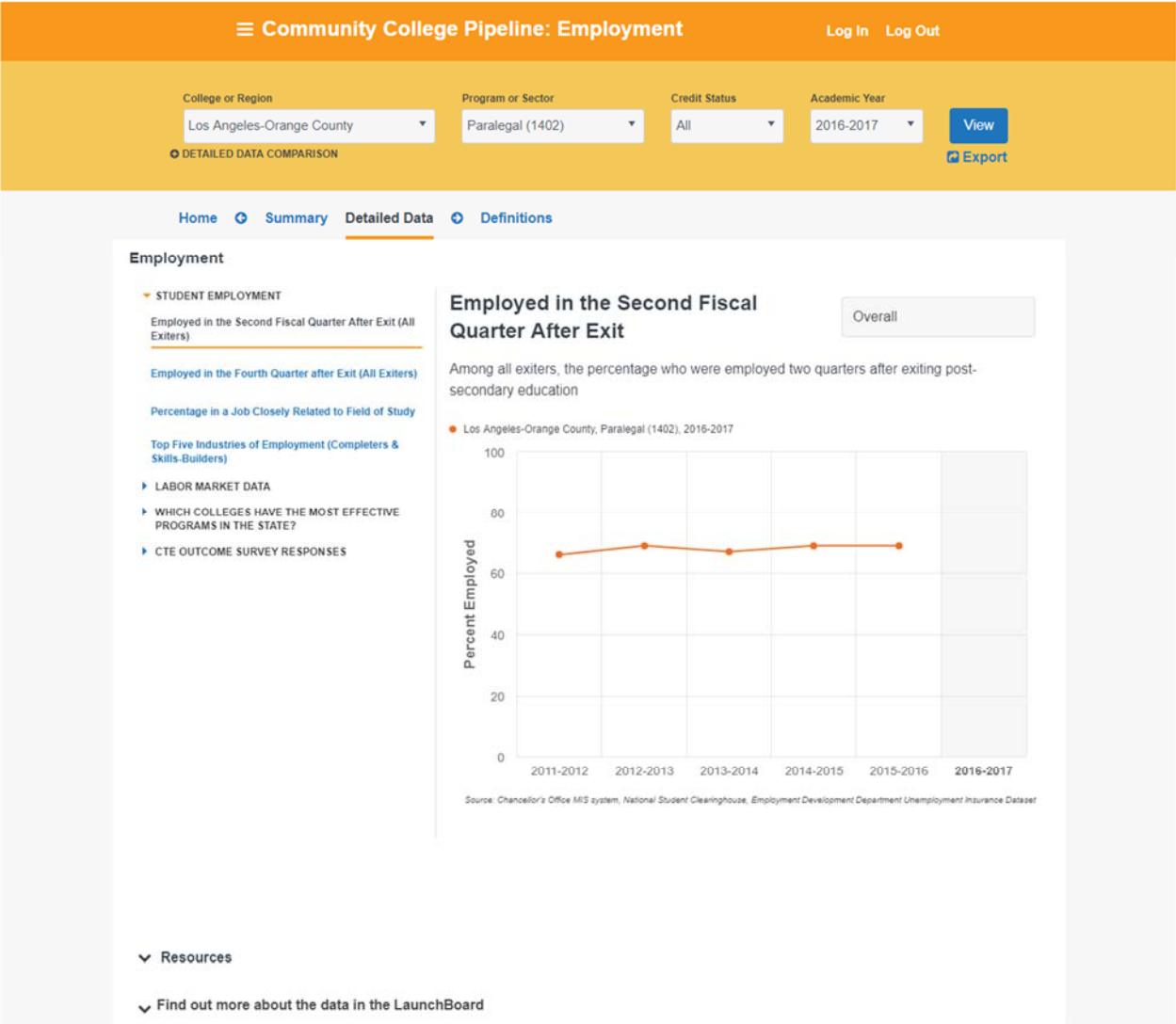
Fall Alumni event 2017

The Alumni survey was collected at the Fall Alumni event. That instrument and results were shared with the ABA in the February 2018 Progress report. The Alumni survey results and changes made are discussed previously in this report.

Analysis and changes made:

The event was very popular and well attended. The program shared the event at its fall 2017 Advisory Board meeting. It was decided to hold it again every year. A new location was suggested. The Program Director will seek a local hotel or event place.





PARALEGAL EMPLOYMENT DATA LAUNCH BOARD

Paralegal Program Goals and Progress
2017-18 including references to work toward 2018-2019*

Goal	Activity	Progress
To provide students with a high-quality education that provides an ethical foundation, proficiency and ability to perform tasks required in their legal career	Placement record collection by survey, phone call, email and Fall event, Adjunct faculty enlistment. Survey graduates (Alumni satisfaction)	Fall 2018, ongoing
To provide students with a high-quality education that provides an ethical foundation, proficiency and ability to perform tasks required in their legal career	Seek input from Advisory Board	On agenda for August 2018 meeting
To provide students with a high-quality education that provides an ethical foundation, proficiency and ability to perform tasks required in their legal career	Employer survey	Fall 2018
To provide students with a high-quality education that provides an ethical foundation, proficiency and ability to perform tasks required in their legal career	Internship Evaluations	Spring 2018
To provide students with a high-quality education that provides an ethical foundation, proficiency and ability to perform tasks required in their legal career	Program Review	Fall 2018, Spring 2019
To provide digital literacy through computer training	Adopt new course requirements for LGL 202 - National Society for Legal Technology	Fall 2018, ongoing
To provide digital literacy through computer training	Gather input from recent grads on tech used in the office	Summer 18, ongoing, Fall Alumni event

To ensure a high quality of teaching throughout the student's experience at IVC	Require faculty to attend IVC professional development events	Bi-annual Flex week activities and School of Business Sciences meetings. fall and spring
To ensure a high quality of teaching throughout the student's experience at IVC	Resume creation of a legal clinic on campus	Fall 2018
To ensure a high quality of teaching throughout the student's experience at IVC	IVC Canvas adoption complete require faculty training Require faculty to attend IVC Canvas training and courses	Ongoing,
To remain current with developments in the paralegal profession	Program Director will attend the ABA Annual meeting	Summer and Fall 2018
To remain current with developments in the paralegal profession	IVC will become an institutional member of AAFPE	Fall 2018
To remain current with developments in the paralegal profession	Add new Advisory board members	Summer 2018 1 new civil litigation paralegal added Spring 2018 – on board a Government paralegal, Trusts and Estates paralegal

*This language reflects the Program Director's understanding that this document is in response to a Progress Report Request and seeks to avoid the ABA finding it deficient because it refers to a prior year. This document refers to the prior year as well as forward looking.