

Student Satisfaction Survey: Spring 2010

Total Responses: 8

Total Questions: 50

Total Responses: 400

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

| | A | B | C | D | E |
|---------------|--------|--------|--------|------|--------|
| Total: | 217 | 133 | 33 | 16 | 1 |
| Total/400: | 0.5425 | 0.3325 | 0.0825 | 0.04 | 0.0025 |

Pursuant to a previous Assessment Report, we revised the survey to shorten certain questions and to focus the survey on what the program chair believed to be the 50 most important student learning outcomes. Overall, in 87.5% 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. This is an improvement of 2.5% from the 2008 Student Satisfaction Survey. The Assessment Plan contemplates a student satisfaction rate of seventy percent. We have met and exceeded the Assessment Plan goal by 17.5%. 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. Eight students participated in the Spring 2010 Student Satisfaction Survey. Two students indicated they disagreed that they would have the ability to meet the Student Learning Outcomes described question number 10. One student disagreed or strongly disagreed that they would have the ability to meet the Student Learning Outcomes described in question numbers 3,4,7,9,11,13,19,27,37,41,42,43,47 and 49. [The questions are listed below and a detailed plan of improving student responses is included thereafter.]

The overwhelming majority of students gave positive responses to all questions regarding their knowledge and ability in the Wright College Paralegal Program main

courses (Civil Litigation; Family Law; Criminal Law; Tort Law; Real Estate Law; Business Law; Wills, Trusts and Probate; and Legal Research and Writing). Students also gave overwhelmingly positive responses to questions pertaining to General Legal Knowledge. Students seemed most concerned with their knowledge and abilities in Family Law and Legal Research and Writing. Although the majority of students did (generally 7 of 8 students) give positive responses to most questions in these subjects as well.

Student Learning Outcome Questions With Which Students Expressed Concern:

3. Can you list and explain the steps of the initial phases of initiating litigation? (Student Satisfaction Survey: Civil Litigation)
4. Can you describe the discovery process? (Student Satisfaction Survey: Civil Litigation)
7. Can you identify and explain the main laws governing family relationships? (Student Satisfaction Survey: Family Law)
9. Can you describe the economic consequences to divorce, particularly regarding the issues of property division and spousal and child support? (Student Satisfaction Survey: Family Law)
10. Can you apply and explain the principles of law regarding issues affecting children and the proceedings in those areas? (Student Satisfaction Survey: Family Law)
11. Can you discuss alternative reproductive techniques and the consequences to issues in family law? (Student Satisfaction Survey: Family Law)
13. Can you define and discuss the categories and components of a crime? (Student Satisfaction Survey: Criminal Law)
19. Can you describe the procedural steps in tort litigation? (Student Satisfaction Survey: Tort Law)
27. Can you discuss the principles of real property insurance? (Student Satisfaction Survey: Real Estate Law)
37. Can you use correct citations in your legal writing? (Student Satisfaction Survey: Legal Research and Writing)
41. Can you analyze and explain the elements of court decisions? (Student Satisfaction Survey: Legal Research and Writing)
42. Can you use traditional tools for legal research and use the findings to draft documents and write clear, concise legal arguments? (Student Satisfaction Survey: Legal Research and Writing)
43. Can you use online tools for legal research and use findings to draft documents and write clear, concise legal arguments? (Student Satisfaction Survey: Legal Research and Writing)
47. Can you define the components of a well-run legal office and describe how a paralegal might assist in the running of that office? (Student Satisfaction Survey: General)
49. Did you discuss legal ethics adequately in your paralegal classes? (Student Satisfaction Survey: General)

Civil Litigation

3. Can you list and explain the steps of the initial phases of initiating litigation? (Student Satisfaction Survey: Civil Litigation)

4. Can you describe the discovery process? (Student Satisfaction Survey: Civil Litigation)

Family Law

7. Can you identify and explain the main laws governing family relationships? (Student Satisfaction Survey: Family Law)

9. Can you describe the economic consequences to divorce, particularly regarding the issues of property division and spousal and child support? (Student Satisfaction Survey: Family Law)

10. Can you apply and explain the principles of law regarding issues affecting children and the proceedings in those areas? (Student Satisfaction Survey: Family Law)

11. Can you discuss alternative reproductive techniques and the consequences to issues in family law? (Student Satisfaction Survey: Family Law)

Criminal Law

13. Can you define and discuss the categories and components of a crime? (Student Satisfaction Survey: Criminal Law)

Tort Law

19. Can you describe the procedural steps in tort litigation? (Student Satisfaction Survey: Tort Law)

Real Estate Law

27. Can you discuss the principles of real property insurance? (Student Satisfaction Survey: Real Estate Law)

Legal Research and Writing

37. Can you use correct citations in your legal writing? (Student Satisfaction Survey: Legal Research and Writing)

41. Can you analyze and explain the elements of court decisions? (Student Satisfaction Survey: Legal Research and Writing)

42. Can you use traditional tools for legal research and use the findings to draft documents and write clear, concise legal arguments? (Student Satisfaction Survey: Legal Research and Writing)

43. Can you use online tools for legal research and use findings to draft documents and write clear, concise legal arguments? (Student Satisfaction Survey: Legal Research and Writing)

General

47. Can you define the components of a well-run legal office and describe how a paralegal might assist in the running of that office? (Student Satisfaction Survey: General)

49. Did you discuss legal ethics adequately in your paralegal classes? (Student Satisfaction Survey: General)

AAS Paralegal Program Student Survey

The purpose of this survey is to assess your familiarity and comfort level with the courses taken and skills developed throughout the Paralegal Program.

Please answer each question truthfully and to the best of your ability to each statement below. Chose from one of the choices below to answer each statement:

- F. Strongly Agree
- G. Agree
- H. Neutral
- I. Disagree
- J. Strongly Disagree

Civil Litigation

1. Can you explain the arbitration process and dispute resolution?
2. Can you differentiate between the Illinois and Federal court systems?
3. Can you list and explain the steps of the initial phases of initiating litigation?
4. Can you describe the discovery process?
5. Can you explain the steps in preparing, serving, and responding to motions?
6. Can you explain the purpose and the process of interrogatories?

Family Law

7. Can you identify and explain the main laws governing family relationships?
8. Can you differentiate and explain the basic principles governing dissolution, separation, divorce, and annulment?
9. Can you describe the economic consequences to divorce, particularly regarding the issues of property division and spousal and child support?
10. Can you apply and explain the principles of law regarding issues affecting children and the proceedings in those areas?
11. Can you discuss alternative reproductive techniques and the consequences to issues in family law?

Criminal Law

12. Can you explain the difference between criminal and civil law?
13. Can you define and discuss the categories and components of a crime?
14. Can you discuss the respective roles and professional ethical concerns of the prosecutor, the defense attorney, the judge, and the paralegal?
15. Can you distinguish among and explain the various types of defenses available to a criminal defendant?
16. Can you define the terms “actus reus” and “mens rea”?

17. Can you discuss the concepts involved in “search and seizure”?

Tort Law

18. Can you differentiate among a tort, crime, and a breach of contract?

19. Can you describe the procedural steps in tort litigation?

20. Can you distinguish between intentional and unintentional torts?

21. Can you define various legal concepts applicable to the tort of negligence?

22. Can you discuss the various types of damages available to an injured individual?

Real Estate Law

23. Can you define real property vs. personal property?

24. Can you identify and discuss the purpose and use of the various types of real estate forms and contracts?

25. Can you help prepare, under supervision, a residential real estate contract?

26. Can you explain the process and importance of title examination?

27. Can you discuss the principles of real property insurance?

28. Can you list and discuss the steps for real estate closings?

Business Law

29. Can you list and discuss the basic types of business organizations?

30. Can you differentiate and explain the basic elements necessary for contract formation?

Wills, Trusts and Probate

31. Can you differentiate between the transfer of property with and without a will?

32. Can you apply Illinois statutory guidelines to the drafting of wills?

33. Can you research and draft (under supervision) estate planning documents?

34. Can you describe the role of the paralegal in estate planning and the probate?

Legal Research and Writing

35. Can you explain the process of briefing a case?

36. Can you define the difference between primary and secondary sources?

37. Can you use correct citations in your legal writing?

38. Can you identify the proper legal authority and the determination of governing law?

39. Can you distinguish among different types of common legal documents and state their purpose?

40. Can you locate, analyze, and update case law? ☐

41. Can you analyze and explain the elements of court decisions? ☐

42. Can you use traditional tools for legal research and use the findings to draft documents and write clear, concise legal arguments?
43. Can you use online tools for legal research and use findings to draft documents and write clear, concise legal arguments?
44. Can you create a variety of legal documents and correspondence?

General

45. Can you define the role of the paralegal in the legal system?
46. Can you discuss the implications of paralegal regulation and paralegal ethics?
47. Can you define the components of a well-run legal office and describe how a paralegal might assist in the running of that office?
48. Can you participate in some of the basic roles of client interviewing and information gathering?
49. Did you discuss legal ethics adequately in your paralegal classes?
50. Can you utilize technology to fulfill paralegal duties?