

Cerro Coso College
Course Outline of Record Report
10/18/2021

PARAC150 : Law Office Management

General Information

Author:	<ul style="list-style-type: none">• Dawn Ward• Morinaka, Barry• Meehan, Barbara
Course Code (CB01) :	PARAC150
Course Title (CB02) :	Law Office Management
Department:	Business Information Technolog
Proposal Start:	Fall 2019
TOP Code (CB03) :	(1402.00) Paralegal
SAM Code (CB09) :	Clearly Occupational
Distance Education Approved:	Yes
Course Control Number (CB00) :	CCC000343060
Curriculum Committee Approval Date:	10/04/2013
Board of Trustees Approval Date:	11/14/2013
External Review Approval Date:	02/26/2014
Course Description:	This course prepares students to manage and operate a professional law office. Topics include practical skills used in managing clients, the calendar, the filing system, and the law library. Other topics include ethics, marketing, billing, and office layout.
Submission Type:	Change to Content Mandatory Revision This course is scheduled for review. Revision has been made to correct a grammar error in the course description and revise SLO's per Program Review feedback and clarification.
Author:	No value

Faculty Minimum Qualifications

Master Discipline Preferred:	<ul style="list-style-type: none">• Law
Alternate Master Discipline Preferred:	No value
Bachelors or Associates Discipline Preferred:	<ul style="list-style-type: none">• Legal Assisting (Paralegal)
Additional Bachelors or Associates Discipline Preferred:	No value

Course Development Options

Basic Skills Status (CB08) Course is not a basic skills course.	Course Special Class Status (CB13) Course is not a special class.	Grade Options <ul style="list-style-type: none">• Letter Grade Methods• Pass/No Pass
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Allow Students to Gain Credit by Exam/Challenge

Allowed Number of Retakes
0

Course Prior To College Level (CB21)
Not applicable.

Rationale For Credit By Exam/Challenge
No value

Retake Policy Description
Type:|Non-Repeatable Credit

Allow Students To Audit Course

Course Support Course Status (CB26)
No value

Associated Programs

Course is part of a program (CB24)

Associated Program	Award Type	Active
CC Paralegal Studies	A.S. Degree Major	Summer 2018 to Fall 2020
Paralegal Studies	Certificate of Achievement	Summer 2018 to Fall 2020
Paralegal Studies Associate in Science Degree	A.S. Degree Major	Fall 2020
Paralegal Studies Certificate of Achievement	Certificate of Achievement	Fall 2020

Transferability & Gen. Ed. Options

Course General Education Status (CB25)
No value

Transferability
Transferable to CSU only

Transferability Status
Approved

Units and Hours

Summary

Minimum Credit Units (CB07)	3
Maximum Credit Units (CB06)	3
Total Course In-Class (Contact) Hours	54
Total Course Out-of-Class Hours	108

Total Student Learning Hours 162

Faculty Load 0

Credit / Non-Credit Options

Course Credit Status (CB04)

Credit - Degree Applicable

Course Non Credit Category (CB22)

Credit Course.

Non-Credit Characteristic

No Value

Course Classification Status (CB11)

Credit Course.

Variable Credit Course

Funding Agency Category (CB23)

Not Applicable.

Cooperative Work Experience Education Status (CB10)

Weekly Student Hours

	In Class	Out of Class
Lecture Hours	3	6
Laboratory Hours	0	0
Activity Hours	0	0

Course Student Hours

Course Duration (Weeks)	18
Hours per unit divisor	54
Course In-Class (Contact) Hours	
Lecture	54
Laboratory	0
Activity	0
Total	54

Course Out-of-Class Hours

Lecture	108
Laboratory	0
Activity	0
Total	108

Time Commitment Notes for Students

No value

Faculty Load

Extra Duties: 0

Faculty Load: 0

Units and Hours - Weekly Specialty Hours

Activity Name	Type	In Class	Out of Class
No Value	No Value	No Value	No Value

Pre-requisites, Co-requisites, Anti-requisites and Advisories

Prerequisite

PARAC101 - Introduction to Paralegal Studies

Students need a basic understanding of procedures carried out by paralegals in a typical law practice in order to acquire skills in managing a law office.

Entrance Skills

Entrance Skills

Description

No value

No value

Limitations on Enrollment

Limitations on Enrollment

Description

No value

No value

Specifications

Methods of Instruction

Methods of Instruction

Written work

Rationale

The students will complete weekly assignments from the textbook and those created by the instructor based upon the materials covered in the readings. Assignments will be similar for online and on-ground.

Methods of Instruction

Discussion

Rationale

The primary subject matter for discussion prompts for the online or on-ground classes will be the same.

Online: Students will participate in weekly discussions. Students will post one individual initial posting per week and reply to a minimum of two classmates. The instructor will also participate in the board and student replies. For example, the instructor may rotate through one-half of the class each week to reply to all students equally throughout the course.

On-ground: Students will participate in class discussions with the instructor or/and fellow students.

Methods of Instruction

Lecture

Rationale

Online: Lecture will be give via audio PowerPoint or instructor written lecture notes in line with the PowerPoint.

On-ground: Face to face lecture using similar material for online.

Methods of Instruction

Instruction through examination or quizzing

Rationale

Student will complete quizzes and examinations within the courses (online and on ground).

Assignments

- A. Reading - weekly reading within the course text book and other provided handouts.
- B. Individual/team legal research for written presentation online or on-ground.
- C. Examination, Essay, and Short Answer Questions.
- D. Discussion On-line and in class regading subject area covered in the readings.

Methods of Evaluation

Rationale

Participation

The primary subject matter for discussion prompts for the online or on-ground classes will be the same.

Online: Students will participate in weekly discussions. Students will post one individual initial posting per week and reply to a minimum of two classmates. The instructor will also participate in the board and student replies. For example, the instructor may rotate through one-half of the class each week to reply to all students equally throughout the course.

On-ground: Students will participate in class discussions with the instructor or/and fellow students.

Sample discussion topic: What are the ethical responsibilites for an attorney supervising a paralegal? How can the paralegal ensure they are met?

Homework

The students will complete weekly assignments from the textbook and those created by the instructor based upon the materials covered in the readings. Assignments will be similar for online and on-ground. Sample assignment: 1. Read and brief the case In Re: JEFFREY PHILLIPS, 244 P.3d 549 (2010). Pay particular attention to the ethical issues within the case. Sample Homework question within textbook: What are the so-called "white-collar" exemptions to the FLSA?

Tests

Examination will be by web site automatic graded true and false or multiple-choice questions. Additional questions posted for student to write answers to case law evaluation, law application, or research into hypothetical scenario. Sample mulitple choice questions could include:

2. Before accepting a case, a law office should always _____.

a.	perform a conflicts check
b.	check with the attorneys and paralegals to make sure no conflict exists
c.	review past cases to see if the firm was ever on a case regarding potential clients
d.	a and c
e.	all of the above

3. An exception to disqualifying a whole firm when a problem with conflict of interest arises is _____.

a.	an ethical violation
b.	called Chinese torture
c.	called an Ethical or Chinese Wall
d.	up to the court
e.	a and d

Distance Education Description: how outcomes are evaluated

Assignments for the online course are in line and similar to the assignments that are offered on ground. The SLO's are assessed through rubric and objective assignments such as discussion boards, exams, and homework.

Equipment

No Value

Textbooks

Author	Title	Publisher	Date	ISBN
Cynthia Traina Donnes	Practical Law Office Management. 4th Ed.	Delmar Cengage	2017	ISBN-13: 9781305578050

Other Instructional Materials

No Value

Materials Fee

No

Learning Outcomes and Objectives

Course Objectives

No value

CSLOs

Identify the members of the legal team and their duties.

Expected SLO Performance: 75.0

Explain a paralegal's ethical duties within a law office.

Expected SLO Performance: 75.0

Explain the billing process as applied to the various legal fee agreements.

Expected SLO Performance: 75.0

Understand the interworkings of a law office, including the purpose of client trust funds, docket control, case management, procedures of the filing system, typical law office layout, and the management of the law library.

Expected SLO Performance: 75.0

Outline

Course Outline

1. A. Introduction to the Law Office

- a. Members of the team
- b. Duties and responsibilities
- c. Types of practices
- d. Ownership structures

2. Functions of Law Office Management

- a. Financial management
- b. Managing the practice
- c. Human resource management
- d. Policies and procedures
- e. Marketing

3. Ethical Issues

- a. Ethical codes
- b. Attorney-client privilege
- c. Conflict of Interest

4. Legal Malpractice

- a. Types of malpractice
- b. Prevention of malpractice

5. Policies and Procedures

- a. Staff manuals
- b. Topics for staff manuals
- c. Electronic access

6. Marketing

- a. Marketing goals
- b. Restrictions on marketing
- c. Common publications

7. Planning

- a. Mission statement
- b. Strategic plan
- c. Monitoring the plan

8. Client Communication

- a. Communicating effectively
- b. Good listening
- c. Interviewing techniques

9. Timekeeping and Billing

- a. Legal fee agreements
- b. Timekeeping systems

- c. Billable vs. non-billable
- d. Corporate & government billing

10. Client Trust Funds

- a. Trust/Escrow accounts
- b. Budgeting
- c. Internal controls

11. Calendars & Case Management

- a. Calendars & appointments
- b. Receiving documents
- c. Managing cases

12. Docket Control Systems

- a. Manual systems
- b. Computerized systems
- c. Docket cycle

13. Human Resource Management

- a. Employment at will
- b. ADA requirements
- c. Employment laws

14. Employee Procedures

- a. Recruiting and interviewing
- b. Performance evaluations
- c. Terminations

15. Filing Systems

- a. Filing methods
- b. Decentralized system
- c. Electronic record management

16. The Law Library

- a. Developing a collection
- b. Electronic databases
- c. Cataloging

17. Law Office Equipment

- a. Common equipment needs
- b. Leasing vs. purchasing
- c. Technology needs

18. Law Office Layout

- a. Space planning
- b. Environmental concerns
- c. Security issues

Delivery Methods and Distance Education

Delivery Method: Please list all that apply -Face to face -Online (purely online no face-to-face contact) -Online with some required face-to-face meetings ("Hybrid") -Online course with on ground testing -iTV – Interactive video = Face to face course with significant required activities in a distance modality -Other

Face 2 Face

Online

Hybrid

Interactive

Rigor Statement: Assignments and evaluations should be of the same rigor as those used in the on-ground course. If they are not the same as those noted in the COR on the Methods of Evaluation and out-of-class assignments pages, indicate what the differences are and why they are being used. For instance, if labs, field trips, or site visits are required in the face to face section of this course, how will these requirements be met with the same rigor in the Distance Education section?

All paper assignments are identical to those in an onsite class except that they are submitted by "submission box" within the Learning Management System (LMS). Weekly class discussions are conducted by means of online weekly discussion forums within the LMS. Quizzes and exams will also be uploaded to the LMS and the student will take the quiz/exam through the LMS platform, however, content will be identical to any on-site courses. The instructor is responsible for providing feedback to the discussion within the discussions each week and also through grading feedback. Some instructors use rubrics, which are also stated in the syllabus, to grade course work and discussion forums but rubrics are not required and the need will vary by assignment. Objective answers would not require a rubric. Outcomes are assessed. See Methods of Evaluation.

Effective Student-Instructor Contact: Good practice requires both asynchronous and synchronous contact for effective contact. List the methods expected of all instructors teaching the course. -Learning Management System -Discussion Forums -Moodle Message -Other Contact -Chat/Instant Messaging -E-mail -Face-to-face meeting(s) -Newsgroup/Discussion Board -Proctored Exam -Telephone -iTV -Interactive Video -Other (specify)

Faculty maintains regular and effective contact with students online through participation in discussion board forums, course announcements, annotated feedback comments on graded assignments, office hours, and responding to student inquiries via email, "ask the instructor" forum, phone or Zoom video conferencing.

Students have regular contact with each other through the required weekly discussion boards. The students are required to post an initial response each week and reply to a minimum of two of their classmates. Students can also communicate with each other through email or Canvas Inbox.

Software and Equipment: What additional software or hardware, if any, is required for this course purely because of its delivery mode? How is technical support to be provided?

Any needed software can be downloaded for free such as Microsoft office through student account or Adobe Acrobat free version. Students can contact campus IT, instructor or company for assistance. Additional software subscriptions would be included with the textbook.

Accessibility: Section 508 of the Rehabilitation Act requires access to the Federal government's electronic and information technology. The law covers all types of electronic and information technology in the Federal sector and is not limited to assistive technologies used by people with disabilities. It applies to all Federal agencies when they develop, procure, maintain, or use such technology. Federal agencies must ensure that this technology is accessible to employees and the public to the extent it does not pose an "undue burden". I am using -iTV—Interactive Video only -Learning management system -Publisher course with learning management system interface.

An accessibility check is run within the learning management system. Documents that are uploaded are checked for accessibility.

Class Size: Good practice is that section size should be no greater in distance ed modes than in regular face-to-face versions of the course. Will the recommended section size be lower than in on-ground sections? If so, explain why.

Online class size will not be lower than on-ground classes.