



RED RIVER COLLEGE
OF APPLIED ARTS, SCIENCE AND TECHNOLOGY

**Legal Administrative Assistant
Curriculum Validation – Program Renewal
Final Report July 2013**

Submitted to:

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Legal Administrative Assistant Curriculum Validation Final Report

Introduction

The Legal Administrative Assistant Program is a Continuing Education certificate program. While a part-time program is available, the focus of this program renewal is the eleven (11) month full-time program comprised of nineteen (19) courses and a practicum. The Program Renewal was requested by the Director and the Program Manager based, in part, on the fact that the College had not yet completed an occupational analysis for the program. Program and Curriculum Development was asked to provide a subset of the typical Program Renewal deliverables, with Continuing Education undertaking to provide some of the deliverables. This report is a compilation of the Program and Curriculum Development deliverables.

Curriculum Validation Deliverables

The Legal Administrative Assistant Curriculum Validation Process involved eight (8) interrelated deliverables:

Program and Curriculum Development Deliverables (Subject of this Report)

1. Industry Occupational Analysis (DACUM)
2. Graduate Skills and Abilities and Gap Analysis Chart
3. Graduate Profile
4. Focus Groups of Current Students

Continuing Education Deliverables

1. Environmental Scan and Analysis of the key findings of similar programs across Canada (Continuing Education)
2. Program Renewal Vision and Goals
3. Program Renewal Plan
4. Final Report

Outcomes from the Deliverables

Industry Occupational Analysis (DACUM) Chart (Appendix A)

The Industry Occupational Analysis, using the DACUM process, is a familiar component of the curriculum development process at Red River College and provides the program with a description of regional occupational needs. Included in the process is the identification of emerging and retiring industry trends.

Industry practitioners participated in the DACUM process on April 9 and 17, 2013 to identify the major competencies and related skills required by entry-level workers in their field.

The resulting Legal Administrative Assistant DACUM identified the following scope, emerging trends and retiring trends:

Scope:

Legal Assistants working in:

- Large and small law firms
- In-house legal departments
- Private sector and government
- Manitoba

Emerging Industry Trends:

- Junior lawyers do their own keyboarding but require support formatting
- Keyboarding and proofreading skills still required
- Firms amalgamating to give rural presence
- Filling in templates – data entry
- Everything is becoming digital (e.g. coming change to land titles)

Retiring Industry Trends:

- Dictaphone
- Shorthand

Graduate Skills and Abilities and Gap Analysis Chart (Appendix B)

During two (2) half day workshops on April 29 and 30, 2013, faculty used the Industry Occupational Analysis (DACUM) chart to outline their assessment of what would constitute realistic expectations of the program. They then compared those expectations to the current instruction in the program to identify any gaps in training.

The outcome of this workshop was a single, composite chart that outlines the graduate skills and abilities and the gap analysis. This chart, located in **Appendix B**, serves as the focus for curriculum renewal and the basis for the development of program learning outcomes.

Graduate Profile (Appendix C)

Through the use of the *Graduate Skills and Abilities Chart*, Graduate Profile outcome statements were developed by faculty at a workshop on May 9, 2013. A Graduate Profile is a set of outcome statements that describe the essential and enduring knowledge, skills and abilities expected of a graduate of a program. The graduate profile provides the focus for program and course revision to ensure that all learning outcomes and assessments are relevant to the expected learning of students in the program. Please see the detailed Graduate Profile in **Appendix C**.

Focus Group Summary (Appendix D)

Focus groups with current students were conducted on March 22, 2013 to gather information on five (5) key areas to inform the renewal process:

1. Marketing / Information / Application Process
 - What information did you receive, through the admission process (in advance of classes beginning), to enable you to determine if the program (and career) is a good fit for you?
 - Is there additional information that would have been useful?
 - Are there additional prerequisite skills that would have been helpful?
2. Program Effectiveness
 - What parts of the program, that you have completed so far, do you believe to be most helpful in preparing you to work as a Legal Administrative Assistant? Why?
 - What parts of the program, that you have completed so far, do you believe to be least helpful in preparing you to work as a Legal Administrative Assistant? Why?
3. Student Engagement
 - What parts of the program do you find most effective in helping you learn?
 - What parts of the program do you find least effective in helping you learn?
4. Program Completion
 - Are you going to complete the program on schedule? If not, why? If not, do you have plans to complete the program?
5. College Education Supports
 - Which educational supports at the college have been most / least helpful to you? Explain.

Two (2) ninety minute focus groups were conducted by Robert Cordingley and Lorna Smith. The entire class of approximately twenty one (21) students were invited to participate; nine (9) participated.

Prior to the start of the focus groups, participants were provided with information about the purpose of the focus groups, how the information would be collected, stored and disseminated and the confidentiality of responses.

A summary of the focus group responses is in **Appendix D**.

Appendix A – Industry Occupational Analysis (DACUM) Chart

Legal Administrative Assistant DACUM

Robert Cordingley and Kristen Cameron (April 9)

April 9 and April 17, 2013

DACUM Skill Rating Scale

- 1 - Can perform some parts of this skill satisfactorily but requires assistance and/or supervision to perform the entire skill.
- 2 - Can perform this skill satisfactorily but requires periodic assistance and/or supervision.

- 3 - Can perform this skill competently without assistance or supervision.
- 4 - Can perform this skill competently with more than acceptable speed and/or quality and can teach the skill to others.

DEMONSTRATE PROFESSIONALISM A	Maintain personal hygiene	Maintain professional dress	Maintain professional standards	Respect others	Empathize	Demonstrate work ethic
	A1	A2	A3	A4	A5	A6
	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
	Follow instructions	Accept mentoring	Accept feedback	Take ownership for your work	Learn from mistakes	Demonstrate accuracy
	A7	A8	A9	A10	A11	A12
	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
	Demonstrate adaptability / flexibility	Demonstrate reliability	Demonstrate integrity	Take initiative	Display confidence	Manage time
	A13	A14	A15	A16	A17	A18
	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
	Prioritize	Apply organizational skills	Take notes	Work on teams	Deal with difficult people	Work independently
	A19	A20	A21	A22	A23	A24
	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
	Anticipate lawyer needs	Maintain life / work balance	Read updates (land titles, court offices)	Participate in upgrading courses	Work within legal processes for different areas of law including corporate/commercial, real estate, family, civil litigation, wills & estates, criminal	
	A25	A26	A27	A28	A29	
	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	

DEMONSTRATE
COMMUNICATION
SKILLS
B

Interact w ith clients B1	Interact w ith law yers B2	Interact w ith co- w orkers B3	Review (explain) documents w ith clients B4	Listen B5	Ask clarifying questions B6
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Solve problems B7	Use legal terminology B8	Apply telephone etiquette B9	Apply email etiquette B10	Give constructive feedback B11	
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	

PERFORM GENERAL
OFFICE DUTIES
C

Prepare packages for courier C1	Use various postal methods (e.g. registered, priority, express, etc.) C2	Screen / direct calls, mail, etc. C3	Prepare meeting rooms C4	Set up conference calls C5	File documents outside office C6
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Follow safety and security procedures C7	Make deliveries C8	Order supplies C9	Research prices C10	Arrange for repairs C11	Participate in development of marketing materials (e.g. brochures) C12
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Clean office C13					
1 2 3 4					

USE TECHNOLOGY
D

Keyboard	Word process	Use spreadsheets	Use presentation software	Use email	Use scheduling software
D1	D2	D3	D4	D5	D6
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Maintain client contact database	Use internet	Use online databases	Use legal accounting software	Use document management systems	Contribute to development / testing of new / specialized software
D7	D8	D9	D10	D11	D12
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Use printer / copier / scanner	Use phone system	Use fax	Set up media equipment	Use postage meter	Use binding machine
D13	D14	D15	D16	D17	D18
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Use typewriter					
D19					
1 2 3 4					

PERFORM SCHEDULING / PLANNING DUTIES
E

Book appointments	Book services (e.g. court reporter, process servers)	Schedule court dates	Book professional development for self / lawyers	Book facilities	Arrange catering
E1	E2	E3	E4	E5	E6
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Schedule to meet deadlines	Arrange travel	Plan office retreats / parties / charity drives			
E7	E8	E9			
1 2 3 4	1 2 3 4	1 2 3 4			

DEVELOP LEGAL
DOCUMENTS
F

Draft letters / emails F1	Draft documents F2	Complete standard forms including for: corporate / commercial, real estate, family, wills & estates, civil litigation, criminal F3	Transcribe digital recordings F4	Proofread / edit F5	Use punctuation F6
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Use Canadian grammar F7	Use Canadian spelling F8	Format documents (e.g. table of contents, page and paragraph numbers) F9	Create tables F10	Prepare document books F11	Prepare minute books F12
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Create precedents F13	Maintain precedents (keep up to date) F14	Draft digital multimedia presentations F15			
1 2 3 4	1 2 3 4	1 2 3 4			

MANAGE
DOCUMENTS
G

Use document management procedures G1	Manage document versions G2	Follow file naming conventions G3	Apply precedent etiquette ("save as") G4	Track changes G5	Digitize documents G6
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Maintain digital document security G7					
1 2 3 4					

MAINTAIN FILES
H

Set up file organization system H1	Determine paper copies to keep consistent with lawyer preference H2	Determine when to move a file to archives H3	Determine which documents to destroy H4	Maintain file lists (e.g. open, closed and archived) H5	Maintain checklists for files H6
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Document verbal correspondence (memo to file) H7	Determine file set up procedure H8	Determine labeling practice H9	Diarize (file status, limitation dates, possession dates, hearing dates) H10	Track delivery status H11	
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	

PERFORM DUE DILIGENCE
I

Determine due diligence searches required I1	Request paper due diligence searches (by letter) I2	Conduct online due diligence searches (e.g. title, PPR, companies office, tax, court registry) I3	Interpret due diligence search results I4	Track searches I5	Conduct legal research I6
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4

COMPLY WITH LAWS, REGULATIONS AND POLICIES
J

Maintain confidentiality J1	Work within limitations of role (e.g. reviewing documents with clients vs. advising) J2	Conduct conflict searches J3	Comply with judicial acts and rules J4	Comply with Law Society rules J5	Comply with trust account rules J6
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Comply with identification verification rules J7	Comply with office policies and procedures J8	Comply with document filing / serving requirements J9			
1 2 3 4	1 2 3 4	1 2 3 4			

FOLLOW
ACCOUNTING
PROCEDURES
K

Open files K1	Track time K2	Track disbursements K3	Prepare invoices K4	Requisition cheques K5	Report on trust accounts K6
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Pay invoices K7	Prepare deposits K8	Process payments (e.g. credit card, cash, debit, certified cheque) K9	Close files K10	Reconcile monthly bank statements K11	Have cheques certified K12
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Maintain petty cash K13	Prepare files for audit K14				
1 2 3 4	1 2 3 4				

PERFORM HUMAN
RESOURCE DUTIES
L

Participate in recruitment L1	Participate in interview / selection process L2	Supervise staff L3	Mentor staff (formal or informal) L4	Delegate work L5	Assess performance L6
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Perform yearly review with staff / lawyer L7	Prepare payroll L8	Complete records of employment L9			
1 2 3 4	1 2 3 4	1 2 3 4			

Appendix B – Graduate Skills and Abilities and Gap Analysis Chart

Legal Administrative Assistant DACUM
Graduate Skills and Abilities (GSA) & Gap Analysis Chart
Facilitated by: Robert Cordingley
April 29 & 30, 2013

DACUM Skill Rating Scale:

- 1 Can perform some parts of this skill satisfactorily but requires assistance and/or supervision to perform the entire skill.
- 2 Can perform this skill satisfactorily but requires periodic assistance and/or supervision.
- 3 Can perform this skill competently without assistance or supervision.
- 4 Can perform this skill competently without assistance, with more than acceptable quality, and with initiative/adaptability to unique situations.

	General Area of Competency (GAC)		Faculty Notes
	Unshaded Box= Specific Skill within GAC		Skill, Skill Rating or Competency added, deleted or changed by faculty
	Skill rating		Gap between Faculty Expectations and Current Content in Courses

Accreditation/Occupational Standards	Faculty Expectations (GSA) (next 5 years)	Current Content in Courses (Gap)
DEMONSTRATE PROFESSIONALISM A	DEMONSTRATE PROFESSIONALISM A	DEMONSTRATE PROFESSIONALISM A
Maintain personal hygiene A1	Maintain personal hygiene A1	Success and Professionalism
1 2 3 4	1 2 3 4	1 2 3 4
Maintain professional dress A2	Maintain professional dress A2	Success and Professionalism
1 2 3 4	1 2 3 4	1 2 3 4
Maintain professional standards A3	Maintain professional standards A3	Success and Professionalism, All courses
1 2 3 4	1 2 3 4	1 2 3 4

Respect others	Respect others	Success and Professionalism, Team Building	
A4	A4		
1	2	3	4
Empathize	Empathize	Success and Professionalism, Team Building	
A5	A5		
1	2	3	4
Demonstrate work ethic	Demonstrate work ethic	Across all courses	
A6	A6		
1	2	3	4
Follow instructions	Follow instructions	Across all courses	
A7	A7		
1	2	3	4
Accept mentoring	Accept mentoring	Across all courses	
A8	A8		
1	2	3	4
Accept feedback	Accept feedback	Success and Professionalism, Across all courses	
A9	A9		
1	2	3	4
Take ownership for your work	Take ownership for your work	Success and Professionalism, Across all courses	
A10	A10		
1	2	3	4
Learn from mistakes	Learn from mistakes	Success and Professionalism, Across all courses	
A11	A11		
1	2	3	4
Demonstrate accuracy	Demonstrate accuracy	Across all courses	
A12	A12		
1	2	3	4

Demonstrate adaptability / flexibility	Demonstrate adaptability / flexibility	Success and Professionalism, Team Building
A13	A13	
1 2 3 4	1 2 3 4	1 2 3 4
Demonstrate reliability	Demonstrate reliability	Success and Professionalism, Across all courses
A14	A14	
1 2 3 4	1 2 3 4	1 2 3 4
Demonstrate integrity	Demonstrate integrity	Success and Professionalism, Across all courses
A15	A15	
1 2 3 4	1 2 3 4	1 2 3 4
Take initiative	Take initiative	Success and Professionalism
A16	A16	
1 2 3 4	1 2 3 4	1 2 3 4
Display confidence	Display confidence	Success and Professionalism, Team Building, Basic Business Communications, Across all courses
A17	A17	
1 2 3 4	1 2 3 4	1 2 3 4
Manage time	Manage time	Across all courses
A18	A18	
1 2 3 4	1 2 3 4	1 2 3 4
Prioritize	Prioritize	Across all courses
A19	A19	
1 2 3 4	1 2 3 4	1 2 3 4
Apply organizational skills	Apply organizational skills	Note: Limited opportunity to practice
A20	A20	
1 2 3 4	1 2 3 4	1 2 3 4
Take notes	Take notes	Note: Limited opportunity to practice
A21	A21	
1 2 3 4	1 2 3 4	1 2 3 4

Work on teams A22	Work on teams A22	Success and Professionalism, Team Building, Legal Office Applications, Business Math, Accounting 1
1 2 3 4	1 2 3 4	1 2 3 4
Deal w ith difficult people A23	Deal w ith difficult people A23	Success and Professionalism, Team Building, Legal Office Applications
1 2 3 4	1 2 3 4	1 2 3 4
Work independently A24	Work independently A24	Success and Professionalism
1 2 3 4	1 2 3 4	1 2 3 4
Anticipate law yer needs A25	Anticipate law yer needs A25	Success and Professionalism, Legal Office Applications
1 2 3 4	1 2 3 4	1 2 3 4
Maintain life / w ork balance A26	Maintain life / w ork balance Note: Complex A26	Team Building, Legal Office Applications
1 2 3 4	1 2 3 4	1 2 3 4
Read updates (land titles, court offices) A27	Read updates (land titles, court offices) Note: comprehension is complex A27	Civil Litigation, Real Properties
1 2 3 4	1 2 3 4	1 2 3 4
Participate in upgrading courses A28	Participate in upgrading courses A28	Success and Professionalism, Legal Office Applications
1 2 3 4	1 2 3 4	1 2 3 4
Work w ithin legal processes for different areas of law including corporate/commercial, real estate, family, civil litigation, w ills & estates, criminal A29	Work w ithin legal processes for different areas of law including corporate/commercial, real estate, family, civil litigation, w ills & estates, criminal A29	All legal courses
1 2 3 4	1 2 3 4	1 2 3 4

DEMONSTRATE COMMUNICATION SKILLS B	DEMONSTRATE COMMUNICATION SKILLS B	DEMONSTRATE COMMUNICATION SKILLS B
Interact with clients B1	Interact with clients B1	Success and Professionalism, Basic Business Communications, Legal Office Applications
1 2 3 4	1 2 3 4	1 2 3 4
Interact with lawyers B2	Interact with own lawyer B2	Success and Professionalism, Across all legal courses
1 2 3 4	1 2 3 4	1 2 3 4
Interact with co-workers B3	Interact with co-workers B3	Success and Professionalism, Team Building, Legal Office Applications
1 2 3 4	1 2 3 4	1 2 3 4
Review (explain) documents with clients B4	Explain own work (Note: explaining to clients is outside scope of occupation) B4	Across all courses
1 2 3 4	1 2 3 4	1 2 3 4
Listen B5	Listen actively B5	Success and Professionalism, Basic Business Communications, Across all courses
1 2 3 4	1 2 3 4	1 2 3 4
Ask clarifying questions B6	Ask clarifying questions B6	Across all courses
1 2 3 4	1 2 3 4	1 2 3 4
Solve problems B7	Solve problems B7	Legal Office Applications, Business Math, Accounting 1
1 2 3 4	1 2 3 4	1 2 3 4
Use legal terminology B8	Use legal terminology B8	Legal Office Applications, Across legal courses
1 2 3 4	1 2 3 4	1 2 3 4

Apply telephone etiquette	Apply telephone etiquette	Legal Office Applications
B9	B9	
1 2 3 4	1 2 3 4	1 2 3 4
Apply email etiquette	Apply email etiquette	Basic Business Communications, Computers - Intro
B10	B10	
1 2 3 4	1 2 3 4	1 2 3 4
Give constructive feedback	Give constructive feedback	Success and Professionalism, Team Building
B11	B11	
1 2 3 4	1 2 3 4	1 2 3 4
PERFORM GENERAL OFFICE DUTIES C	PERFORM GENERAL OFFICE DUTIES C	PERFORM GENERAL OFFICE DUTIES C
Prepare packages for courier	Prepare packages for courier	Legal Office Applications
C1	C1	
1 2 3 4	1 2 3 4	1 2 3 4
Use various postal methods (e.g. registered, priority, express, etc.)	Use various postal methods (e.g. registered, priority, express, etc.)	Legal Office Applications
C2	C2	
1 2 3 4	1 2 3 4	1 2 3 4
Screen / direct calls, mail, etc.	Screen / direct calls, mail, etc.	Legal Office Applications
C3	C3	
1 2 3 4	1 2 3 4	1 2 3 4
Prepare meeting rooms	Prepare meeting rooms	Practicum
C4	C4	
1 2 3 4	1 2 3 4	1 2 3 4
Set up conference calls	Set up conference calls	Legal Office Applications
C5	C5	
1 2 3 4	1 2 3 4	1 2 3 4

File documents outside office	File documents outside office	Practicum Note: not practiced unless on practicum
C6	C6	
1 2 3 4	1 2 3 4	1 2 3 4
Follow safety and security procedures	Follow safety and security procedures	RRC orientation, Practicum
C7	C7	
1 2 3 4	1 2 3 4	1 2 3 4
Make deliveries	Make deliveries	Note: add Canada 411, Google Maps
C8	C8	
1 2 3 4	1 2 3 4	1 2 3 4
Order supplies	Order supplies	Legal Office Applications
C9	C9	
1 2 3 4	1 2 3 4	1 2 3 4
Research prices	Research prices	Computers - Intro Note: change focus of research to supplies
C10	C10	
1 2 3 4	1 2 3 4	1 2 3 4
Arrange for repairs	Note: Learned at the workplace	
C11	C11	
1 2 3 4	1 2 3 4	1 2 3 4
Participate in development of marketing materials (e.g. brochures)	Note: Learned at the workplace	
C12	C12	
1 2 3 4	1 2 3 4	1 2 3 4
Clean office	Note: Learned at the workplace	
C13	C13	
1 2 3 4	1 2 3 4	1 2 3 4

USE TECHNOLOGY D	USE TECHNOLOGY D	USE TECHNOLOGY D
Keyboard D1	Keyboard D1	Computer Keyboarding, Legal Transcription
1 2 3 4	1 2 3 4	1 2 3 4
Word process D2	Word process D2	Word 2010, Word 2010 Advanced
1 2 3 4	1 2 3 4	1 2 3 4
Use spreadsheets D3	Use spreadsheets D3	Excel 2010
1 2 3 4	1 2 3 4	1 2 3 4
Use presentation software D4	Use presentation software D4	Computers - Intro Note: can require this software to be used for any presentations
1 2 3 4	1 2 3 4	1 2 3 4
Use email D5	Use email D5	Computers - Intro, Basic Business Communications Note: need opportunity for more practice
1 2 3 4	1 2 3 4	1 2 3 4
Use scheduling software D6	Use scheduling software D6	Computers - Intro Note: need software to practice
1 2 3 4	1 2 3 4	1 2 3 4
Maintain client contact database D7	Maintain client contact database D7	Computers - Intro (using Access only)
1 2 3 4	1 2 3 4	1 2 3 4
Use internet D8	Use internet D8	Computers - Intro
1 2 3 4	1 2 3 4	1 2 3 4

Use online databases	Use online databases	Note: don't have access to the databases
D9	D9	
1 2 3 4	1 2 3 4	1 2 3 4
Use legal accounting software	Use accounting software	Simply Accounting (PC) Note: looking into PC Law
D10	D10	
1 2 3 4	1 2 3 4	1 2 3 4
Use document management systems	Use document management systems	Practicum Note: depending on practicum placement
D11	D11	
1 2 3 4	1 2 3 4	1 2 3 4
Contribute to development / testing of new / specialized software	Note: Students can't get this training in college as they don't have access to existing software against which to make comparisons.	
D12	D12	
1 2 3 4	1 2 3 4	1 2 3 4
Use printer / copier / scanner	Use printer / copier / scanner	Success and Professionalism, Legal Office Applications
D13	D13	
1 2 3 4	1 2 3 4	1 2 3 4
Use phone system	Use phone system	Legal Office Applications
D14	D14	
1 2 3 4	1 2 3 4	1 2 3 4
Use fax	Use fax	Success and Professionalism, Legal Office Applications
D15	D15	
1 2 3 4	1 2 3 4	1 2 3 4
Set up media equipment	Set up media equipment	Computers - Intro
D16	D16	
1 2 3 4	1 2 3 4	1 2 3 4
Use postage meter	Use postage meter	Legal Office Applications
D17	D17	
1 2 3 4	1 2 3 4	1 2 3 4

Use binding machine D18 1 2 3 4	Use binding machine D18 1 2 3 4	Legal Office Applications 1 2 3 4
Use typew riter D19 1 2 3 4	Use typew riter D19 1 2 3 4	Note: need a new typew riter 1 2 3 4
PERFORM SCHEDULING / PLANNING DUTIES E	PERFORM SCHEDULING / PLANNING DUTIES E	PERFORM SCHEDULING / PLANNING DUTIES E
Book appointments E1 1 2 3 4	Book appointments Note: Complex skill E1 1 2 3 4	Legal Office Applications, Family Law 1 2 3 4
Book services (e.g. court reporter, process servers) E2 1 2 3 4	Book services (e.g. court reporter, process servers) E2 1 2 3 4	Legal Office Applications, Civil Litigation 1 2 3 4
Schedule court dates E3 1 2 3 4	Schedule court dates E3 1 2 3 4	Legal Office Applications, Civil Litigation 1 2 3 4
Book professional development for self / law yers E4 1 2 3 4	Book professional development for self / law yers E4 1 2 3 4	Legal Office Applications 1 2 3 4
Book facilities E5 1 2 3 4	Book facilities E5 1 2 3 4	Legal Office Applications 1 2 3 4
Arrange catering E6 1 2 3 4	Note: Learned on the job E6 1 2 3 4	1 2 3 4

Schedule to meet deadlines	Schedule to meet deadlines	All courses
E7	E7	
1 2 3 4	1 2 3 4	1 2 3 4
Arrange travel	Note: Learned on the job	
E8	E8	
1 2 3 4	1 2 3 4	1 2 3 4
Plan office retreats / parties / charity drives	Note: Learned on the job	
E9	E9	
1 2 3 4	1 2 3 4	1 2 3 4
DEVELOP LEGAL DOCUMENTS F	DEVELOP LEGAL DOCUMENTS F	DEVELOP LEGAL DOCUMENTS F
Draft letters / emails	Draft letters / emails	Basic Business Communications, Word 2010
F1	F1	
1 2 3 4	1 2 3 4	1 2 3 4
Draft documents	Draft documents	Legal Office Applications, Legal Transcription, Real Properties
F2	F2	
1 2 3 4	1 2 3 4	1 2 3 4
Complete standard forms including for: corporate / commercial, real estate, family, wills & estates, civil litigation, criminal	Complete standard forms including for: corporate / commercial, real estate, family, wills & estates, civil litigation	Civil Litigation, Real Properties, Corporate & Commercial Law, Family Law, Legal Office Applications, Legal Transcription, Wills & Estates
F3	F3a	
1 2 3 4	1 2 3 4	1 2 3 4
	Complete standard forms including for: criminal	Note: need to add criminal law
	F3b	
1 2 3 4	1 2 3 4	1 2 3 4
Transcribe digital recordings	Transcribe digital recordings	Legal Transcription, Basic Business Communications, Legal Office Applications
F4	F4	
1 2 3 4	1 2 3 4	1 2 3 4

Proofread / edit	Proofread / edit	Basic Business Communications, Legal Transcription, Word 2010, Word 2010 Advanced, Success and Professionalism, All other law courses
F5	F5	
1 2 3 4	1 2 3 4	1 2 3 4
Use punctuation	Use punctuation	Basic Business Communications, Legal Transcription, Word 2010, Word 2010 Advanced, Success and Professionalism, all other law courses
F6	F6	
1 2 3 4	1 2 3 4	1 2 3 4
Use Canadian grammar	Use Canadian grammar	Basic Business Communications, Legal Transcription, Word 2010, Word 2010 Advanced, Success and Professionalism, all other law courses
F7	F7	
1 2 3 4	1 2 3 4	1 2 3 4
Use Canadian spelling	Use Canadian spelling	Basic Business Communications, Legal Transcription, Word 2010, Word 2010 Advanced, Success and Professionalism, all other law courses
F8	F8	
1 2 3 4	1 2 3 4	1 2 3 4
Format documents (e.g. table of contents, page and paragraph numbers)	Format documents (e.g. table of contents, page and paragraph numbers)	Word 2010, Word 2010 Advanced, Basic Business Communications
F9	F9	
1 2 3 4	1 2 3 4	1 2 3 4
Create tables	Create and manipulate tables	Word 2010, Word 2010 Advanced
F10	F10	
1 2 3 4	1 2 3 4	1 2 3 4
Prepare document books	Prepare document books	Success and Professionalism, Mentioned in several courses but not assessed
F11	F11	
1 2 3 4	1 2 3 4	1 2 3 4

Prepare minute books	Prepare minute books	Corporate and Commercial Law
F12	F12	
1 2 3 4	1 2 3 4	1 2 3 4
Create precedents	Create precedents	Legal Office Applications
F13	F13	
1 2 3 4	1 2 3 4	1 2 3 4
Maintain precedents (keep up to date)	Maintain precedents (keep up to date) Note: Level of difficulty is similar to creating precedents	Legal Office Applications
F14	F14	
1 2 3 4	1 2 3 4	1 2 3 4
Draft digital multimedia presentations	Draft digital multimedia presentations	Success and Professionalism, Team Building
F15	F15	
1 2 3 4	1 2 3 4	1 2 3 4
MANAGE DOCUMENTS G	MANAGE DOCUMENTS G	MANAGE DOCUMENTS G
Use document management procedures	Use document management procedures	Computers - Intro, Legal Office Applications
G1	G1	
1 2 3 4	1 2 3 4	1 2 3 4
Manage document versions	Manage document versions	Legal Office Applications, Computers - Intro
G2	G2	
1 2 3 4	1 2 3 4	1 2 3 4
Follow file naming conventions	Follow file naming conventions	Legal Office Applications, Computers - Intro, reinforced in all other courses
G3	G3	
1 2 3 4	1 2 3 4	1 2 3 4
Apply precedent etiquette ("save as")	Apply precedent etiquette ("save as")	Computers - Intro
G4	G4	
1 2 3 4	1 2 3 4	1 2 3 4

Track changes	Track changes	Word 2010 Advanced
G5	G5	
1 2 3 4	1 2 3 4	1 2 3 4
Digitize documents	Digitize documents which can then be manipulated	Legal Office Applications Note: Would require addition of equipment to increase level
G6	G6	
1 2 3 4	1 2 3 4	1 2 3 4
Maintain digital document security	Remove ability to access previous versions, authors, etc.	Word 2010 Advanced, Computers - Intro
G7	G7	
1 2 3 4	1 2 3 4	1 2 3 4
MAINTAIN FILES H	MAINTAIN FILES H	MAINTAIN FILES H
Set up file organization system	Set up file organization system	Legal Office Applications, Computers - Intro
H1	H1	
1 2 3 4	1 2 3 4	1 2 3 4
Determine paper copies to keep consistent with lawyer preference	Determine paper copies to keep consistent with lawyer preference	Legal Office Applications
H2	H2	
1 2 3 4	1 2 3 4	1 2 3 4
Determine when to move a file to archives	Determine when to move a file to archives	Legal Office Applications
H3	H3	
1 2 3 4	1 2 3 4	1 2 3 4
Determine which documents to destroy	Determine which documents to destroy	Legal Office Applications
H4	H4	
1 2 3 4	1 2 3 4	1 2 3 4
Maintain file lists (e.g. open, closed and archived)	Maintain file lists (e.g. open, closed and archived)	Legal Office Applications
H5	H5	
1 2 3 4	1 2 3 4	1 2 3 4

Maintain checklists for files	Maintain checklists for files (e.g. search, to do, agenda checklists) Note: Varies by firm	Real Properties, Corporate and Commercial Law , Family Law , Wills and Estates, Legal Office Applications
H6	H6	
1 2 3 4	1 2 3 4	1 2 3 4
Document verbal correspondence (memo to file)	Document verbal communication (memo to file)	General across courses
H7	H7	
1 2 3 4	1 2 3 4	1 2 3 4
Determine file set up procedure	Determine file set up procedure	Legal Office Applications, Real Properties
H8	H8	
1 2 3 4	1 2 3 4	1 2 3 4
Determine labeling practice	Determine labeling practice	Legal Office Applications
H9	H9	
1 2 3 4	1 2 3 4	1 2 3 4
Diarize (file status, limitation dates, possession dates, hearing dates)	Diarize (file status, limitation dates, possession dates, hearing dates)	Legal Office Applications, Real Properties Note: Concepts are taught but not practiced - don't have industry software
H10	H10	
1 2 3 4	1 2 3 4	1 2 3 4
Track delivery status	Track delivery status	Legal Office Applications
H11	H11	
1 2 3 4	1 2 3 4	1 2 3 4
PERFORM DUE DILIGENCE I	PERFORM DUE DILIGENCE I	PERFORM DUE DILIGENCE I
Determine due diligence searches required	Determine due diligence searches required	Real Properties, Corporate and Commercial Law
I1	I1	
1 2 3 4	1 2 3 4	1 2 3 4
Request paper due diligence searches (by letter)	Request paper due diligence searches (by letter)	Real Properties, Corporate and Commercial Law
I2	I2	
1 2 3 4	1 2 3 4	1 2 3 4

Conduct online due diligence searches (e.g. title, PPR, companies office, tax, court registry)	Conduct online due diligence searches (e.g. title, PPR, companies office, tax, court registry)	Note: Concepts taught. Practiced by most students on practicum.
I3	I3	
1 2 3 4	1 2 3 4	1 2 3 4
Interpret due diligence search results	Identify due diligence search results	Real Properties
I4	I4	
1 2 3 4	1 2 3 4	1 2 3 4
Track searches	Note: Duplicates H10	
I5	I5	
1 2 3 4	1 2 3 4	1 2 3 4
Conduct legal search	Locate specified statutes	Civil Litigation
I6	I6a	
1 2 3 4	1 2 3 4	1 2 3 4
	Locate specified cases	
	I6b	
1 2 3 4	1 2 3 4	1 2 3 4
COMPLY WITH LAWS, REGULATIONS AND POLICIES J	COMPLY WITH LAWS, REGULATIONS AND POLICIES J	COMPLY WITH LAWS, REGULATIONS AND POLICIES J
Maintain confidentiality	Maintain confidentiality	Success and Professionalism, Legal Office Applications, Reinforced in all law courses
J1	J1	
1 2 3 4	1 2 3 4	1 2 3 4
Work within limitations of role (e.g. reviewing documents vs. advising)	Work within limitations of role (e.g. reviewing documents vs. advising)	Legal Office Applications
J2	J2	
1 2 3 4	1 2 3 4	1 2 3 4
Conduct conflict searches	Conduct conflict searches	Legal Office Applications
J3	J3	
1 2 3 4	1 2 3 4	1 2 3 4

Comply w ith judicial act and rules	Note: Not clear / specific	
J4	J4	
1 2 3 4	1 2 3 4	1 2 3 4
Comply w ith Law Society rules	Comply w ith Law Society rules Note: Complex	Legal Office Applications
J5	J5	
1 2 3 4	1 2 3 4	1 2 3 4
Comply w ith trust account rules	Comply w ith trust account rules	Legal Office Applications
J6	J6	
1 2 3 4	1 2 3 4	1 2 3 4
Comply w ith identification verification rules	Comply w ith identification verification rules	Legal Office Applications
J7	J7	
1 2 3 4	1 2 3 4	1 2 3 4
Comply w ith office policies and procedures	Comply w ith office policies and procedures	Success and Professionalism, Legal Office Applications
J8	J8	
1 2 3 4	1 2 3 4	1 2 3 4
Comply w ith document filing / serving requirements	Comply w ith document filing / serving requirements	Civil Litigation, Family Law
J9	J9	
1 2 3 4	1 2 3 4	1 2 3 4
FOLLOW ACCOUNTING PROCEDURES K	FOLLOW ACCOUNTING PROCEDURES K	FOLLOW ACCOUNTING PROCEDURES K
Open files	Open files	Legal Office Applications
K1	K1	
1 2 3 4	1 2 3 4	1 2 3 4
Track time	Track time	Legal Office Applications
K2	K2	
1 2 3 4	1 2 3 4	1 2 3 4
Track disbursements	Track disbursements	Legal Office Applications
K3	K3	
1 2 3 4	1 2 3 4	1 2 3 4

Prepare invoices	Prepare invoices	Legal Office Applications, Accounting 1, Real Properties, Simply Accounting (PC)
K4	K4	
1 2 3 4	1 2 3 4	1 2 3 4
Requisition cheques	Requisition cheques	Legal Office Applications, Real Properties
K5	K5	
1 2 3 4	1 2 3 4	1 2 3 4
Report on trust accounts	Report on trust accounts	Legal Office Applications
K6	K6	
1 2 3 4	1 2 3 4	1 2 3 4
Pay invoices	Pay invoices	Accounting 1, Simply Accounting (PC)
K7	K7	
1 2 3 4	1 2 3 4	1 2 3 4
Prepare deposit	Prepare deposit	Legal Transcription, Real Properties
K8	K8	
1 2 3 4	1 2 3 4	1 2 3 4
Process payments (e.g. credit card, cash, debit, certified cheque)	Process payments (e.g. credit card, cash, debit, certified cheque)	Accounting 1, Simply Accounting (PC), Legal Office Applications
K9	K9	
1 2 3 4	1 2 3 4	1 2 3 4
Close files	Close files	Legal Office Applications
K10	K10	
1 2 3 4	1 2 3 4	1 2 3 4
Reconcile monthly bank statements	Reconcile monthly bank statements	Legal Office Applications, Accounting 1
K11	K11	
1 2 3 4	1 2 3 4	1 2 3 4
Have cheques certified	Have cheques certified	Legal Office Applications, Real Properties
K12	K12	
1 2 3 4	1 2 3 4	1 2 3 4

Maintain petty cash K13 1 2 3 4	Maintain petty cash K13 1 2 3 4	Accounting 1 1 2 3 4
Prepare files for audit K14 1 2 3 4	Note: New hires not responsible for this function K14 1 2 3 4	
PERFORM HUMAN RESOURCE DUTIES L	PERFORM HUMAN RESOURCE DUTIES L	PERFORM HUMAN RESOURCE DUTIES L
Participate in recruitment L1 1 2 3 4	Note: New hires not responsible for this function L1 1 2 3 4	
Participate in interview / selection process L2 1 2 3 4	Note: New hires not responsible for this function L2 1 2 3 4	
Supervise staff L3 1 2 3 4	Note: New hires not responsible for this function L3 1 2 3 4	
Mentor staff (formal or informal) L4 1 2 3 4	Mentor staff (formal or informal) L4 1 2 3 4	Team Building 1 2 3 4
Delegate work L5 1 2 3 4	Note: New hires not responsible for this function L5 1 2 3 4	
Assess performance L6 1 2 3 4	Assess own performance L6 1 2 3 4	Success and Professionalism 1 2 3 4

Perform yearly review with staff / lawyer	Note: New hires not responsible for this function							
L7	L7							
1	2	3	4	1	2	3	4	
Prepare payroll	Prepare payroll				Simply Accounting (PC)			
L8	L8							
1	2	3	4	1	2	3	4	
Complete records of employment	Complete records of employment				Simply Accounting (PC)			
L9	L9							
1	2	3	4	1	2	3	4	

Appendix C – Graduate Profile

Legal Administrative Assistant Graduate Profile

May 9, 2013

Graduates:

- A. Demonstrate personal professionalism through a strong work ethic, reliability, integrity, adaptability, the desire to learn, and the ability to solve problems and work independently
- B. Display interpersonal skills by respecting and empathizing with others, following instructions, asking clarifying questions, accepting and giving feedback, and participating on teams
- C. Demonstrate excellent verbal, non-verbal, written and listening skills with lawyers, clients and co-workers by using correct grammar, spelling, punctuation, tone, structure, and legal terminology
- D. Work within legal processes for areas of law including corporate and commercial, real estate, family, civil litigation, wills and estates, and criminal
- E. Complete legal documents, standard forms, and document and minute books from verbal or written instructions, transcription, or precedents
- F. Demonstrate confidence and initiative by effectively recording information and handling telephone calls and incoming and outgoing mail and courier transactions
- G. Organize, diarize, and prioritize to manage schedules, appointments, and files and to meet deadlines
- H. Create, organize, and maintain paper and electronic files and filing systems including file closure, retrieval, archiving, and destruction
- I. Perform online and paper due diligence searches
- J. Keyboard accurately at 55 words per minute
- K. Use office equipment and technology including Microsoft Office Suite and accounting software proficiently, and adapt to new software in the workplace
- L. Manage documents by tracking changes, creating new versions, and following naming conventions

- M. Support law office accounting procedures by tracking time and disbursements, preparing invoices, and handling cheques
- N. Comply with Law Society and law office regulations and policies by working within scope of occupation, conducting conflict searches, following trust account and identification verification rules; and maintain confidentiality

Appendix D – Focus Group Summary

Legal Administrative Assistant Program
Current Student Focus Groups
March 22, 2013 / 12:00 p.m. – 1:30 p.m. / Room E305
85 minutes

Introduction (5 minutes)

Thank you for agreeing to participate in this feedback process for the Legal Administrative Assistant program. The program is in the process of a program renewal and the purpose of this focus group is to gather information from current students in order to improve the program. Your feedback today will be most helpful in identifying both areas of strength and areas that need attention. A summary of feedback from each group will be reported back to faculty and administration for consideration in the renewal process.

The focus group will take about 85 minutes. The session will be recorded so that I don't miss any of your comments. I may take some notes during the session but cannot possibly write fast enough, while listening actively, to get it all down. No one else will hear the recording. I will prepare a summary of the feedback before erasing the recording and your name will not be associated with any of the responses.

The focus is on the program and I will cut off any comments about specific individuals. Please keep in mind that you can choose not to answer any question and to leave the group at any time.

Do you have any questions before we begin?

Marketing / Information / Application Process (10 minutes)

1. What information did you receive, through the admission process (in advance of classes beginning), to enable you to determine if the program (and career) is a good fit for you?

- Website was accessed by a number of students and was considered to be fairly complete
- Other sources of information mentioned were:
 - Face-to-face meeting with a counselor
 - Pamphlet (vague compared to website) from:
 - Student Services (D101)
 - Link on website
 - Employment Manitoba required that one student call law firms to find out what they were looking for and what program they recommend
- Mandatory orientation followed by one day to withdraw application without penalty

Is there additional information that would have been useful?

- Indication of how many students are graduating on time
- Indication of how many students find employment
- The salaries to expect in the field

- One student raised the point that this kind of information is collected from graduates (Graduate Satisfaction and Employment Report) but the rest had not come across this information

Are there additional pre-requisite skills that would have been helpful?

- Need to stress the importance of keyboarding as there is no formal instruction in the program
- It would be helpful if there was a keyboarding test as part of the admission process and then a keyboarding class for those who need it (this is what Herzing does)
- Need to stress that there is no formal instruction in email

Program Effectiveness (20 minutes)

2. What parts of the program, that you have completed so far, do you believe to be most helpful in preparing you to work as a Legal Administrative Assistant? Why?

- Hard to say because we haven't done practicum yet – based on what we have been told and what we think now, we have learned what we need to know
- A lot of the legal courses, especially preparing court documents
- Word and Excel
- Basic Business Communications – grammar is paramount in the field, writing, formatting
- Legal Office Applications – learn correct format for a letter and gives a really good idea of what an office job would be like
- Success & Professionalism Course - resumes, practice interviews, one or two hours spent in Con Ed or Student Services Offices for experience

3. What parts of the program, that you have completed so far, do you believe to be least helpful in preparing you to work as a Legal Administrative Assistant? Why?

- In Introduction to Computers, remember that the students coming into the program have, by and large, grown up with computers and have most of the skills that we learned in that class – needs to be adapted more to the skill set of students
- Access and PowerPoint – if we need this for the field, there should be more depth so that we have the skill to use it. If it's not needed for the field, we should not be taking it
- There was no instruction related to Criminal Law
- Some question about the relevance of Basic Math and Accounting courses to workplace

Student Engagement (20 minutes)

6. What parts of the program do you find most effective in helping you learn?

- The things that are relatable to the field like the house deal or affidavits we did
- Relating our work to costs for lawyer
- The law courses are hands-on and practical; they replicate what is done in the field

- Information in courses is excellent
- Course packages – can use to self-teach by reading and asking questions

7. What parts of the program do you find least effective in helping you learn?

- The afternoon courses like accounting and computers are more examples than practical like the law courses are
- Teambuilding's not really necessary – we are a small group and pretty much, as a class, get along with everybody. Teambuilding and Success and Professionalism could be one course as there is overlap
- Specific dates related to the house deal, in addition to the flow chart, would help us understand the time required for processing
- Offer formal keyboarding instruction for those that need it
- Related to the length / time allocation for the courses:
 - Some need to be longer than others (e.g. Real Property)
 - Teambuilding is too long
 - Length of course and amount of course content need to be better matched so that instruction doesn't end (either completely, or early dismissals) before course end date (in some cases we are done 2 or 3 weeks prior to end date)
 - Give instructors greater flexibility to teach what they need to teach and not waste their time or our time
 - Early dismissal in AM classes results in reduced attendance, as students don't want to come in for a 30-minute class when the next class starts at 1:30 p.m.
 - Course material could be covered more slowly in some cases and we would not be finished as early
 - All courses should end at approximately the same date at the end of the program
 - Perhaps the program can be shortened
- Access to computer labs:
 - Need access when dismissed from class early so can make better use of time
 - Need to work through lunch to get assignments done. Only one hour assigned access from 11:00 a.m. – 12:00 p.m.
- Related to course packs / booklets:
 - Correct the formatting, grammar, and spelling errors
 - Ensure that documents are current
 - Create course pack for Business Law, as the packs for all of the other legal courses are very helpful – good references. It's a challenge to copy what is written on the board as well as the accompanying commentary without missing things
- Related to course textbooks:
 - Ensure that textbook list includes only books currently required for program
 - Indicate if a textbook is intended for reference purposes only (e.g. used Legal Office Applications book [\$140.00] only once for a filing assignment)
- Related to exams:
 - Ensure that exam questions match what is being taught (e.g. wording used)
- Related to course sequencing:
 - The first Word class should come earlier - before Basic Business Communications - so that some of the formatting can be applied there and as well as earlier in our work with court documents
 - Basic Business Communications could be spread out to provide ongoing reinforcement /support for grammar

- Group related law courses together for logical progression:
 - Wills and Estates with Homestead Rights of Real Property
 - Real Property followed by Family Law
- Related to Practicum:
 - Consider 2 weeks mid-program and 2 weeks at the end so you get the feel for working in a law office and can better relate course materials to what's needed in the workplace

Program Completion (10 minutes)

8. Are you going to complete the program on schedule? If not, why? If not, do you have plans to complete the program?

- All of the students in the group were going to complete the program on time
- Students felt that the majority of students who won't complete the program didn't put the effort in - just apply yourself, work hard, and seek help from the teachers
- There are some students who do try hard but don't make it
- Issues can be:
 - In Real Property, if you fail the assignment, you can fail the course. That's why it's important to have specific dates to eliminate any confusion with the assignment – however, you should be able to fix it (overcome the confusion/make corrections)
 - Because it is a one year program there are no second year students, who have taken a particular course you're struggling with, who you can talk to for help
 - There is only tutoring for Accounting and Math
 - Keyboarding speed required:
 - some offices require only 50 wpm
 - practicum performance would not be affected by a lower speed
 - The way the program is structured – winter has hardest courses, but that's when everyone gets sick, has issues getting to class, access or transportation issues, kids get sick, etc. All the hard courses are together
- It is unrealistic for most students to come back a year later to complete one course – they need to work
- Repeat should be offered in six months' time, either through a second intake or evening classes for the part-time program. This has been the case for Basic Business Communication and Accounting
- Online courses would be a great option to complete courses needed to graduate

College Education Supports (10 minutes)

9. Which educational supports at the college have been most / least helpful to you? Explain.

- Tutoring for Math and Accounting is utilized by students. This tutoring is found to be very effective
- Related to tutoring, and the absence of a class ahead to ask for help, perhaps graduates would be interested in tutoring the law courses, either online or face-to-face, one night a week
- Varying awareness about availability of counseling
- Were told that there's a nurse's office, but didn't know where it was and what they can do for you
- Weren't introduced to Employment Services
- Started in the summer and a lot of people were on vacation; we weren't told about a lot of the resources the college does have to offer and so it made it difficult
- We had a mini tour when we had our orientation, but we weren't taken to those places. Having somebody who is more familiar with this campus would be nice because they'd know where these resources are, instead of us having to figure out where they are, especially for visual people who need to see it

General (10 minutes)

10. Lastly, is there anything that you would like to comment on that you were not asked?

- The program itself is fairly well put together
- Have more speakers come in, including graduates, so we get their perspective on the nature of the work and their experience searching for jobs
- Regarding procedures in the case of instructor absences:
 - How long do you wait for the instructor to show up before leaving?
 - The college should be quicker at letting students know an instructor is not going to be in - maybe send mass email to all students early in the morning as some students travel quite a distance to get to the college
 - And also let them know when the instructor will be back and when classes will resume
 - Or the instructor should send out an email to students right away, as soon as they know they're not going to be in, or posted to the on line mailboxes

