



**Cerritos College  
Instructional Program Review**

**Instructional Program Review Submittal Form (Appendix F)**

This form is completed and submitted as a cover sheet for the self-study report

Name of the Program: Law (Paralegal)

Date Submitted: 5-6-17

Scheduled Presentation Date 2-20-18

All courses in the program have been reviewed by the Curriculum Committee within the last six year cycle (circle one) Yes No

Explain any exceptions for non-compliance with curriculum requirements:

N/A

The self-study report adequately addresses the following components:

Description of the Program	Yes	No
Course and program content	X	
Student demographics	X	
Human resources	X	
Instructional Improvement	Yes	No
Teaching effectiveness	X	
Activities to improve student learning	X	
Course grading	X	
Course and program completion	X	
Program outcomes	X	
Core indicators (if vocational)	X	
Student feedback	X	
Institutional data	X	
Other	Yes	No
Strengths and weaknesses of the program	X	
Opportunities and threats of the program	X	

Description of the Program	Yes		No
Goals of the program	X		

Self-Study prepared by: Bruce A. Greenberg

Reviewed by (Division Dean): Rachel Mason

*Bruce A. Greenberg*  
*R. Mason 10/4/17*

**Cerritos College  
Instructional Program Review**

**Instructional Program Review Checklist (Appendix G)**

This form is completed by the IPR committee during the review of each program's self-study report presentation (Phase 4)

Name of the Program Law (Paralegal)

Visitation Date October 3, 2017

IPR Committee Liaison Angie Conley

Evaluation of Compliance with Institutional Requirements	Yes	No
All courses in the program have been reviewed by the Curriculum Committee within the last six year cycle?	✓	
Program is in compliance with guidelines established by the Student Learning Outcomes task force?	✓	
Institutional Data used is current as of the draft due date?	✓	
Program and Primary Data included information which is less than 2 years old?	✓	

The self-study report adequately addresses the following components:

**Description of Component**

Description of the Program	Yes	No
Course and program content	✓	
Student demographics	✓	
Human resources	✓	
Instructional Improvement	Yes	No
Teaching effectiveness	✓	
Activities to improve student learning	✓	
Course grading	✓	
Course and program completion	✓	
Program outcomes	✓	
Core indicators (if vocational)	✓	
Student feedback	✓	
Institutional data	✓	
Other	Yes	No
Strengths and weaknesses of the program	✓	
Opportunities and threats of the program	✓	
Goals of the program	✓	

Cerritos College  
Instructional Program Review

Instructional Program Review Approval Form (Appendix H)

Committee Action taken:

Approved



Not Approved



Great analysis of IERP-provided data.

Recommendations:

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Program Review Chair

S. Rosenblatt / A. Conley

Explanation for non-approval:

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## SELF-STUDY REPORT OF THE PARALEGAL PROGRAM

### Section 1 - Description of Program:

#### A. Program Review by Outside Agency:

Cerritos College's Paralegal Program has been approved by the American Bar Association ("ABA"), our accrediting agency, since 1986. The process of remaining ABA approved requires the submission of an extensive triennial report with backup data, and an even more extensive Re-Approval Report every seven years, along with participating in an onsite audit/visit by ABA representatives. Our most recent Re-Approval Report was submitted to the ABA in April 2015. This extensive report is comprised of hundreds of pages electronically submitted with thousands of pages of supporting back-up material all cataloged in three-ring binders. The full Re-Approval Report is available for review in room SS-28.

After our Re-Approval Report was reviewed and approved, from September 11 through 13, 2016, the ABA conducted its onsite audit/visit, issuing a 22-page Site Visit Report recommending our Program's re-approval with no corrective action being required. The Site Visit Report is attached as Exhibit "1." In February 2017, at its midyear meeting, the ABA Standing Committee on Paralegals Approval Commission granted formal re-approval of our Paralegal Studies Program at Cerritos College. The re-approval letter is attached as Exhibit "2."

Currently, we are only one of about 29 ABA approved Paralegal Programs in California. And, a number of these approved programs are associated with 4-year schools, including program at 5 University of California and 3 California State College campuses.

#### B. Program Mission:

Our mission in union with the ABA and the State Bar of California is to extend access to legal services in our local community. With this in mind, our primary focus is to prepare students to be paralegals and work in law-related environments that will ultimately lower legal fees and provide much needed legal access to our citizens. Our community and student population is diverse, so we recognize and embrace the nontraditional learner, the adult student returning to the workforce or retraining for a career in law or law-related fields, as well as post-baccalaureate certificate students looking for the paralegal skill set to improve job prospects, economic futures, or with an eye towards law school and beyond. It is our intent to create an atmosphere for learning that encourages traits that are important for the paralegal when he or she enters the work force such as independent learning, creativity, organization, efficiency, and productivity.

In determining how to best serve our students, we are continually seeking information and input from the legal community around us as well as our Paralegal Advisory Committee as to what skill sets they require in the paralegals they hire. It is our goal and a requirement of the ABA that we train our students to meet the needs of the legal community in which we are located.

We offer student training in core paralegal skills and in accordance with the requirements of ABA, training in current legal technology. We make internships available to our students at more than one hundred locations so that they will be competitive in the marketplace having learned on-job practical skills; an asset employers in our community desire.

### **C. Program Overview:**

Our Program consists of two tracks --- A.A. degree in Paralegal Studies, and for those students who already possess an A.A. or higher degree, a Paralegal Certificate. We attract students due to our traditional classroom setting in which students are required to interact with instructors who almost exclusively licensed attorneys or judges, who teach practical legal assistant and paralegal skills. This is consistent with ABA requirements that online instruction be minimal. In fact, we offer only two paralegal courses online, both of which our Business Law classes that are offered to non-paralegal students, as well. We also offer the latest technology in law office software coupled with our well-established internship program. While attending an Area Deans' Meeting a number of years ago, our Program was highly recommended as a model for other schools to follow when developing their paralegal programs. Our Program's general format has remained unchanged since and we continue to receive inquiries from paralegal programs throughout the country seeking input about becoming ABA approved and seeking information as to how to improve their particular programs.

The ABA requires the tracking of our students upon graduation, especially those in the job market. The ABA encourages that 85% or more of our students not seeking a 4-year degree, be placed within the first year of graduation. Our Paralegal Program Director has developed a strong relationship with the surrounding legal community. We maintain an email list of all graduates and as job opportunities come to our attention, announcements are sent to our graduates. Further, many of our students are placed directly through our internship classes. Job placement requires significant effort by the Paralegal Program Director and our Program Assistant in contacting both graduates and current students regarding pending job opportunities that arise. In regard to our success, from Summer 2014 through Spring 2016, of our graduates who responded to our tracking survey, 94% are either employed or continuing their education.

Although our Paralegal Department has been assigned five to seven counselors to assist our students, most of the students seek Paralegal guidance directly with the Program Director. Cerritos' counselors refer students to the Program Director if any courses are taken at another

paralegal school to see if the department will accept these courses in lieu of ours. This takes additional time for analysis of students' transcripts.

At the end of each semester, our students complete a Student Course Effectiveness Evaluation Form for each class, so that we have continuing feedback regarding the effectiveness of our courses. Employer Survey Forms are also sent to our work experience sites and to attorneys and legal service employers throughout the community to evaluate whether our students are properly prepared for the legal worksite. Finally, we ask our current graduates to complete a Graduate Survey Form each semester to determine whether our graduates are able to either locate employment in the legal field or be promoted in their current position upon graduation. All of this information is tabulated and is reported to the ABA as we are required.

With the strong support of Dean Rachel Mason, the Administration, and the Cerritos College Board of Trustees, we hope to continue serving the legal needs of our surrounding community.

#### **D. Program Learning Outcomes:**

Student Learning Outcomes have been developed for each course so that they support and relate to the overall program learning outcomes. Our Paralegal Program Learning Outcomes are the following:

1. Demonstrate skills at the end of the program to secure employment in a paralegal position or to transfer to a college to obtain a Bachelor's Degree.
2. Develop competency in the utilization of legal software.
3. Develop competency in preparing pleadings, discovery documents, trial and related briefs, and trial notebooks.
4. Develop competency in completing California court forms.
5. Distinguish and analyze Substantive Law.
6. Perform legal analysis.

#### **Section 2 - SWOT Analysis:**

Strength [S-1]: Paralegal Program has been approved by the ABA at all times since 1986. Only 29 approved programs exist in California and many of those are associated with 4-year colleges and private (i.e., much more expensive institutions.)

Strength [S-2]: We offer a wide range of electives, making it attractive to graduates to return for classes in which they did not have the opportunity to take previously.

Strength [S-3]: Strong rapport with legal community; this assists with job placement.

Strength [S-4]: Independent paralegal lab with current legal software.

Weakness [W-1]: Independent paralegal lab is only open 15 hours per week and the room is also used by non-paralegal classes.

Weakness [W-2]: Per the ABA's recommendation, need mechanism to ensure and demonstrate our Program goals assessed.

Weakness [W-3]: Per the ABA's recommendation, Employer Survey not as inclusive of larger law firms and employers.

Weakness [W-4]: Per the ABA's recommendation, Legal Technology courses to be enhanced.

Weakness [W-5]: Per the ABA's recommendation, admission criteria to ensure student success needs to be determined.

Opportunity [O-1]: Future labor estimates are good for paralegals, especially those who graduated an ABA approved program such as we offer at Cerritos College.

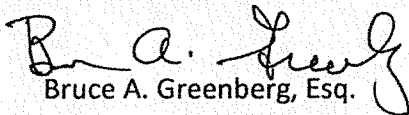
Opportunity [O-2]: State has adopted a pilot program for community colleges to offer bachelor's degrees. No community college currently offers a B.S. degree in Paralegal.

Threat [T-1]: Three nearby colleges [El Camino, Fullerton, and Coastline] have excellent and well-respected Paralegal Programs comparable to our Program.

Threat [T-2]: Our "feeder" high schools do not prepare students with college level English and grammar skills.

### **Section 3 – Goals of the Program:**

See Appendix C.



Bruce A. Greenberg, Esq.

Law Department Chair

Paralegal Program Director



# EXHIBIT 1

Site Visit Report  
Reapproval  
PARALEGAL PROGRAM  
Cerritos College  
Long Beach, California  
September 11-13, 2016

Site Team  
Kathleen Smith, J.D.  
Site Visit Team Chair  
Specially Appointed  
Coordinator, Paralegal Studies Program  
Community College of Philadelphia  
Room B2-22 1700 Spring Garden Street  
Philadelphia, PA 19130-3991

Linda J. Wolf, ACP  
Library Manager - Texas  
SIDLEY AUSTIN LLP  
2021 McKinney Ave., Suite 2000  
Dallas, TX 75201

Cerritos College has applied to the American Bar Association for reapproval of its Paralegal Studies Program. The site visit was conducted on September 11-13, 2016 by Kathleen Smith, Coordinator, Paralegal Studies Program, Community College of Philadelphia and Specially Appointed Site Team Chair, and Linda J. Wolf, ACP, Library Manager, Sidley Austin LLP and also a former member of the ABA Approval Commission. Cerritos College received initial ABA approval in February 1987 and its most recent reapproval was in February 2009. The site visit consisted of the following activities:

- Meetings with Bruce A. Greenberg, Esq., Law Department Chair and Director of the Paralegal Studies Program and Rachel Mason, Dean, Division of Business, Humanities and Social Science;
- Meeting with Dr. Jose Fierro, President and Rick Miranda, Acting Vice President of Academic Affairs/Assistant Superintendent;
- Tour of the campus including faculty offices, classrooms, study areas and support areas and meeting with Lab Instructor Johnny Cooper;
- Tour of the Wilford Michael Library and Learning Resource Center and meeting with Associate Professor/Librarian Monica Lopez in Campus Library;
- Meeting with Stephanie A. Murguia, Dean of Admissions, Records and Services;
- Meeting at Career Services with Director of Career and Assessment Services Theresa M. Lopez and Career Counselor Clara Ross-Jones;
- Meeting with 5 members of the Paralegal Studies Faculty;
- Meeting with 5 members of the Advisory Committee;
- Meeting with 40 current students;
- Meeting with 11 graduates of the program;
- Examination of student files, student practical assignments, course syllabi, textbooks, course and faculty evaluations, and graduate and employer surveys;
- Observation of two legal specialty courses in session, California Civil Procedure and Tort Law; and,
- Exit meeting with Bruce A. Greenberg, Esq. and Rachel Mason, Dean, Division of Business, Humanities and Social Science.

**SECTION I**  
**GENERAL INFORMATION**

**G-101 – 107**

Cerritos College is a public comprehensive college serving southeast Los Angeles and offers, two year degrees and certificates in 87 fields of study. Cerritos was founded in 1955 and graduates approximately 1200 students per year.

The College currently enrolls approximately 21,000 students. It is accredited by the Accrediting Commission for Community and Junior Colleges, Western Association of Schools and Colleges, which took action at its meeting on June 3-5, 2015 to remove Cerritos College from Warning and reaffirm accreditation.

Cerritos College's Paralegal Studies offerings are housed in the Business Division. The Paralegal Program was first approved by the American Bar Association in 1987 and was most recently reapproved in 2009. The Program offers two Options: an A.A. degree in Paralegal Studies and a certificate.

Classes are offered at the main Cerritos campus and are available day and evening. Enrollments have increased in recent years with over 300 students currently enrolled in the A.A. Program and 50 in the certificate program, representing an increase of approximately 15% over the past five years. During the past seven years, the Program awarded 135 A.A. degrees and 200 certificates. For students majoring in other areas, a legal minor is offered. The minor is not intended to prepare students to become paralegals and is clearly marketed as not ABA approved.

Bruce A. Greenberg, Esquire became the Program Director and also the Chair of the Law Department in 2013 upon the retirement of the prior long-standing director.

**SECTION II**  
**ORGANIZATION AND ADMINISTRATION**

**G-201**

The Program has a clearly defined and extensive mission statement which begins as follows:

Our mission in union with the American Bar Association (ABA) and the State Bar of California is to extend access to legal services in our local community. With this in mind, our primary focus is to prepare students to be paralegals and work in law-related

environments that will ultimately lower legal fees and provide a wider access to legal services to our community.

The Program also has programmatic level student learning objectives which serve as goals for the Program and are stated as follows:

**STUDENT LEARNING OBJECTIVES FOR PARALEGAL PROGRAM SLOs for Associates of Arts in Paralegal Studies:**

1. Demonstrate skills at the end of the program to secure employment in a paralegal position or to transfer to a college to obtain a Bachelor's Degree.
2. Develop competency in the utilization of legal software.
3. Develop competency in preparing pleadings, discovery documents, trial and related briefs, and trial notebooks.
4. Develop competency in completing California court forms.
5. Distinguish and analyze Substantive Law.
6. Perform legal analysis.

**STUDENT LEARNING OBJECTIVES for Paralegal Certificate:**

1. Demonstrate skills at the end of the program to secure employment in a paralegal position.
2. Develop competency in the utilization of legal software.
3. Develop competency in preparing pleadings, discovery documents, trial and related briefs, and trial notebooks.
4. Develop competency in completing California court forms.
5. Distinguish and analyze Substantive Law.
6. Perform legal analysis.

The position of Program Director is delegated the authority necessary for developing and implementing the Paralegal Program.

The Program is part of the Business, Humanities and Social Science Division and reports to the Dean for that Division who in turn reports to the Acting Vice President for Academic Affairs. The College President and Acting Vice President of Academic Affairs are familiar with the Paralegal Program and its reapproval application to the ABA. Both expressed support for the Program, noting its role in fulfilling the College's mission.

All other administrators are extremely knowledgeable about the Program and supportive of its goals. The organizational structure of the Program and its place within the institution establishes the potential for the Program to achieve its goals. Communication and coordination is facilitated among faculty members, administrators and students.

The Program engages in both short-term and long-term planning. Planning for the Program is done by the Program Director and Dean with input and assistance from the Advisory Committee, faculty, and students. While the Program clearly has long-term goals in mind, the Site Team suggests that it would be well-served to formally memorialize its long-range plans in writing.

#### G-202

The position of Paralegal Director at Cerritos has duties and resources similar to the heads of other academic programs within the Division of Business, Humanities and Social Science including curriculum and program development, hiring adjunct instructors, and overseeing budget requests. Employment conditions are uniform for similar programs within the College.

The Director's office is similar to that of other faculty and support is provided for professional development and opportunity to participate in college committees.

#### G-203

The Advisory Committee is appointed by recommendations from local bar associations, members of the advisory committee, Program Director, faculty, graduates, and students. There is no set duration of appointment. The composition of the Advisory Committee includes members from all categories required by the Guidelines, including a general public member. However, the Program would be well-served to appoint more than one individual in each required category to ensure that a full range of input is ensured, particularly with respect to the position of the member of the public. The Committee is meeting twice per year and a review of the minutes reflects that it provides advice and counsel on the areas delineated by the Guidelines. The Site Team also discussed with the Advisory Committee members the need to ensure that a fuller complement of the Committee meet with the ABA during future site visits. There are no subcommittees.

#### G-204

Cerritos Community College District has a detailed nondiscrimination policy and a policy regarding the accommodation of disabilities applicable to all members of our campus community. These include the Notice of Nondiscrimination Policies and Procedures (in both

English and Spanish), Diversity Newsletters, Board Policy Nos. 3410 and 3420, District Procedure Nos. 3410 and 3420 and policies concerning disability. These policies are published on the College's Human Resource's website and portions are reported in the College catalog.

The overall racial composition of the faculty, staff and student body is analogous to the general population served by the College, and is comprised of students who identify in the most recent data compilation as approximately 86% minority and 75% female.

#### G-205

Cerritos College is a public institution currently offering two year degrees and certificates. Funding derives largely from state support and tuition revenues. The Program has been afforded adequate funding to enable it to meet its goals. Although the budget reflects decreased resources, funding is sufficient for all program undertakings as some items have been subsumed into other budgets.

#### G-206

Cerritos College is a two-year public higher education institution.

### SECTION III EDUCATIONAL PROGRAMS

#### G-301

Cerritos College offers two options; an A.A degree in Paralegal Studies requiring 60 credits and a certificate requiring 28 credits. All courses are offered in a traditional format.

In observing two legal specialty classes and examining student work, the Site Team concluded that the instructors are enthusiastically dedicated to the Program and committed to preparing students to succeed in the workplace by developing the critical paralegal skills needed in the local community.

The professors in the Paralegal Studies Program help students master important legal concepts and then apply those concepts to practical assignments that will prepare them to work as paralegals. Students and graduates found the faculty personable and accessible and, when not in class, students communicated easily with faculty via email or telephone and were able to meet

with faculty before class or at their offices during the day. Students and alumni expressed feeling supported by the faculty during their academic tenure and after graduation.

The Site Team had the opportunity to visit two courses offered in traditional format; a section of California Civil Procedure Law, and a section of Tort Law, one taught by a full-time instructor and the other taught by an adjunct instructor. The classes were well-planned, engaging and students eagerly participated in the instruction.

The Program offers two transfer options for students earning the A.A. who desire a further degree in Paralegal or Legal Studies degree. Students can transfer to the University of La Verne into a Bachelor of Science in Legal Studies or into National University's Bachelor of Science in Paralegal Studies. Students and graduates expressed satisfaction with the ability to continue their educations to earn four year degrees.

Cerritos College has an assessment plan which includes the development of course level student learning outcomes in conjunction with instructional faculty. Extensive assessment is undertaken of course level outcomes which can be interpreted as simultaneously assessing the Program's overall goals, however there is no curriculum map or other device which clearly provides for the assessment of the Program level goals. Accordingly, *the Site Team suggests that the Program develop a mechanism to clearly ensure and demonstrate assessment of Program level goals. (G-301.E & F)*

Individual faculty members determine if the outcomes are met for the courses they teach. Internal assessment informs future direction of the courses in the program and has led to changes. Graduate surveys are done annually and include general questions regarding the quality of education received. It is suggested that the Program include questions which will solicit more detailed information about knowledge and skills used in the workplace. Annual employer surveys are sent to employers of graduates and the legal community and general information regarding performance and legal knowledge is solicited. While these surveys have had a good return rate, obtaining more detailed information regarding trends in practice areas and software and legal research tools used in the local legal field will enable the Program to better respond to changes in the profession. Further, *it is suggested that the Program expand its inquiry of the local legal community as the general focus of the surveys has been disproportionately aimed at solo and small firms. (G-301.F.4)*



**G-302**

Cerritos College is a post-secondary institution. It is accredited by the Western Association of Schools and Colleges which is part of the Accrediting Commission for Community and Junior Colleges and the most recent reaffirmation of accreditation was in June 2015 with removal of the status of warning.

The A.A. in Paralegal Studies degree requires a minimum of 60 credits and all students admitted to the College are eligible to major in Paralegal Studies and to take Paralegal Studies courses. As a result, students are able to enroll in paralegal courses without demonstrating that their writing and reading skills are at college level. Faculty members and advisory board members both expressed concerns regarding the adequacy of writing skills among paralegal students. Higher administration, on the other hand, expressed concern that limiting student's options in course selection unfairly burdened them and ran contrary to the open admissions mandate of the College by the State of California. This issue is more fully addressed in Section 5 below.

The curriculum is as follows:

Course Number	Name	Designation	Credits
LAW 56	Introduction to Computerized Legal Software	OPR	3
LAW 100	Introduction to California Civil Procedures	LS-R	3
LAW 101	Introduction to Law	LS-R	3
LAW 102 OR LAW 113	Advanced California Civil Procedures Fundamentals of Alternate Dispute Resolutions	LS-R	3
LAW 103	Legal Research	LS-R	3
LAW 111	Business Law	OPR	3
LAW 120	Legal Ethics	LS-R	3

Course Number	Name	Designation	Credits
LAW 290	Capstone	LS-R	3
Students must also complete a minimum of eleven (11) credits from the options below. At least six credits must consist of legal specialty courses.			
LAW 52	Law Office Management	OPR	3
LAW 57	Legal Document Production	OPR	3
LAW 67	Advanced Legal Technology	OPR	3
LAW 102	Advanced California Civil Procedures	LS-E	3
LAW 104	Advanced Legal Research	LS-E	3
LAW 105	Introduction to Federal and California Employment, Law and Workers' Compensation Law	LS-E	3
LAW 106	Bankruptcy Law	LS-E	3
LAW 107	Probate Procedures	LS-E	3
LAW 108	Family Law Procedures	LS-E	3
LAW 109	Tort and Personal Injury Law and Procedures	LS-E	3
LAW 110	Business Law	OPR	3
LAW 112	Estate Planning for the Paralegal	LS-E	3
LAW 113	Fundamentals of Alternate Dispute Resolutions <i>(if not taken as an option in the first set of courses listed above)</i>	LS-E	3
LAW 114	Law of the Internet	OPR	3
LAW 115	Elder Law	LS-E	3

Course Number	Name	Designation	Credits
LAW 119	Legal Aspects of Mass Communications	OPR	3
RE 125	Legal Aspects of Real Estate	OPR	3
LAW 171- LAW 174	Business Paralegal Occupational Work Experience	LS-E	1-4 ( <i>Credits depend on the number of internship hours completed.</i> )
LAW 220	Landlord and Tenant Law	LS-E	3
LAW 230	Corporate Law	LS-E	3
LAW 260	Immigration Law	LS-E	3

A total of a minimum of twenty four (24) credits must be completed in legal specialty courses.  
General Education Requirements for the A.A. degree

Course Number	Name	Designation	Credits
Various	Natural Science Requirement	GE	3-4
Various courses in history, political science, and other disciplines in social science	Social and Behavioral Sciences Requirement	GE	3
Various courses in fine arts and humanities	Humanities Requirement	GE	3
English 100	English Composition	GE	3
Various	Courses in communication and analytical thinking	GE	3

Course Number	Name	Designation	Credits
Various	Health and Wellness	OPR* *The Program was advised to report this requirement as OPR, not as GE in future reports to the ABA.	1
Various	Additional General Education Course	GE	3
All A.A. students must complete at least 18 credits of general education requirements as detailed above which ensures that they complete general education courses in at least five discrete disciplines.			

The courses above detail the general education parameters for those students seeking an A.A. degree. Students who plan to transfer to a higher education institution in the California State system or the California University system are provided with additional guidance to select specific general education courses from within the general areas delineated. Guidance in selecting paralegal courses is provided by the Program Director while guidance for selecting general education courses is provided by counselors. The Site Team confirmed with students and graduates that this system works well and results in all degree-seeking students obtaining an education which incorporates both paralegal and general education requirements. While no exemptions to the general education requirements or total unit requirements are allowed, satisfactory AP placements in math and English are accepted.

A.A. degree students must complete three semester hours in English composition and required courses in legal writing and analysis as part of the Program curriculum. Writing skills are also emphasized in a number of legal specialty courses.

Oral communication skills are incorporated into legal specialty courses and serve to adequately prepare students in this regard. Students in the required Legal Ethics and Capstone courses engage in oral presentations.

The general education courses are rationally sequenced and ensure that students complete general education courses which enable them to transfer. The Site Team reviewed the general education schema with the Dean at length who indicated that the average student at Cerritos

changes majors three times so that severing the general education requirements from the major requirements enables students to complete a breadth and depth of non-major courses while ensuring that those courses will apply to most majors. Counselors provide advice on general education selections, while the Program Director provides advice on major courses. Students and alumni expressed that they obtained a well-rounded education and that the general education courses complemented those required in the major.

General education courses are accepted in transfer. Cerritos will accept credits transferred from accredited colleges. Transcripts are submitted and course content of general education courses is reviewed to determine which courses will be accepted. Students may also receive credit for general education courses through nationally recognized equivalency tests.

The Paralegal certificate requires that the student have earned at least an A.A. degree and includes the requirements delineated in the table below.

Course Number	Name	Designation	Credits
LAW 56	Introduction to Computerized Legal Software	OPR	3
LAW 100	Introduction to California Civil Procedures	LS-R	3
LAW 101	Introduction to Law	LS-R	3
LAW 102 OR LAW 113	Advanced California Civil Procedures Fundamentals of Alternate Dispute Resolutions	LS-R	3
LAW 103	Legal Research	LS-R	3
LAW 111	Business Law	OPR	3
LAW 120	Legal Ethics	LS-R	3
LAW 290	Capstone	LS-R	3

Course Number	Name	Designation	Credits
Students must also complete six credits from the courses listed below:			
LAW 102	Advanced California Civil Procedures	LS-E	3
LAW 104	Advanced Legal Research	LS-E	3
LAW 105	Introduction to Federal and California Employment, Law and Workers' Compensation Law	LS-E	3
LAW 106	Bankruptcy Law	LS-E	3
LAW 107	Probate Procedures	LS-E	3
LAW 108	Family Law Procedures	LS-E	3
LAW 109	Tort and Personal Injury Law and Procedures	LS-E	3
LAW 112	Estate Planning for the Paralegal	LS-E	3
LAW 113	Fundamentals of Alternate Dispute Resolutions <i>(if not taken as an option in the first set of courses listed above)</i>	LS-E	3
LAW 115	Elder Law	LS-E	3
LAW 171- LAW 174	Business Paralegal Occupational Work Experience	LS-E	1-4 <i>(Credits depend on the number of internship hours completed.)</i>
LAW 220	Landlord and Tenant Law	LS-E	3
LAW 230	Corporate Law	LS-E	3
LAW 260	Immigration Law	LS-E	3

Students in the certificate option must have earned at least an associate's degree from an accredited institution and thus have satisfied the writing proficiency, oral communication competency, general education, and total credit requirements.

Some classes are offered in a computer classroom and students use computers to complete exercises. All A.A. and certificate students are required to take a law office technology course that includes use of legal software which develops basic computer skills. While students have received instruction in and have had access to Lexis and legal software used in legal specialty courses, students and alumni both expressed concern that the required technology course was too elementary and that a course in an area such as E-discovery would greatly help to enhance career-readiness. Accordingly, *the Site Team suggests that the Program review the content of its legal technology courses to ensure adequacy in preparing students for the workplace. (G-302.G)*

A real strength of the Program is its computer lab which is staffed by a paralegal or attorney and provides students with opportunities to build their skills and receive assistance. Students and alumni both indicated, however, that expanded lab hours would be beneficial to them and the Site Team concurs.

The Site Team confirmed that the legal specialty courses emphasize practical skills and include appropriate practical assignments. The legal specialty courses are rationally sequenced. There are no exemptions to the legal specialty course requirements in the degree or certificate curriculum.

The Site Team noted that students expressed concern that the Business Law course did not sufficiently provide paralegal skills. The Dean and Program Director indicated that they had noted the same issue a few years ago and that a revision was making its way through the California state system and approval of the revision was anticipated soon.

The curriculum includes one course focused exclusively on ethics and the topic is also incorporated into legal specialty courses. Students and graduates all confirmed the incorporation of legal ethics and professional responsibility throughout the curriculum.

Legal research instruction is provided in LAW 100 Introduction to Civil Procedure, LAW 101 Introduction to Law, LAW 102 Advanced Civil Procedure, LAW 103 Introduction to Legal Research and LAW 104 Advanced Legal Research. Advisory Board members, faculty and alumni confirmed that the Program provides sufficient instruction in electronic legal research to prepare students for work in the local legal community.

The Program includes an optional legal specialty internship which requires the completion of 60 hours for each credit earned. The internship opportunity (LAW 171-174) is designed to introduce students to the legal work environment. Students have the option of taking this course and it is recommended for those students who have little or no work experience in any type of legal environment. Students are given a list of approximately 75 sites from which to choose that have been prescreened by the instructor or Program Director. Students may also find a law office or governmental entity internship on their own and the course instructor or Paralegal Director will communicate with the sponsor/employer to confirm the procedures and expectations. At times, a student will already be employed at an appropriate work site, and provided the student and employer agree on legal projects outside the student's normal work duties, which are then approved by the instructor, that is acceptable for course credit. The sponsor/employer signs a contract that specifies the goals or the project(s) that the student will achieve or perform in order to receive credit for the course. These goals or projects must be approved by the instructor as acceptable for internship credit. Toward the end of the semester, the instructor meets with the sponsor/employer who evaluates the student's success. Students meet with the instructor for one hour each week. The instructor talks with the sponsor/employer to verify that the sponsor/employer is aware of his/her responsibilities in assisting the student.

The policy regarding the transfer of legal specialty courses is published and states that such courses are accepted in accordance with the College policy on the transfer of credits. No more than one-half of the legal specialty courses required for the A.A. degree are permitted to be awarded in transfer. Credit for legal specialty courses is granted only if such courses originate from an ABA approved program. No transfer credits are accepted into the certificate program. The Program does not award legal specialty credit through examination or portfolio.

Since the Program does not currently offer any legal specialty courses in an alternate format, this policy guarantees that all students complete a minimum of ten credits hours in a traditional format, as required by the Guidelines. The Site Team discussed the need to ensure that the minimum requirement set forth in the transfer policy continue to be enforced in the event that legal specialty courses are offered in an alternate format. The Site Team also discussed the need to obtain ABA approval for such offerings prior to their initial inclusion on the schedule.



SECTION IV  
FACULTY

G-401

Bruce Greenberg is the Department Head for Legal Studies and directs the Program. He has a B.S. in Business Administration from the University of Southern California and a J.D. from Southwestern University. He has extensive experience as an attorney and is currently in private practice. Throughout the course of his legal career, he has worked with and supervised paralegals. He began teaching in 2010 as an adjunct in the Program and became the Program director in 2013 upon the retirement of the previous director. Mr. Greenberg has engaged in extensive professional development, both with respect to substantive legal issues and with respect to topics related to pedagogy and related classroom skills.

The remainder of the faculty includes two additional full time faculty members who were recently hired and 17 adjunct attorneys that have experience in the fields in which they teach and are knowledgeable about the paralegal profession. Students and graduates expressed a high level of satisfaction with the faculty. They described the instructors as excellent teachers, highly approachable, and eager to help with classes and career issues. The students and graduates also felt that the instructors offered an effective blending of teaching styles.

An observation was conducted of one full-time and one adjunct instructor. Both instructors exhibited engaging styles and tremendous knowledge and the students were eager to participate in class discussion.

Cerritos College provides in-service professional development opportunities for all faculty members focused on teaching issues, along with opportunities during faculty meetings. Many of the adjunct faculty have participated in these opportunities.

Faculty meetings are regularly held and the minutes reflect regular attendance by full-time and adjunct faculty members. Professional development with respect to teaching skills and techniques is regularly offered to all faculty and those present at the meeting with the Site Team indicated that they had participated in such sessions.

G-402

The position of director is full-time and is responsible for the majority of functions that relate to Guideline requirements. The Director has responsibility for representing the Program throughout

the institution, determining the Program's financial needs, assessing the Program and hiring faculty. The Program is fully supported by the administration.

#### G-403

The size of the faculty is commensurate with the number and type of courses offered and the number and needs of students served. While a half-time assistant provides clerical and administrative support, the Program would benefit from expanded assistance. All faculty have easy access to computers, a copy machine and mail service.

### SECTION V ADMISSIONS AND STUDENT SERVICES

#### G-501

The Program offers both an A.A. Degree in Paralegal Studies and a certificate. For the certificate, the Program requires the completion of an A.A. or Bachelor's degree or the equivalent thereof. For the A.A. degree, students are permitted to take Paralegal Studies courses upon admission to the College. Because the College is an open-admission institution, students are permitted to enroll in the Program and its courses regardless of their demonstrated level of college-English readiness. The College only requires that the students demonstrate college level English proficiency before they graduate. However, faculty and advisory board members expressed strong concerns regarding the writing skills of some of the students. While higher administration officials expressed reluctance to limit student options by requiring evidence of college level English proficiency before allowing a student to begin taking paralegal courses, it is incumbent upon the Program to demonstrate that its admission criteria are reasonably crafted to enable students to succeed in the Program. The Site Team discussed the lack of data regarding the success rates of those admitted to the Program and noted the urgency of analyzing that information to ensure that its admission policy provides a rational mechanism to select students to ensure the greatest opportunity for success in the Program.

*The Site Team suggests that the Program review its admission criteria to ensure that it presents a rational process for selecting students so that success as paralegals can be reasonably predicted. G-501*

The Program's website and literature contain statement of Program objectives. The website and all but one piece of literature contain the appropriate statements that paralegals not provide legal services to the public except permitted by law. When the Site Team pointed out the oversight the

Program Director and Dean advised that it would be rectified immediately and the flyer will not be used until corrected.

### G-502

Paralegal students meet with paralegal counselors for course selection and approval prior to registration. Evelyn Ryozaqi is the lead counselor for the Paralegal Program and is assisted by Sheila Hill and Jan Connal, Ph.D. Additionally, the Program's web pages and the Paralegal Program brochure offer sample course curriculums for both the certificate and the A.A. degree students. All students are also encouraged to meet with their counselor every semester to ensure their educational plan reflects their educational goal.

Because any student can take paralegal courses, the vast majority of students who are curious about the paralegal profession will start by taking the Introduction to Law (LAW 101) class which provides an orientation to the paralegal profession. Within the first few classes, the Program Director will visit each LAW 101 class to meet with the students to reiterate the Program goals and information. During this time the Program Director also invites all interested students to set up one-on-one appointments with him for further information.

While the Program Director does have a close relationship with the Orange County Paralegal Association, (the Association offers two scholarships each year to students in the Program), the students advised that they would like to have more interaction with working paralegals. Attempts to form a paralegal club at the College have not been successful, so the students have few, if any, opportunities to speak with a working paralegal. The Site Team discussed with the Program Director the possibility of inviting a working paralegal/attorney team to speak during the Intro to Law class.

All students are required to take LAW 290 which covers preparation of resumes, interview techniques and effective job searching. Students who take the internship (LAW 171-174) will prepare a resume and cover letter. In addition, the College Career Services Center includes a Job Placement Office which provides assistance in resume writing and interviewing skills and continually offers resume writing workshops and walk-in resume critique services. Theresa M. Lopez is the Director of Career and Assessment Services.

The students expressed that the Program does make conscientious efforts to assist them with placement. Jobs are posted on the bulletin board outside the Program Director's office as they are received, and all graduates who are interested can receive emails with job opportunities. The Program Director scans legal specialty list servers looking for job opportunities and posts those

as well. Finally, the internship program (LAW 171-174) often leads to job placement. The placement figures for the graduates is solid, although the Site Team observed that the majority of the students were placed with solo practitioners, small firms (under 20 lawyers) or governmental agencies. The employer/legal community surveys also indicated that medium to large firms and corporate legal departments have not been approached and it was suggested that the Program Director consider broadening the scope of the surveys to include all segments of the community.

The Student Success Center offers support programs such as remediation and tutoring, and also assists students with developing personal responsibility and effective decision making skills. Francie Quaas-Berryman is the Co-Director of the Student Success Center.

The Program's placement records are complete and it maintains its placement records in compliance with the Guidelines.

Students have an opportunity to express their views and make suggestions about the Program by completing the evaluation surveys at the end of each course. The Program Director also informally seeks students' suggestions and comments about the quality of instruction and the adequacy of the curriculum.

#### G-503

Provided a student has complied with Cerritos College's enrollment procedures, a student may audit any of the paralegal classes. Audited classes do not receive credit; therefore, audited classes do not count toward a student's Paralegal degree or certificate. The progress, content, level, and quality of the legal specialty courses are not adversely affected by students auditing any of the classes.

## SECTION VI LIBRARY

#### G-601

The Wilford Michael Library and Learning Resource Center houses the campus library. The library is maintained by the library staff, under the direction of Associate Professor and Librarian Monica Lopez. Ms. Lopez also serves on the Advisory Committee. The Program Director and the faculty periodically review the law collection holdings to ensure that they are current and remain relevant. The librarian is also charged with ensuring the collection stays in

compliance with the Guidelines.

Nearly half of the class time for LAW 103 – Introduction to Legal Research is taught in the library by the instructor. The legal research classroom in the library houses 34 computers for the students' use (LC22). There is also a separate Paralegal Lab with 40 computers where on-line instruction in legal research takes place. Instruction in Advanced Legal Research, LAW 104 is taught entirely in the legal research classroom (LC22) as the class focuses on online research. The Program has 100 passwords which are distributed to the students for use in the Paralegal Lab which is housed in the Business Education Building (BE 117). The Paralegal is staffed by trained personnel (a lawyer or paralegal are on duty when the lab is open) and students may request a Lexis password for use in the lab when classes are not in session. Students have adequate access to electronic research materials of the type used in the legal community.

The library is open Monday thru Thursday, 7:30 a.m. – 9:00 p.m. and Friday 7:30 a.m. to 3:00 p.m. and Saturday from 10:00 a.m. – 3:00 p.m. The reference librarians are all trained in legal research techniques and are available to assist the students during business hours. There are also Lib Guides for the paralegal program. The students may congregate in any of the open areas of the library which have not been designated as quiet zones.

The library maintains all of the printed materials required by the Guidelines and the titles that are not up to date have been appropriately marked. Periodicals devoted to the paralegal profession are not stored in the library, but are kept in the open area of the Paralegal Director's office. No required resources are provided solely through electronic access. The Site Team met with Ms. Lopez and found her to be extremely supportive of the Paralegal Program.

## SECTION VII PHYSICAL PLANT

### G 701

The College has a beautiful campus that is growing and reflects the diversity of its students and the local community it serves. The Paralegal Program is housed in the Social Science Building but classes are also taught in the Wilford Michael Library and Learning Resource Center and in the Business Education Building. The Social Science Building houses the traditional classrooms used for instruction, while the classrooms with computers are located in the library and the Business Education building.

The Site Team observed two classes which were taught in rooms with large, accessible desk or table seating. All classrooms are equipped with whiteboard space and offer wired network connections and digital projection capability.

Students can gather in areas in the library, as well as in empty classrooms throughout the campus.

#### G-702

Computer Labs are available to students and faculty and one student in the California Civil Procedure class was observed using a laptop to take notes. There are Wi-Fi hot spots throughout campus which are clearly identified for the students' convenience. The Paralegal Lab, which houses 40 computers is accessible for instruction in legal research and legal software applications, such as Abacus, Bestcase Bankruptcy, Practice Master and Quatro, to name a few. There is a technology help center which assists with technology related issues and operates a help desk.

There is a central dining facility and a lounge area with pinball machines and a pool table where students can go to take a break.

#### G-703

The Program Director has a private office in the Social Science Building (SS-30), just around the corner from Rachel Mason, the Dean of Business, Humanities and Social Sciences. There is an office set aside for the adjuncts and other faculty to share (SS-38), and the secretary to the Paralegal Program Director also has a private office (SS-28) which is adjacent to the Program Director's office. All offices are located in the Social Sciences Building.

The full-time faculty are required to keep office hours equivalent to 3 hours, 3 days a week. In addition to Room SS-38, faculty may use the Program Director's office or one of two conference rooms available to the Program to meet privately with students.

### CONCLUSIONS AND SUGGESTIONS

The Paralegal Studies Program at Cerritos College is a long-standing and well-respected program offering an Associate's degree and certificate program. The Program's strengths include its energetic and dedicated director, committed faculty, paralegal lab and its strong administrative support

The site visitors recommend that the Paralegal Studies Program at Cerritos College be reapproved.

To enhance the Program, the site team offers the following Suggestions:

1. *The Site Team suggests that the Program develop a mechanism to clearly ensure and demonstrate assessment of Program level goals. G-301.E & F*
2. *The Site Team suggests that the Program expand its inquiry of the local legal community as the general focus of the surveys has been disproportionately aimed at solo and small firms. G-301.F.4*
3. *The Site Team suggests that the Program review the content of its legal technology courses to ensure adequacy in preparing students for the workplace. G-302.G.*
4. *The Site Team suggests that the Program review its admission criteria to ensure that it presents a rational process for selecting students so that success as paralegals can be reasonably predicted. G-501*

# EXHIBIT 2



**ABA Standing Committee on Paralegals Approval Commission**

321 North Clark Street, Chicago, Illinois 60654-7598

Mattie Evans, Approval Process Manager

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[mattie.evans@americanbar.org](mailto:mattie.evans@americanbar.org)

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[www.abaparalegals.org](http://www.abaparalegals.org)

February 2017

Bruce A. Greenberg, Program Director  
Cerritos College, Paralegal Studies Program  
11110 Alondra Boulevard  
Norwalk, CA 90650-6203

Dear Mr. Greenberg:

At its Midyear Meeting in February 2017, the American Bar Association House of Delegates granted reapproval to the Paralegal Studies Program at Cerritos College. Congratulations!

As you may know, the term of approval is for a period of seven years, beginning February 2016 and ending February 2023.

The next report to be submitted to the ABA will be the Interim Report, which is due during the third year of the program's approval; the report will be due on **January 15, 2019**. Once again, the Interim Report will be submitted using the new electronic reporting system which you used to submit your application for reapproval. You will receive a reminder message concerning the deadline for submission of the Interim Report about six months before it is due.

The application of the program for reapproval, including a self-evaluation report, supporting documents, and fees, must be filed no later than **April 15, 2022**. Failure to submit the application for reapproval and the accompanying fee will result in the assessment of a \$250.00 late fee. Your institution will receive an invoice for the reapproval fee. You will again use the electronic reporting system to submit the application for reapproval.

In addition to meeting the reporting requirements and remaining in compliance, approved programs must pay an annual fee, which will be billed in February and is due by May 1 each year. Current information about the fee schedule is available on our website.

Should any major changes be made to your program between reports, please report such changes to the ABA in writing. Please inform us of any change in personnel holding the position of program coordinator. In G-104.M of the ABA Guidelines for the Approval of Paralegal Education Programs, the major changes that must be reported are detailed, and the reporting forms are posted on our web site. Also, please note G-501.A, which outlines the restrictions on advertising ABA approval and references to ABA approval in program literature. As required, please use the words "approval" or "approved" in describing your status; please refrain from using the ABA logo and from citing the language of the site team report in advertisements, brochures and other promotional literature.

Once again, congratulations on your ABA reapproval, and thank you for your support of the ABA Approval process. If you find that you have any questions, please do not hesitate to call me.

Yours truly,



Mattie F. Evans, Approval Process Manager

# **APPENDIX "A"**

Cerritos College  
Instructional Program Review

Instructional Program Review Planning Form (Appendix A)

This form is to be prepared by each program under review and submitted by March 31 in the year prior to the review year.

Program Name Law (Paralegal)

Evaluation Team: Chair: Bruce A. Greenberg

Members: Lisa Boutin Vitela

Sergio Macias

Student Liaison

Date Submitted 4-20-17 (originally 2-28-17)

Date of Visitation 2-20-18  
(The visitation date will be assigned by the IPR committee)

Due date for Final Self Study Report 2-6-18  
(Two weeks prior to the visitation date)

Due date for Draft of Self Study Report 1-9-18  
(Six weeks prior to the visitation date)

I have contacted Kristi Blackburn, IPR representative from Institutional Effectiveness, Research, and Planning.

I have contacted Stephanie Rosenblatt, IPR representative from the Cerritos College Library.

Submitted By B. A. Greenberg 4-20-17  
Program Department Chair

Reviewed by R. J. Mason 4-20-17  
Division Dean

Reviewed by \_\_\_\_\_  
IPR Committee Chair

# APPENDIX "B"

## APPENDIX "B"

### 1. WSCH:

#### A. WSCH Results per Institutional Effectiveness, Research, and Planning:

2010-11:	5929
2011-12:	6183
2012-13:	6067
2013-14:	5641
2014-15:	5083
2015-16:	4643

#### B. Comments:

According to the Instructional Program Review Handbook, the State target for WSCH is 525. From the above, the Paralegal Program is well above the target. However, our numbers have been declining which can be attributed to the overall decline in the number of students enrolling in Career Technical Education classes. This is especially noticeable regarding our Certificate Program as many students with Bachelor's Degrees are not enrolling in our Paralegal Certificate Program. Still, in late 2016, we obtained the Strong Workforce Grant which has permitted us to hire a part-time marketing person. Tasks of this new hire is to market our program to area high school and to enhance our webpages with videos.

---

### 2. FTES:

#### A. FTES Results per Institutional Effectiveness, Research, and Planning:

2010-11:	208.87
2011-12:	212.42
2012-13:	204.34
2013-14:	190.17
2014-15:	173.16
2015-16:	154.52

#### B. Comments:

As can be seen the numbers have been declining which can be attributed to the overall decline in the number of students enrolling in Career Technical Education classes. This is especially noticeable regarding our Certificate Program as many students with Bachelor's

Degrees are not enrolling in our Paralegal Certificate Program. Still, in late 2016, we obtained the Strong Workforce Grant which has permitted us to hire a part-time marketing person. Tasks of this new hire is to market our program to area high school and to enhance our webpages with videos.

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**3. FTEF:**

**A. WSCH/FTEH Results per Institutional Effectiveness, Research, and Planning:**

2010-11: 488.39

2011-12: 509.31

2012-13: 516.78

2013-14: 462.00

2014-15: 409.59

2015-16: 380.26

**B. Comments:**

According to the Instructional Program Review Handbook, the State target for WSCH is 525. From the above, the Paralegal Program is well above the target. However, our numbers have been declining which can be attributed to the overall decline in the number of students enrolling in Career Technical Education classes. This is especially noticeable regarding our Certificate Program as many students with Bachelor's Degrees are not enrolling in our Paralegal Certificate Program. Still, in late 2016, we obtained the Strong Workforce Grant which has permitted us to hire a part-time marketing person. Tasks of this new hire is to market our program to area high school and to enhance our webpages with videos.

---

**4. Duplicated Headcount Table:**

**A. Per Institutional Effectiveness, Research, and Planning:**

2010: 851

2011: 848

2012: 815

2013: 816

2014: 773

2015: 660

**B. Comments:**

See comment for Item No. 2, above, in regard to declining enrollment and efforts to improve.

---

**5. Program Graduates:**

**A. Per Paralegal Program Records:**

	<u>A.A. Degree</u>	<u>Paralegal Certificate</u>	<u>Total</u>
2008/2009:	22	33	55
2009/2010:	18	23	41
2010/2011:	23	27	50
2011/2012:	24	31	55
2012/2013:	20	30	50
2013/2014:	29	33	62
2014/2015:	27	34	61
2015/2016:	22	14	36

**B. Comments:**

The number of graduates of our Program has remained very consistent over the years notwithstanding as noted above, our enrollment is down, especially regarding our Certificate Program as many students with Bachelor's Degrees are not enrolling in our Paralegal Certificate Program..

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## 6. Completion Rates:

### A. Per Institutional Effectiveness, Research, and Planning:

<u>Year</u>	<u>Semester</u>	<u>Percentage</u>
2010:	Fall	85
2011:	Spring	85
2011:	Fall	81
2012:	Spring	84
2012:	Fall	81
2013:	Spring	83
2013:	Fall	83
2014:	Spring	82
2014:	Fall	77
2015:	Spring	77
2015:	Fall	79
2016:	Spring	82

### B. Comments:

The number of students completing our Program has remained fairly consistent over the years. However, the information provided by IERP does not provide a breakdown as to those students with no interest in completion. For example, we have students who are currently employed who take a specific class or two to enhance their knowledge or job skill set, without any desire to seek a degree or certificate.

---

## 7. Success Rates:

### A. Per Institutional Effectiveness, Research, and Planning:

<u>Year</u>	<u>Semester</u>	<u>Percentage</u>
2010:	Fall	76



2011:	Spring	77
2011:	Fall	75
2012:	Spring	76
2012:	Fall	72
2013:	Spring	74
2013:	Fall	74
2014:	Spring	74
2014:	Fall	69
2015:	Spring	65
2015:	Fall	66
2016:	Spring	69

**B. Comments:**

While our Success Rate has declined a bit, we attribute this two factors. First, when the economy was in decline, our Program had more 4-year graduates. These students were better prepared to be successful in college and our Program. Second, our Program has grown from one fulltime instructor and approximately 12 adjuncts to three fulltime instructors and approximately six adjuncts. Simply put, some of our adjuncts were not grading as rigorously as our Program demands of students to enter the workforce as paralegals.

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# APPENDIX "C"

**Cerritos College  
Instructional Program Review**

**Instructional Program Review Goal Establishment Form (Appendix C)**

Ref	GOALS	ACTION TO BE TAKEN	COMPLETION DATE	PERSON ASSIGNED
	<b>Mid-range goals (next 3 years)</b>			
S-1	Maintain American Bar Association approval for our Program	1. Maintain data for all required ABA reports	1. Jan. 2019	1. Program Director
		2. Prepare Interim Reports for the ABA	2. Jan. 2019	2. Program Director
S-2	Investigate additional Paralegal elective courses and make additions as necessary	Compare classes offered through other Paralegal Programs	Aug. 2018	Program Director
S-1 S-4 W-1 W-4	Provide current legal software and appropriate hardware for the Paralegal Lab	1. Review current software and hardware	1. Jan. 2018	1. Program Director; Instructors who teach legal software and who oversee lab
		2. Verify popular legal software used in law offices and related locales	2. Aug. 2018	2. Program Director; Instructors who teach legal software and who oversee lab
S-1 W-4	Maintain American Bar Association currency in professional training and development	Attend both the Pacific Regional and National conference conducted by the American Association for	October 18-21, 2018	Program Director, all Full-Time Instructors, and all Adjuncts as funds permit

		Paralegal Education		
S-1 S-3 O-1 W-2	Evaluate SLOs to ensure our Program is stressing appropriate content and adequately preparing students		May 2018	Program Director and all Instructors
W-5	Determine if lack of English skills is hindering students seeking an A.A. degree in Paralegal	Conduct Survey of Paralegal A.A. students and success in English skills	Dec. 2017	Program Director
S-1 S-4 W-4	Retain a full-time instructor to teach all software classes and oversee paralegal lab	Wait for announcement from B/H/SS Dean and Prepare narrative rational	Jan. 2018	Program Director
	<b>Long Term Goals</b>			
S-1 O-1 W-2 W-5	Insure and maintain quality of the Paralegal Program	Review of Student, Graduate, and Employer Surveys	Spring 2022 [last approval report submitted Spring 2015]	Program Director
O-2	Participate in State Pilot Program to offer a 4-year Bachelors of Science Degree in Paralegal Studies	Communicate with Chancellor's Office	Unknown as depends on State Legislature extending statute to a new submission period	Program Director

# APPENDIX "D"

**Cerritos College  
Instructional Program Review  
Curriculum Committee Program Review Checklist (Appendix D)**

It is expected that programs undergoing review are up-to-date with all requirements related to curriculum. Please complete this self-checklist and list any discrepancies in your report as part of your SWOT analysis and goals.

Check	List
X	Course outlines have been reviewed within the last 3 years.
X	Courses that have not been offered over the last three years have been reviewed and are scheduled for inactivation.
X	Prerequisites/co-requisites have been reviewed to assure they are still necessary. Content review and/or statistical validation has been completed within the last 3 years. CTE course prerequisites need to be reviewed every 2 years.
X	Course outlines list current texts and Electronic Information Technology to comply with Board Policies and the law: Cerritos College BP & AP 3720,3411 and Section 508 standards (law).
X	Course outlines list current SLOs.
X	Current course outlines have been submitted to the curriculum specialist in the Academic Affairs office.
X	Courses offered as distance education have been approved by the Curriculum Committee to be offered as DE and match the delivery methods outlined in the original proposals.
N/A	(If applicable) text outlines are available for faculty teaching a course for the first time.
X	Required courses for the degrees and certificates have been offered within the last 2 years.
N/A	Enough elective courses for the degrees and certificates have been offered within the last 2 years.
X	Degrees/certificates have been reviewed to identify any inactivated, deleted, or changed courses. If applicable, the program has been updated to reflect these changes.
X	All department courses are part of an approved degree or certificate.
X	Current degrees and certificates have been updated.
X	Students are completing the degrees and/or certificates. If not, the degree/certificate has been reviewed for change or inactivated.

# APPENDIX "E"

## Annual Student Learning Outcome (SLO) Assessment Goals (Appendix E)

In your self-study report, answer the following questions:

1. Describe your assessment plan:
  - a. How often do assess?
    - i. Course SLOs (CSLOs) **Every Semester**
    - ii. Program SLOs (PSLOs) **Annually**
    - iii. Institutional SLOs (ISLOs) **Never**
  - b. What overall percentage of CLSOs have been assessed and documented in eLumen in the past five years (Use the table below.)  
**100%**

2. What has your department learned from the assessments? Describe any analysis from the assessment results that your department has identified by the assessment data. Be specific as to courses and specific CLSOs in your description. **The ABA requires us to assess our classes every semester and to implement an improvement plan when necessary.**

3. Describe any action/improvement plans that resulted from your department analysis described in 2 above. **Each instructor adopts an improvement plan which is reviewed by the Program Director.**

Describe any evaluations your department has developed from implementing your action/improvement plans. **Too many to name. You are welcome to review our Summary & Analysis of Assessment Results which we maintain for each class going back at least 6 years.**



4. Please complete the tables below to demonstrate that your department is completing the assessment goals. You will find the data you need to complete these tables by printing two reports in eLumen:

- o For degrees and certificates: Print the "SLO Performance - ISLO/PSLO Overall" report
- o For courses: Print the "SLO Performance - By Dept, Course, CSLO" report

For instructions on how to print these reports, click here

<http://cms.cerritos.edu/slo/course-degree-and-certificate-slos/elumen.htm>

To complete the table, answer the questions for each academic year since your last six-year Program Review.

<b>Degree and/or Certificate SLO(s)</b>				
<b>Academic Year</b>	<b>Number of Degrees and/or Certificates Offered by the Department</b>	<b>Number of Degrees and/or Certificates Assessed by the Department</b>	<b>Number of Degree and/or Certificate SLOs identified by the Department</b>	<b>Total Number of Degree and/or Certificate SLOs Assessed by the Department</b>
2016	2	2	6	6
2015	2	2	6	6
2014	2	2	6	6
2013	2	2	6	6
2012	2	2	6	6
2011	2	2	6	6

<b>Course SLO(s)</b>				
<b>Academic Year</b>	<b>Total Number of Courses Offered by the Department</b>	<b>Total Number of Courses Assessed by the Department</b>	<b>Total Number of Course SLOs offered by the Department</b>	<b>Total Number of Course SLOs Assessed by the Department</b>
2016	55	55	202	202
2015	60	60	286	286
2014	62	62	287	287
2013	59	59	292	292

Academic Year	Total Number of Courses Offered by the Department	Total Number of Courses Assessed by the Department	Total Number of Course SLOs offered by the Department	Total Number of Course SLOs Assessed by the Department
2012	57	57	292	292

# APPENDIX “F”



**Cerritos College  
Instructional Program Review**

**Instructional Program Review Submittal Form (Appendix F)**

This form is completed and submitted as a cover sheet for the self-study report

Name of the Program: Law (Paralegal)

Date Submitted: 5-6-17

Scheduled Presentation Date 2-20-18

All courses in the program have been reviewed by the Curriculum Committee within the last six year cycle (*circle one*)      Yes                      No

Explain any exceptions for non-compliance with curriculum requirements:

N/A

The self-study report adequately addresses the following components:

Description of the Program	Yes	No
Course and program content	X	
Student demographics	X	
Human resources	X	
Instructional Improvement	Yes	No
Teaching effectiveness	X	
Activities to improve student learning	X	
Course grading	X	
Course and program completion	X	
Program outcomes	X	
Core indicators (if vocational)	X	
Student feedback	X	
Institutional data	X	
Other	Yes	No
Strengths and weaknesses of the program	X	
Opportunities and threats of the program	X	

Description of the Program	Yes	No
Goals of the program	X	

Self-Study prepared by: Bruce A. Greenberg

Reviewed by (Division Dean): Rachel Mason

# APPENDIX "G"

**Cerritos College  
Instructional Program Review**

**Instructional Program Review Checklist (Appendix G)**

This form is completed by the IPR committee during the review of each program's self-study report presentation (Phase 4)

Name of the Program: Law (Paralegal)

Visitation Date: 2-20-18

IPR Committee Liaison: Stephanie Rosenblatt

<b>Evaluation of Compliance with Institutional Requirements</b>	<b>Yes</b>	<b>No</b>
All courses in the program have been reviewed by the Curriculum Committee within the last six year cycle?	X	
Program is in compliance with guidelines established by the Student Learning Outcomes task force?	X	
Institutional Data used is current as of the draft due date?	X	
Program and Primary Data included information which is less than 2 years old?	X	

The self-study report adequately addresses the following components:

**Description of Component**

<b>Description of the Program</b>	<b>Yes</b>	<b>No</b>
Course and program content	X	
Student demographics	X	
Human resources	X	
<b>Instructional Improvement</b>	<b>Yes</b>	<b>No</b>
Teaching effectiveness	X	
Activities to improve student learning	X	
Course grading	X	
Course and program completion	X	
Program outcomes	X	
Core indicators (if vocational)	X	
Student feedback	X	
Institutional data	X	
<b>Other</b>	<b>Yes</b>	<b>No</b>
Strengths and weaknesses of the program	X	
Opportunities and threats of the program	X	
Goals of the program	X	

# APPENDIX “H”



**Cerritos College  
Instructional Program Review**

**Instructional Program Review Approval Form (Appendix H)**

Committee Action taken:

Approved

Not Approved

Recommendations:

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Program Review Chair

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Explanation for non-approval:

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