

LAW R103: COMMUNICATIONS AND CASE MANAGEMENT

Originator

ehess

College

Oxnard College

Attach Support Documentation (as needed)

PLS Advisory Committee Minutes - 10-6-21.pdf

Discipline (CB01A)

LAW - Paralegal Studies

Course Number (CB01B)

R103

Course Title (CB02)

Communications and Case Management

Banner/Short Title

Communications and Case Mgmt

Credit Type

Credit

Start Term

Fall 2022

Formerly

PLS R109 - Communications and Case Management

Catalog Course Description

This course covers two subjects of importance to the paralegal. First, this course seeks to impart knowledge of general psychological principles and skills in applying that knowledge to social and organizational situations. In addition, these skills will be developed through exercises involving real world scenarios that will be common to the experience of the paralegal in their profession. Second, this course seeks to inform students how a law office is managed in its many aspects from maintaining client confidences to ethically and legally accounting for client trust funds. This information will be crucial to the paralegal to inform them about how law practices differ from the conduct of other businesses.

Taxonomy of Programs (TOP) Code (CB03)

1402.00 - *Paralegal

Course Credit Status (CB04)

D (Credit - Degree Applicable)

Course Transfer Status (CB05) (select one only)

B (Transferable to CSU only)

Course Basic Skills Status (CB08)

N - The Course is Not a Basic Skills Course

SAM Priority Code (CB09)

C - Clearly Occupational

Course Cooperative Work Experience Education Status (CB10)

N - Is Not Part of a Cooperative Work Experience Education Program

Course Classification Status (CB11)

Y - Credit Course

Educational Assistance Class Instruction (Approved Special Class) (CB13)

N - The Course is Not an Approved Special Class

Course Prior to Transfer Level (CB21)

Y - Not Applicable

Course Noncredit Category (CB22)

Y - Credit Course

Funding Agency Category (CB23)

Y - Not Applicable (Funding Not Used)

Course Program Status (CB24)

1 - Program Applicable

General Education Status (CB25)

Y - Not Applicable

Support Course Status (CB26)

N - Course is not a support course

Field trips

May be required

Grading method

(L) Letter Graded

Does this course require an instructional materials fee?

No

Repeatable for Credit

No

Is this course part of a family?

No

Units and Hours

Carnegie Unit Override

No

In-Class

Lecture

Minimum Contact/In-Class Lecture Hours

52.5

Maximum Contact/In-Class Lecture Hours

52.5

Activity

Laboratory

Total in-Class

Total in-Class

Total Minimum Contact/In-Class Hours

52.5

Total Maximum Contact/In-Class Hours

52.5

Outside-of-Class**Internship/Cooperative Work Experience**

Paid

Unpaid

Total Outside-of-Class**Total Outside-of-Class****Minimum Outside-of-Class Hours**

105

Maximum Outside-of-Class Hours

105

Total Student Learning**Total Student Learning****Total Minimum Student Learning Hours**

157.5

Total Maximum Student Learning Hours

157.5

Minimum Units (CB07)

3

Maximum Units (CB06)

3

Advisories on Recommended Preparation

ENGL R101 or ENGL R101H

Entrance Skills**Entrance Skills**

Compare the work with another, drawing conclusions based on appropriate criteria.

Prerequisite Course Objectives

ENGL R101-Demonstrate college-level control of mechanical elements of writing such as grammar, syntax, spelling, vocabulary, and idiomatic usage

ENGL R101-Demonstrate critical thinking skills and rhetorical awareness in analyzing others' non-fiction writing and in developing essays

ENGL R101-Write timed essays in class exhibiting acceptable college-level control of mechanics, organization, development, and coherence

ENGL R101H- Demonstrate college-level control of mechanical elements of writing such as grammar, syntax, spelling, vocabulary, and idiomatic usage

ENGL R101H-Demonstrate critical thinking skills and rhetorical awareness in analyzing others' non-fiction writing and in developing essays

ENGL R101H-Write timed essays in class exhibiting acceptable college-level control of mechanics, organization, development, and coherence

Entrance Skills

Analyze and comprehend written material at the college level.

Prerequisite Course Objectives

ENGL R101-Research a topic, analyze and synthesize information, and report findings in a properly documented essay

ENGL R101-Demonstrate critical thinking skills and rhetorical awareness in analyzing others' non-fiction writing and in developing essays

ENGL R101-Write timed essays in class exhibiting acceptable college-level control of mechanics, organization, development, and coherence
 ENGL R101H- Research a topic, analyze and synthesize information, and report findings in a properly documented essay
 ENGL R101H-Demonstrate critical thinking skills and rhetorical awareness in analyzing others' non-fiction writing and in developing essays
 ENGL R101H-Write timed essays in class exhibiting acceptable college-level control of mechanics, organization, development, and coherence

Entrance Skills

Assess reading material by solving problems and distinguishing between fact and opinion.

Prerequisite Course Objectives

ENGL R101-Write multiple-page expository and persuasive essays
 ENGL R101-Research a topic, analyze and synthesize information, and report findings in a properly documented essay
 ENGL R101-Demonstrate critical thinking skills and rhetorical awareness in analyzing others' non-fiction writing and in developing essays
 ENGL R101H-Write multiple-page expository and persuasive essays
 ENGL R101H- Research a topic, analyze and synthesize information, and report findings in a properly documented essay
 ENGL R101H-Demonstrate critical thinking skills and rhetorical awareness in analyzing others' non-fiction writing and in developing essays

Requisite Justification

Requisite Type

Advisory

Requisite

ENGL R101 or ENGL R101H

Requisite Description

Other (specify)

Specify Other Requisite Description

Exercise basic competencies required in this vocational program.

Level of Scrutiny/Justification

Required communication/computation skill

Student Learning Outcomes (CSLOs)

Upon satisfactory completion of the course, students will be able to:

- | | |
|---|---|
| 1 | Demonstrate knowledge of the several factors involved in describing and accounting for time dedicated to a client case. |
| 2 | Demonstrate knowledge of calendaring systems and methods of assuring the calendaring of all important dates for action in a law firm. |

Course Objectives

Upon satisfactory completion of the course, students will be able to:

- | | |
|---|--|
| 1 | Differentiate between individual and organizational learning. |
| 2 | Determine and assess the importance of and good methods for interpersonal communications in a law practice. |
| 3 | Recognize the sources of conflict and implement the methods of resolving conflict in a law practice. |
| 4 | Identify and describe the importance of and challenges involved in diversity within the law practice. |
| 5 | Recognize and describe the organizational culture. |
| 6 | Determine and accurately diagnose an organizational situation. |
| 7 | Determine what would be the most effective action to take in any given situation in an organization. |
| 8 | Describe and cultivate a behavioral repertoire of the skills needed to carry out the appropriate actions of a paralegal in a law office environment. |

9	Describe the inner workings of a law office.
10	Describe the functions of each member of a law office.
11	Describe and implement the objectives of a law office management system.
12	Describe the nature and characteristics of client relations within a law practice.
13	Analyze and describe the nature and extent of ethics applicable to paralegals.
14	Identify and describe the various fees and methods of calculating client fees in a law practice.
15	Identify and describe the methods of and importance of time keeping and calendaring in a law practice.
16	Identify and describe the importance of good client relations and documenting communications with the client.
17	Identify and describe the method of accounting for client trust funds.
18	Identify and describe the basics of software and hardware systems used in the law practice.
19	Identify and describe the importance and methods of file and records management in a law practice.

Course Content

Lecture/Course Content

1. The Legal Marketplace
2. The Legal Team
3. Personnel Relations
4. The Attorney-Client Relationship
5. Legal Assistant Ethics and Client Relations
6. Legal Fees
7. Timekeeping
8. Billing and Financial Management
9. Managing the Clients' Funds Account.
10. Technology in the Law Office
11. Law Office Systems
12. Docket Control Systems
13. Records and File Management
14. Law Library Organization and Management

Laboratory or Activity Content

None.

Methods of Evaluation

Which of these methods will students use to demonstrate proficiency in the subject matter of this course? (Check all that apply):

Written expression
Problem solving exercises

Methods of Evaluation may include, but are not limited to, the following typical classroom assessment techniques/required assignments (check as many as are deemed appropriate):

Essay exams
Group projects
Individual projects
Objective exams
Problem-solving exams
Quizzes
Reports/papers
Research papers
Skills tests or practical examinations
Essays

Instructional Methodology

Specify the methods of instruction that may be employed in this course

Audio-visual presentations

Case studies
Class activities
Class discussions
Distance Education
Group discussions
Internet research
Lecture

Describe specific examples of the methods the instructor will use:

Typical graded assignments (methods of evaluation):

1. Read and analyze court decisions evaluated on the basis of the student's understanding of the case.
2. Quizzes on court systems and general principles of law graded on an objective standard.
3. Midterm examination in the form of short essay, true false, multiple choice and/or short answer questions; evaluated on both an objective basis and the understanding a student displays of a subject in short essay responses.
4. Written analysis of hypothetical legal problems to be evaluated based upon the student's ability to identify and state the legal issues and probable results based upon the applicable law.

Representative Course Assignments

Writing Assignments

1. Written analysis of law office systems or docket control systems.

Critical Thinking Assignments

Students will be tested on their ability to take the legal concepts learned in the course and apply them to a given scenario and identify all legal issues presented in the scenario and successfully analyze the legal outcome of the case.

Reading Assignments

1. Students are required to read and study the information on communications and case management.
2. Read and study material or authorities obtained through research at a law library, online, or with other computer resources.

Outside Assignments

Representative Outside Assignments

Typical outside of classroom assignments:

1. Reading
 - a. Students are required to study the information on legal research.
 - b. Students are required to study material or authorities with research at a law library, online or with other computer resources.
2. Writing
 - a. Students are required to draft and prepare a number of documents using their research. These writings may include, but are not limited to case briefings and introduction to pleadings, complaints, discovery, and other legal documents.

District General Education**A. Natural Sciences****B. Social and Behavioral Sciences****C. Humanities****D. Language and Rationality****E. Health and Physical Education/Kinesiology****F. Ethnic Studies/Gender Studies****CSU GE-Breadth****Area A: English Language Communication and Critical Thinking****Area B: Scientific Inquiry and Quantitative Reasoning****Area C: Arts and Humanities****Area D: Social Sciences****Area E: Lifelong Learning and Self-Development****Area F: Ethnic Studies****CSU Graduation Requirement in U.S. History, Constitution and American Ideals:****IGETC****Area 1: English Communication****Area 2A: Mathematical Concepts & Quantitative Reasoning****Area 3: Arts and Humanities****Area 4: Social and Behavioral Sciences****Area 5: Physical and Biological Sciences****Area 6: Languages Other than English (LOTE)****Textbooks and Lab Manuals****Resource Type**

Textbook

Classic Textbook

No

DescriptionTraina Donnes, Cynthia , **Practical Law Office Management**, Independence, KY, Cengage, Inc. (2017 or latest edition)
ISBN-10: 1305577922 | ISBN-13: 9781305577923

Distance Education Addendum

Definitions

Distance Education Modalities

Hybrid (1%–50% online)
 Hybrid (51%–99% online)
 100% online

Faculty Certifications

Faculty assigned to teach Hybrid or Fully Online sections of this course will receive training in how to satisfy the Federal and state regulations governing regular effective/substantive contact for distance education. The training will include common elements in the district-supported learning management system (LMS), online teaching methods, regular effective/substantive contact, and best practices.

Yes

Faculty assigned to teach Hybrid or Fully Online sections of this course will meet with the EAC Alternate Media Specialist to ensure that the course content meets the required Federal and state accessibility standards for access by students with disabilities. Common areas for discussion include accessibility of PDF files, images, captioning of videos, Power Point presentations, math and scientific notation, and ensuring the use of style mark-up in Word documents.

Yes

Regular Effective/Substantive Contact

Hybrid (1%–50% online) Modality:

Method of Instruction	Document typical activities or assignments for each method of instruction
Video Conferencing	Video conferencing will involve professor lecture, professor demonstrations, class discussions/student questions, and case study analysis by students (either as a class or in groups) with follow-up discussions.
Telephone	The telephone media of communication will be used between the professor and students needing additional help on either a scheduled or unscheduled basis.
Synchronous Dialog (e.g., online chat)	The students will be involved in synchronous dialogue during webinar presentations by the professor in which they use the chat feature of the webinar to discuss issues brought up in the professor's lecture and ask questions of the professor and other students.
Other DE (e.g., recorded lectures)	Prerecorded lectures on the learning for a given week will be made and placed in the modules to be replayed by the students for additional assistance in learning the concepts involved for a given week.
Face to Face (by student request; cannot be required)	This media of communication will be used between the professor and students needing additional help by meeting at a specific location during normal office hours.
E-mail	The professor will be involved in email communication with students needing additional help via this communication media.
Asynchronous Dialog (e.g., discussion board)	Students will be involved in a online discussion forum where they will exchange ideas and viewpoints regarding the learning concepts involved for a given week and share their thoughts and viewpoints with the class.

Hybrid (51%–99% online) Modality:

Method of Instruction	Document typical activities or assignments for each method of instruction
Video Conferencing	Video conferencing will involve professor lecture, professor demonstrations, class discussions/student questions, and case study analysis by students (either as a class or in groups) with follow-up discussions.
Telephone	The telephone media of communication will be used between the professor and students needing additional help on either a scheduled or unscheduled basis.

Synchronous Dialog (e.g., online chat)	The students will be involved in synchronous dialogue during webinar presentations by the professor in which they use the chat feature of the webinar to discuss issues brought up in the professor's lecture and ask questions of the professor and other students.
Other DE (e.g., recorded lectures)	Prerecorded lectures on the learning for a given week will be made and placed in the modules to be replayed by the students for additional assistance in learning the concepts involved for a given week.
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Asynchronous Dialog (e.g., discussion board)	Students will be involved in a online discussion forum where they will exchange ideas and viewpoints regarding the learning concepts involved for a given week and share their thoughts and viewpoints with the class.

100% online Modality:

Method of Instruction	Document typical activities or assignments for each method of instruction
Video Conferencing	Video conferencing will involve professor lecture, professor demonstrations, class discussions/student questions, and case study analysis by students (either as a class or in groups) with follow-up discussions.
Telephone	The telephone media of communication will be used between the professor and students needing additional help on either a scheduled or unscheduled basis.
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Examinations**Hybrid (1%–50% online) Modality**

On campus
Online

Hybrid (51%–99% online) Modality

On campus
Online

Primary Minimum Qualification

LEGAL ASSISTING

Additional Minimum Qualifications**Minimum Qualifications**

Law

Review and Approval Dates

Department Chair

10/18/2021

Dean

10/19/2021

Technical Review

MM/DD/YYYY

Curriculum Committee

10/27/2021

DTRW-I

MM/DD/YYYY

Curriculum Committee

11/10/2021

Board

MM/DD/YYYY

CCCCO

11/29/2021

Control Number

CCC000552428

DOE/accreditation approval date

MM/DD/YYYY