

**Site Visit Report  
Reapproval**

**PARALEGAL STUDIES PROGRAM  
Pima Community College  
Tucson, Arizona  
January 29-30, 2018**

**Site Visit Team Members**

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Pima Community College (“PCC”) has applied to the American Bar Association for reapproval of its Paralegal Studies Program. The site visit was conducted on January 29, 2018 to January 30, 2018 by Susan H. Brewer, J.D., Approval Commission Member and Site Visit Team Chair and Ceaser A. Espinoza, Approval Commission Member and Director/Professor of Legal Studies at El Centro College in Dallas, Texas.

PCC’s Associate of Applied Science Program began in 1982 and its Post –Degree Certificate was offered in 1998. PCC received initial ABA approval in August 1987 and was most recently reapproved in August 2009.

The site visit consisted of the following activities:

- Tour of the Downtown Campus with Linda Marks, the Program Director, Gwen Gorbette, full-time faculty member, and Gregory Wilson, Dean of Applied Technology.
- Meeting with the Program Director, Linda Marks.
- Meeting with Gregory Wilson, Dean, and Dr. David Doré, President of The Downtown and Northwest Campuses of PCC.
- Meeting with six members of the Advisory Committee.
- Meeting with Counseling staff, Ed Doran, liaison to the Paralegal Program.
- Meeting with Program Manager, Faculty Resource Center, Marcia. Wojsko
- Meeting with Student Services Manager, Juan Diarte.
- Meeting with Devin Johnson, liaison to the PCC Downtown Campus library and tour of the library.
- Meeting with five graduates.
- Meeting with five adjunct faculty members.
- Meeting with twenty-one currently enrolled students.
- Observations of PAR 101, Introduction to Paralegal Careers, and PAR 202 Civil Litigation Procedures II.
- Examination of student files, student practical assignments, course and faculty evaluations, and graduate, employer, and internship site supervisors’ surveys.
- An exit meeting with Dr. David Doré, Campus President, Gregory Wilson, Dean of Applied Technology, James Craig, Dean of Business, Linda Marks, Program Director, and Gwen Gorbette, Faculty.

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

**G-101 – 107**

PCC is a publicly supported community college with a student body of 12,000 students on the Downtown Campus and 46,000 on its combined six campuses. Students are primarily from the Tucson area. The Paralegal Program is located on the Downtown Campus of PCC.

PCC is accredited by the Higher Learning Commission. It was most recently reaccredited in February 2017.

PCC offers an Associate of Applied Science Degree in Paralegal Studies, and a Post-Degree Certificate.

PCC offers day and evening classes.

Enrollments have declined since 2012. In the last year of the reporting period (2014-15), there were 207 students in the AAS option, and 78 in the Post-Degree Certificate. Since 2008, 168 students have graduated from the AAS program option and 132 students have graduated with the Post-Degree Certificate. There have been recent drops in enrollment which may be attributed to an improved economy as has been seen in similar programs. However, there appears to be a leveling off of enrollment.

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

**G-201**

The Program has clear goals and objectives that are published online and stated in measurable terms. The goals are as follows:

1. Define the boundaries of the paralegal career field, explain the duties assigned and the responsibilities delegated to paralegals, including the knowledge of legal ethics.
2. Demonstrate the ability to communicate clearly and effectively in person, by telephone and in writing with lawyers, clients and witnesses (including interviewing), court personnel, co-workers and other legal/business professionals.
3. Organize, summarize, analyze and apply factual and legal information for use in preparing legal correspondence, and office, court and other documents for attorney review.
4. Demonstrate the ability to use both print and electronic sources to find and analyze a variety of legal sources, including statutes, rules of court, rules of evidence, case law and regulations, and the ability to apply them in a given set of facts.
5. Describe the sources of law, hierarchy and powers of various state and federal courts and demonstrate the paralegal's role during litigation (including note-taking, preparing pleadings, motions, discovery and other documents).

The Program's goals seek to teach students the skills and knowledge they need to become effective and productive members of the legal profession, and to empower students to become more effective members of the legal profession through integration of skills, knowledge, and ethical values.

The Program Director is delegated the authority necessary for developing and implementing the Program. The Program is currently a part of the School of Business, Occupational and Professional Programs. The Program Director reports directly to Gregory J. Wilson, Dean of the Division of Business, Occupational and Professional Programs. He reports to the Vice-President of Academics and Occupations. It should be noted that the Program will be moving to the Division of Business. All administrators were extremely knowledgeable about the Program and supportive of its goals. The organizational structure of the Program and its place within the institution allows the Program to achieve its goals. The team also met with the library liaison, the counseling liaison, the program manager and student services manager, all of whom assist the Program Director in fulfilling the leadership functions required in the Guidelines. 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 with input and assistance from the Division Dean, Advisory Committee, faculty, and students. Such planning encompasses the matters set forth in the Guidelines.

### **G-202**

The Paralegal Program Director has duties and resources similar to the heads of other academic programs within the School of Business, Occupational and Professional Programs, including curriculum and program development, hiring adjunct instructors, and overseeing budget requests. Employment conditions are uniform for similar programs within the Division. All program directors and full-time instructors have similar office accommodations and technical and secretarial assistance. All faculty have access to professional development funds.

### **G-203**

There are ten current members of the Advisory Committee and the Committee meets as a whole two times each year. There are no subcommittees. Advisory Committee members are appointed by the College and Program Director. Program faculty, staff, administrators or current committee members may recommend an individual for membership. Members serve a three year initial term and may stay on at their request. The membership of the Advisory Committee includes representatives from all categories required by the Guidelines, except there is no manager of paralegals. The Site Team determined through the Advisory Committee that some firms may have Senior Paralegals who function as Paralegal Managers. Therefore, the Site Team suggests that the Program pursue whether a paralegal manager is present and available in the community and willing to be appointed to the Advisory Committee. The members include attorneys, public and private sector paralegals, a general public representative, and members from PCC faculty and administration. Due to the inactivity of the general public representative

the Site Team suggests that the Program add an additional Advisory Committee member to serve as a general public representative. Fifty percent of the members are appointed from the community the program serves and are not currently affiliated with the institution. It is suggested that future members of the Advisory Committee be appointed from the community and not persons affiliated with the institution.

The minutes of the meetings include a list of those in attendance and demonstrate that the Advisory Committee offers guidance with respect to internships and post-graduate employment, legal trends, curriculum review, student learning outcomes, assessment, and ABA guidelines. The members are familiar with the objectives of the Program and are dedicated to the continued excellence of the Program.

#### **G-204**

PCC has non-discrimination policies in effect which are disseminated in writing and which are supported by several offices on campus. The PCC website at <https://pima.edu/administrative-services/equal-employment-opportunity/equal-employment-opportunity.html> contains non-discrimination statements regarding gender, sexual harassment, equal employment, affirmative action, and disabilities. The office of Equal Employment Opportunity/Americans with Disabilities/Affirmative Action provides services to employees, students, and the general public. While the racial composition of the student body is analogous to the general population in the area served by the college, this is not the case for faculty. It is suggested that the Program continue its efforts to recruit and retain a diverse faculty.

#### **G-205**

Pima Community College is governed by an elected Board of Governors. As a public college, it receives approximately 71% of its financial support from Property Tax Revenue, 25% from tuition and 4% from “other.” It receives no state funding. The Paralegal Program receives adequate resources and funding from the college to accomplish its goals. The College provides sufficient support for student services, instructional activities, and library resources.

#### **G-206**

PCC is a publicly supported two-year institution.

### **SECTION III** **EDUCATIONAL PROGRAMS**

#### **G-301**

PCC offers a two-year Associate of Applied Science in Paralegal Studies, requiring the completion of 66 semester credits and a Paralegal Post-Degree Certificate requiring 42 semester credits. An associate degree candidate must complete at least 24 semester credits of legal specialty credits, 21 general education credits, and 15 legal specialty electives. The Post-Degree

Certificate Program requires 39 semester credits of legal specialty credits and no general education electives. The Program requires the Post-Degree Certificate students to have either a Bachelor's Degree or an Associate's Degree.

In observing two classes and examining student work, the team concluded that the instructors emphasize the skills and understanding needed in the paralegal field. The Program covers all critical paralegal skills needed in the local community. The professors help students to master important legal concepts and then apply those concepts to practical assignments that will prepare the students as paralegals. Students and graduates found the faculty personable and accessible, and, when not in class, students communicate easily with faculty via email or telephone.

The team had the opportunity to visit PAR 101, Introduction to Paralegal Careers, and PAR 202, Civil Litigation Procedures II. In PAR 101, the instructor utilized a computer and handouts were also provided. The students asked questions and there was interaction between the instructor and the students. The lecture covered what skills were necessary to be a paralegal in both the private and administrative (public) sectors. In PAR 202, Civil Litigation II some students were using their own personal computers. The instructor covered certain Rules of Procedure. The students asked questions and the instructor appeared knowledgeable.

There are no formal articulation agreements between the Paralegal Program and other institutions. However, individual classes will transfer to various other Colleges as elective courses. The Site Team suggests that the Program make efforts to enter into articulation agreements with other institutions to facilitate the transfer of students to four-year institutions.

The Program utilizes a number of evaluation/assessment tools for the regular evaluation, review and improvement of the Program. These include surveys of graduates each fall semester, employers who have sponsored interns give specific feedback each semester, individual course review, input from the Advisory Committee, and feedback from interns each semester. In addition the College periodically reviews all programs and the Paralegal Program was reviewed in Fall, 2016.

The individual course review is administered in the fall and spring semesters. The results are provided to the individual faculty member and the Program Director.

The Site Team examined graduate surveys, employer evaluations from supervisors of interns, individual course reviews, and surveys by interns. There were no surveys from employers of graduates. The Advisory Committee provides input on a regular basis regarding the legal community. The Program utilizes an institutional written assessment plan that includes the Paralegal Program. However, the plan does not specifically include how the Program goals will be achieved. Therefore, the Site Team suggests that the Program develop its own assessment plan that includes the Program goals, how those goals will be assessed, how the Program will obtain input from external constituencies, including employers of graduates, and how Program changes will be made.

Both the individual courses and the entire program are under constant evaluation by the Program Director and the Division Dean to determine their effectiveness and whether the stated goals of

the Program are being met. The Program Director and Division Dean utilize the results of all the evaluation/assessment tools mentioned for this purpose. Furthermore, student feedback regarding the entire program is constantly sought and received on an informal basis by the Program Director. Assessment results are shared with faculty and the Advisory Committee. Changes are made to the Program as a result of the assessment data. Recent changes include making adjustments to reinforce citations and adding to existing in-class projects to address administrative sources.

**G-302**

PCC is a post-secondary institution and is accredited by the higher Learning Commission. It was most recently accredited in February, 2017.

Sixty-six (66) semester credits are required to earn the Associate of Applied Sciences Degree. Course requirements include at least 39 semester credits of legal specialty coursework, 21 semester credits of general education coursework in at least three disciplines, and 6 semester credits of other program requirements. The curriculum for the Associate of Applied Sciences degree is as follows:

<u>Course Number</u>	<u>Course Title</u>	<u>Credits</u>	<u>Type</u>
PAR 101	Introduction to Paralegal Careers	3	LS-R
PAR 102	Civil Litigation Procedures	3	LS-R
PAR 103	Legal Research	3	LS-R
PAR104	Paralegal Ethics	3	LS-R
PAR 106	Civil and Criminal Evidence	3	LS-R
PAR 202	Civil Litigation	3	LS-R
PAR 211	Legal Writing	3	LS-R
PAR 213	Computer Assisted Legal Research	3	LS-R

Choose 15 credits of the following Legal Specialty Electives

PAR 203	Tort Law Procedures	3	LS-E
PAR 204	Wills Trusts and Estates	3	LS-E
PAR 206	Criminal Law Procedures I	3	LS-E
PAR 207	Criminal Law Procedures II	3	LS-E
PAR 208	Domestic Relations and Family Law	3	LS-E
PAR 209	Bankruptcy Procedures	3	LS-E
PAR 210A	Administrative Law: Employment	1	LS-E
PAR 210B	Administrative Law: Immigration	1	LS-E
PAR 210C	Administrative Law: Social Security	1	LS-E
PAR 212	Law Office Computerization	3	LS-E
PAR 215	Corporate Law	3	LS-E
PAR 217	Real Estate Legal Procedures	3	LS-E

PAR 290	Paralegal Internship	4	LS-E
POS 201	American National Government and Politics	3	GE
POS 210	National and State Constitutions	3	GE
SPE 110	Public Speaking	3	GE
WRT 101	Writing	3	GE
WRT 102	Writing II	3	GE
MAT 089	Foundational Studies in Mathematics	6	GE
CSA 100	Computer Literacy	3	OPR
ACC 101	Practical Accounting Procedures	3	OPR

Total credits required for graduation.....66

The Post-Associate Certificate requires the completion of 39 semester credits of legal specialty coursework. The curriculum for the Certificate in Legal Assistant is as follows:

<u>Course Number</u>	<u>Course Title</u>	<u>Credits</u>	<u>Type</u>
PAR 101	Introduction to Paralegal Careers	3	LS-R
PAR 102	Civil Litigation Procedures I	3	LS-R
PAR 103	Legal Research	3	LS-R
PAR 104	Paralegal Ethics	3	LS-R
PAR 106	Civil and Criminal Evidence	3	LS-R
PAR 202	Civil Litigation Procedures II	3	LS-R
PAR 211	Legal Writing	3	LS-R
PAR 213	Computer Assisted Legal Research	3	LS-R

Choose 15 credits of the following Legal Specialty Electives:

PAR 203	Tort Law Procedures	3	LS-E
PAR 204	Wills Trusts and Estates	3	LS-E
PAR 206	Criminal Law Procedures I	3	LS-E
PAR 207	Criminal Law Procedures II	3	LS-E
PAR 208	Domestic Relations and Family Law	3	LS-E
PAR 209	Bankruptcy Procedures	3	LS-E
PAR 218	Administrative Law: Employment	1	LS-E
PAR 219	Administrative Law: Immigration	1	LS-E
PAR 220	Administrative Law: Social Security	1	LS-E
PAR 212	Law Office Computerization	3	LS-E
PAR 215	Corporate Law Procedures	3	LS-E
PAR 217	Real Estate Legal Procedures	3	LS-E
PAR 290	Paralegal Internship	4	LS-E

Total credits required for completion.....39

Students in the AAS degree option must complete a minimum of 21 semester credits of general education courses. No exemptions to the general education requirements or total unit requirements are allowed. The general education courses are rationally sequenced. Students in the certificate option must have an associate's or bachelor's degree from an accredited institution and thus have satisfied the writing proficiency, oral communication competency, general education, and total credit requirements. The AAS degree requires completion of both WRT 101, Writing I and WRT 102, Writing II which are college level writing courses. Both the AAS degree and certificate students are required to take PAR 211, Legal Writing. The Program also evaluates written and oral communication skills as part of the College's continuing assessment of Student Learning Outcomes. The AAS degree requires completion of SPE 110, Public Speaking. Additionally several legal specialty courses incorporate instruction in oral communication.

General education courses are accepted in transfer. PCC will accept credits transferred from accredited colleges. Certified transcripts of all previous records must be sent to the college at the time of the application. Personnel in the Office of Admissions and Records, in consultation with the deans of the academic divisions, review the course content of general education courses to determine which courses will be accepted. Students may also receive credit for general education courses through nationally-recognized equivalency tests. Students may earn up to 30 credits toward a degree by examination through the Advanced Placement or International Baccalaureate Programs. PCC also accepts College Level Examination program for college credit. In order to graduate from PCC at least 15 credit hours must be completed at PCC.

The AAS degree requires completion of CSA 101, Computer Literacy. Additionally PAR 212, Law Office Computerization is available to all students as a legal specialty course elective. The Site Team observed that some legal specialty classes failed to utilize any software, including the Bankruptcy course. Therefore, the Site Team suggests that the Program continue to assess the appropriate technology skills needed by graduates in all legal specialty areas, including Bankruptcy.

In examining the specialty courses and their practical assignments the Site Team confirmed that while the legal specialty courses emphasize practical skills and include appropriate practical assignment, the team identified three courses that would benefit from having additional practical assignments. Therefore, the Site Team suggests that the Program consider implementing additional practical assignments in PAR 106, Civil and Criminal Evidence, PAR 219, Immigration, PAR 218 Employment.

There are no exemptions to the legal specialty course requirements. The only course prerequisite for most paralegal courses is PAR 101, Introduction to Paralegal Careers. Other prerequisites appear to be logical and appropriate.

Instruction in legal ethics and professional responsibility (role of paralegals) takes place in PAR 104, Paralegal Ethics, and is presented in an overview in PAR 101, Introduction to Paralegal Careers. Both courses are required in the AAS and Certificate options. Ethics is a component of PAR 290, Paralegal internship and is embedded throughout the curriculum. This was confirmed by students, graduates, and faculty.

Instruction in legal research is provided as an introduction in PAR 101, Paralegal Careers and in PAR 103, Legal Research and PAR 213, Computer-Assisted legal Research. All three courses are required in both program options. Students learn to do legal research using print and electronic resources. All students have access to NexisUni. Students have access to Westlaw throughout PAR 213, and access to a variety of case management software in PAR 212.

PAR 290, Paralegal Internship is an elective legal specialty course. It is designed for students in their final semester of course work. Internship applicants must meet various prerequisites in order to apply for an internship which include a 3.0 grade point average and a completion of at least two specialty courses. Students apply for the internship course during the semester that immediately proceeds the anticipated internship semester. During the application meeting the Program Director reviews the applicant's qualifications and site preferences with each student individually. General expectations and internship sites are reviewed. Once an applicant's initial qualifications are verified the student is matched by the Program Director with an appropriate site. Occasionally a student will find his or her own internship site. In that case the site and supervisor must be approved by the Program Director. All potential internship sites complete a Supervisor Application which includes a checklist of internship duties. The potential sponsor checks the assignments that would likely be applicable. The site supervisor provides a written evaluation of the intern at mid-term and again at the end of the semester. Students also provide a written self-evaluation at the end of their experience.

The Paralegal Program does not cross-list legal specialty courses with other programs offered at the college.

The Paralegal Program has a department policy to limit transfer of legal specialty credits from other institutions. This policy was developed by the former Program Director and approved by the Program's Advisory Committee in 2003. The written policy has been distributed to the appropriate personnel in the college admissions and counseling departments. The criteria ensure that at least 10 semester credits of legal specialty course work will be taken through traditional classroom instructions. The legal specialty courses must be taken at an accredited institution and the courses must first meet the PCC general requirements for all credits being transferred to PCC. Further the courses must be taken at an ABA-approved program and evaluated by PCC's Paralegal Program Director. No more than 18 credits of legal specialty courses will be accepted in transfer from other institutions. The policies are published in the College online catalog under the Paralegal Program.

The Program does not offer any legal specialty courses in an alternative format.

#### **SECTION IV** **FACULTY**

##### **G-401**

Linda C. Marks is the Program Director. Ms. Marks has a master's degree in counseling and a paralegal certificate. She has worked as a paralegal. Ms. Marks has served as the Program Director since 2014 and has taught in the Program since 1985, first as an adjunct until 2007 and

then as a full-time faculty member. She is a member of the ABA and the Pima County Bar Association. Prior to working full-time at PCC, Ms. Marks was with the Office of the Arizona Attorney General. Ms. Marks is well respected in the college and the legal community.

In addition to Ms. Marks, the full-time faculty includes Gwen Gorbette, JD who serves as a full time instructor. The remaining faculty are part-time and consist of practicing lawyers and paralegals. The faculty members have experience in the fields in which they teach. 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 faculty was also knowledgeable about the paralegal profession. The faculty who are practicing attorneys all have experience working with paralegals.

PCC provides regular in-service professional development opportunities for all faculty members by way of in-service training. Full-time faculty have access to \$1,000.00 per year for professional development and adjunct faculty may apply for professional development funds. Faculty members have taken advantage of professional development opportunities. All of the faculty members expressed interest in improving their skills as teachers and were interested in meetings specifically targeted to paralegal teaching. The faculty has been meeting twice per year, usually once in the Fall semester and once in the Spring semester; although during the first year of the reporting period there was only one meeting. The minutes include those in attendance and summaries of the discussions.

#### **G-402**

The Program Director is full time and is responsible for all functions that relate to Guideline requirements. The Program Director spends approximately 15% of her time each week in program-related administrative duties, 60% of her time teaching, and 25% of her time on duties not related to the Program. However, the Program Director informed the Site Team that since 2015 the time spent in program related administrative duties has increased to 30%. It appears that there is adequate time and effort devoted to program leadership.

#### **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. The Faculty Resource Center provides the adjunct faculty with a variety of support services, including clerical/copy services, access to media/technology support and work spaces with computers and telephones. Full-time faculty receive support services from the Division Dean's Office, the campus copy center, the IT and instructional media services department, and the Faculty Resource Center.

**SECTION V**  
**ADMISSIONS AND STUDENT SERVICES**

**G-501**

PCC's Admissions Office is responsible for admitting new students. Prospective students submit an application, official transcripts, and ACT or SAT scores if applicable. Pima is an open-admissions institution.

Admission requirements to the Paralegal Studies Associate in Applied Science Degree (AAS) are a high school diploma or a passing grade on an equivalency exam. For the Post Degree Certificate a Bachelor's Degree or an Associate's Degree from an accredited, post-secondary institution is required. The admissions policies for both AAS and Certificate programs options are also stated in the Program brochure.

Students must take the Placement Exam to assess their reading, writing, and math abilities and placement in the appropriate course. Admissions criteria are published in the college's Catalog and Student Handbook and on the Admissions Office website.

Student recruitment efforts are handled by the Program through electronic means via the college webpages and the *Paralegal Today's* website. Similar efforts in print are via the Pima County's Bar Association Legal Directory and a Program flier distributed at job and career fairs, Pima Community College major events, high school presentations, etc.

The online catalog is a PDF document and it references that a paralegal must work under the supervision of an attorney and the program literature contains the same statement. The Site Team suggests that all program literature and promotional material also include a statement or a similar statement that paralegals may not provide legal services directly to the public except as permitted by law.

**G-502**

The Academic and Counseling Center (ACC) has a Program Liaison that is designated as the academic advisor for all paralegal students. The Program Liaison consults with all new paralegal students about their first semester courses and provides academic/career counseling to all continuing paralegal students. The students and graduates indicated that the liaison was very helpful and knowledgeable.

ACC provides opportunities for student development in many Student Success (STU) courses. The course that assists students in developing skills/knowledge to make good career choices is titled, "Making Career Choices" (STU 109A). ACC also offers one-on-one career counseling using inventories that assess skills, interests and personality (the Myers-Briggs Type Indicator is one of the available inventories).

The Career Center is also available for students to further explore career options. The center has a variety of publications and software programs to assist students in their exploration of career options.

The Learning Center offers tutoring services that are available (through the Campus Learning Commons) in a variety of general education subjects, such as reading, writing, math and accounting.

The Student Life office provides opportunities for students to participate in student government/leadership and a variety of student clubs, organizations, associations, and activities. The college offers membership in Phi Theta Kappa, an international honor society. The College has an active Military and Veterans Services team located at the Downtown Campus.

Orientation to the paralegal profession occurs primarily in PAR 101 (Introduction to Paralegal Careers) and PAR 104 (Paralegal Ethics). In addition, the former Program Director prepared an Advising Brief of Frequently Asked Questions which provides orientation information.

The Paralegal Internship (PAR 290) course directs and assists students in resume writing, interviewing, and job search skills. In addition, the Career Services Office aids students with resume writing and preparation of cover letters. Resumes completed in the Career Center are reviewed by a Career Center Specialist or Counselor. The Career Center has a variety of resources available to assist students with resume writing, interview preparation and job search skills, including books, tutorials, videos, workshops, mock interviews and relevant interactive websites.

Career Services also provides opportunities for students to connect with local employers through job listings that come through MyCareerLink, PCC's online career services site. This site provides a forum for employers to list employment opportunities and for students to list their resumes. Job listings, from various sources, are also made available to students on the Program's designated classroom bulletin board, via announcement by adjunct faculty, and through "LEX", the Program's online group homepage.

PCC conducts a college-wide survey each semester targeting specific, individual classes. Surveys are a combination of standardized questions and anonymous comments. Program students who take the Internship course participate in a candid round-table discussion to express their views and make suggestions regarding the Program, the faculty, and specific courses. In addition, the Program Director has an open-door policy for comments and suggestions and utilizes an online Group Homepage—LEX so that students may submit topics of interest or inquire about issues within the Program.

After graduation, the program provides the PAR Graduate Survey to allow graduates an opportunity to express views and make suggestions regarding their program experience in written form. PCC offers graduates a more all-encompassing, college-originated survey in which they are invited to comment on all things Pima College, including their academic experience. In addition, the Program surveys graduates within six months of graduation to gather the required placement information. The Site Team observed that the response rate to the placement surveys

tended to be low. The Site Team suggests that the Program develop a plan to increase the response rates to the graduate placement survey. The placement records reviewed by the team were accurate and substantially complete. Placement records are maintained for a minimum of seven years.

CLE credit is available to certified paralegals for taking PAR courses “a la carte” at PCC that they did not take prior to graduation. Courses are also available to working paralegals who want to expand their skills.

### **G-503**

Students must have the appropriate prerequisites to enroll in paralegal courses. PCC has an open-door policy and students do not need permission to take a legal specialty course but must meet the necessary prerequisites. Therefore, the progress, content, level, and quality of the paralegal courses are not adversely affected.

## **SECTION VI** **LIBRARY**

### **G-601**

PCC utilizes an affiliation agreement with the James E. Rogers College of Law, University of AZ, an ABA accredited Law School, an on-campus library, and electronic sources to meet the requirements of the Guidelines. Students have full access to the law school’s hard-copy collection.

The Paralegal Program’s internal collection is located on the Downtown Campus. The legal collection includes hard/electronic copies of the state bar law review, three paralegal professional periodicals (last three years), and texts and other resources about the paralegal profession. Texts for several paralegal courses and numerous law related texts are available in hard copy. The legal related texts include introductory material, preparation material, handbooks, guides, theory, and substantive law.

Electronic access is provided through both the internal library and the affiliate law school library. NexisUni access is provided on the Downtown Campus and through the student portal. The law school library provides access to cite checking, legal encyclopedias, bar journals, and legal dictionaries. Access is also provided to Westlaw in one of the required PAR courses. The electronic access is adequate and is the type of resources used in the legal community served by the Program.

Library access matrixed between the law school and the on-campus library provides broad access for students. The law school library is open Mon.-Thurs. 7am-10pm; Fri. 7am-6pm; Sat. 10am-6pm; Sun. 10am-10pm. The on-campus library is open Mon.-Thurs. 7:30am-8:00pm; Fri. 8:00am-5:00pm; Sat. 8:00am-1:00pm; Sun. Closed. Instruction is permitted in both the law

school library and the on-campus library. In person reference assistance is available in both libraries from librarians and staff, research guides and access to the online catalog

The Program Director works with the Pima Library Staff Liaison to the Program and the Advisory Committee to maintain the law library collection in a way that best serves the needs of the students. The Library Staff Liaison to the Program met with the Site Team and is extremely supportive of the Program.

## **SECTION VII** **PHYSICAL PLANT**

### **G-701**

The Program utilizes various classrooms primarily in the Roosevelt Building on the Downtown Campus. All classrooms have a computer and whiteboard. Classes for PAR 213, Computer Assisted Legal Research, and PAR 212 Law Office Computerization are held in classrooms where all students have a computer.

There are various study areas available, including study areas in the library which include computers.

### **G-702**

PCC offers desk top computers for students' use. There is also a Media Center that can provide posters and banners. The Media Center also contains a bank of computers for use by students.

The faculty Resource Center provides support services for faculty, such as equipment maintenance and repair, technical assistance and backup systems.

The Downtown Campus has a café that serves hot and cold food between 8:00 a.m. and 7:00 p.m. During the site visit the café was closed for renovations but is expected to reopen in the Summer, 2018. Vending machines are available.

There are student lockers and lounges for students.

### **G-703**

The Paralegal Program Director, who is also a full-time faculty member, has a private office with a computer, phone, and copier. The second full-time faculty member is also provided with a private office with a computer, phone, and copier. There are no adjunct faculty offices. Although a staff member is not directly assigned to the Paralegal Director, assistance is provided from support staff assigned to the director's dual role as Department Chair.

Private meetings with students can take place in designated rooms/areas of the Learning Commons and the Faculty Resource Center with additional small conference rooms available throughout the campus.

### **CONCLUSIONS AND SUGGESTIONS**

The Paralegal Studies Program at Pima Community College is an established Program under the capable direction of Linda Marks. There appears to be a high level of satisfaction with the Program and the administration is interested in and very supportive of the Program. Therefore, the Site Team recommends Reapproval of the Paralegal Studies Program at Pima Community College.

To further enhance the Program, the Site Team suggests that:

1. The Program pursue whether a paralegal manager is present and available in the community and willing to be appointed to the Advisory Committee. G-203
2. The Program add an additional Advisory Committee member to serve as a general public representative. G-203
3. Future members of the Advisory Committee be appointed from the community and not persons affiliated with the institution. G-203.B.2
4. The Program continue its efforts to recruit and retain a diverse faculty. G-204.C
5. The Program make efforts to enter into articulation agreements with other institutions to facilitate the transfer of students to four-year institutions. G-301.C
6. The Program develop its own assessment plan that includes the Program goals, how those goals will be assessed, how the Program will obtain input from external constituencies, including employers of graduates, how Program changes will be made. G-301.F
7. The Program continue to assess the appropriate technology skills needed by graduates in all legal specialty areas, including Bankruptcy. G-302.G
8. The Program consider implementing additional practical assignments in PAR 106, Civil and Criminal Evidence, PAR 219, Immigration, PAR 218 Employment. G-302.I.1
9. All program literature and promotional material include a statement or a similar statement that paralegals may not provide legal services directly to the public except as permitted by law. G-501.A
10. The Program develop a plan to increase the response rates to the graduate placement survey. G-502.D