

Student Satisfaction Survey: Spring 2008

Total Responses: 16

Total Questions: 83

- A. Strongly Agree
- B. Agree
- C. Neutral
- D. Disagree
- E. Strongly Disagree

	A	B	C	D	E	
Total:	665	435	125	56	12	1293
	0.5143	0.3364	0.0967	0.0433	0.0093	

Overall, in 85% of their responses students agreed or strongly agreed that they were capable of completing the tasks listed as student learning outcomes on their course syllabi. The Assessment Plan contemplates a student satisfaction rate of seventy percent. We have met and exceeded the Assessment Plan goal by 15%. As a result, we feel the Paralegal Program is doing a good job of meeting the Student Learning Outcomes listed in the program syllabi. The vast majority of students strongly agree or agree that they are capable of completing the tasks outlined by the Student Learning Outcomes.

Certain Student Learning Outcomes proved more difficult for the students. More than 5 of 16 surveyed students said they were neutral, disagreed or strongly disagreed that they were able to meet the Student Learning Outcomes described in questions 2, 5, 8, 9, 53, 66 and 72. The questions are listed below and a detailed plan of improving student responses is included thereafter. As this is first time we have administered the survey, some of the responses may have been due to the complexity of the questions. We are in the process of revising the survey to shorten certain questions and to focus the survey on what the program chair believes to be the 50 most important student learning outcomes.

2: Can you analyze and describe the procedural steps in tort litigation? (Torts)

5: Can you define product liability, the theory of warranty and strict liability causes of actions? (Torts)

8: Can you discuss and differentiate and discuss various types of insurance and causes of action against insurers? (Torts)

9: Can you explain the arbitration process and dispute resolution? (Introductory and Civil Litigation)

53: Can you describe the appropriate procedures to follow from the beginning of a dissolution action through the final decree and any post-decree modification? (Family Law)

66: Can you differentiate and explain the steps in the real estate planning process? (Real Estate)

72: Can you identify and explain the legal documents that best fit common estate planning situations? (Wills, Trusts and Probate)

Tort Law

2: Can you analyze and describe the procedural steps in tort litigation?

Professor Verigan will be teaching Tort law in the Spring of 2008 along with an adjunct faculty member. Professor Verigan intends to clarify (and to suggest the assigned adjunct clarify) early in the course that Torts cases would be filed in civil court and so would follow the procedural steps outlined in the students' Civil Litigation course. In the past, we have skipped the chapter in the Torts book that covers Civil Litigation since students take an entire Civil Litigation course the semester prior. Professor Verigan intends to cover (and to suggest the assigned adjunct cover) said chapter next semester.

5: Can you define product liability, the theory of warranty and strict liability causes of actions?

Professor Verigan believes the complexity of this question led to confusion. The question has been redrafted for future surveys to help clarify which portion students are failing to understand.

8: Can you discuss and differentiate and discuss various types of insurance and causes of action against insurers?

Professor Verigan intends to cover (and to suggest the assigned adjunct cover) the insurance chapter next semester and to craft an assignment to clarify subrogation.

Family Law

53: Can you describe the appropriate procedures to follow from the beginning of a dissolution action through the final decree and any post-decree modification?

Professor Verigan believes the complexity of this question led to confusion. The question has been redrafted for future surveys to help clarify which portion students are failing to understand.

Real Estate

66: Can you differentiate and explain the steps in the real estate planning process?

Professor Verigan has informed the Real Estate instructors to create an assignment or exam question designed to focus the students on the real estate planning process.

Wills, Trusts and Probate

72: Can you identify and explain the legal documents that best fit common estate planning situations?

Professor Verigan believes the complexity of this question led to confusion. The question has been redrafted for future surveys to help clarify which portion students are failing to understand.