

**Site Visit Report  
Reapproval**

**PARALEGAL PROGRAM  
Kapi'olani Community College  
University of Hawai'i  
Honolulu, HI  
February 21-22, 2019**

**Site Visit Team Member**

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Kapi'olani Community College ("KCC") has applied to the American Bar Association for reapproval of its Paralegal Program. The site visit was conducted on February 21 and 22, 2019 by Sally Dahlquist, J.D., ABA Standing Committee on Paralegal Education member, Site Visit Team Chair, and Paralegal Program Director at Inver Hills Community College, Inver Grove Heights, MN. Due to a last minute emergency, Dr. Vi T. Pham, Professor and Paralegal Studies Coordinator, El Camino College, Torrance, CA, second Site Team member was unable to attend the ABA site visit. The Program Director agreed to having the visit conducted with one team member.

KCC's Program began in August, 1975, and it received its initial ABA approval in 1978. The Program was last reapproved in February 2012.

The site visit consisted of the following activities:

- Meeting with Dr. Susan Jaworowski, Ph. D., J.D., Professor and Paralegal Program Director;
- Meeting with John Richards, CEC, CWPA, CCA, Dean of Hospitality, Business, and Legal Department;
- Tour of the Main Campus including Kopiko Lab and classrooms where paralegal courses are held;
- Meeting with Dr. Susan Jaworowski, Ph. D., J.D., Professor and Program Director, Kimberly Koide Iwao, full-time faculty member, and reviewed online legal specialty courses and detailed online materials;
- Meeting with Victoria Szymczak, Law Library Director and Associate Professor of Law, William S. Richardson School of Law Library, University of Hawai'i at Manoa, Honolulu, HI, and as the tour of the library concluded Brian Huffman, Electronic Services Librarian joined the visit to pull up the electronic database resources webpage which includes the core legal research databases;
- Meeting with 11 members of the Advisory Committee at the law firm of Ashford and Wriston, Honolulu, HI;
- Meeting with 7 adjunct and 1 full-time faculty members at the law firm of Ashford & Wriston, Honolulu, HI;
- Meeting held at the law firm of Ashford & Wriston, Honolulu, HI with Paralegal Cooperative Education (Internship) Coordinator, Theona Poggi, who also provides career services to students and assists the Program Director to collect graduate follow-up data;
- Meeting with Michelle S. Samson, Student Services Specialist/Assistant Registrar; Jerilynn Enokawa, Registrar; and Chad Yasuda and Mai Fujii, Student Support Services Specialists who check and confirm students' transcripts for graduation;

- Meeting with Kelli Brandvold, Human Resources Director and reviewed faculty credentials and resumes at Human Resources Office;
- Meeting with 12 currently enrolled students, 8 AS degree and 4 Certificate in Achievement in Paralegal seekers;
- Observation of LAW 145 (Computer Applications in the Law Office) in session taught by Tiffany Macanas, Adjunct Faculty member;
- Meeting with 7 graduates, 6 AS degree and 1 Certificate in Achievement in Paralegal graduates;
- Meeting with Associate Professors, Counselors of Business, Legal and Technology Education Programs, Lori Sakaguchi and Florentino (Flo) Abara;
- Examination of student files, student practical assignments, traditional and online coursework, online and faculty evaluations, and program, graduate, employer and legal community surveys/assessments; and
- An exit meeting with Susan Jaworowski, Ph. D., J.D., Professor and Paralegal Program Director; Joanne Whitaker, Executive Assistant to the Chancellor of KCC, KCC's Accreditation Administrator, Laure S. Burke, Department Chair, Business, Legal & Technology Education Programs, and Kimberly Koide Iwao.

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

### **G-101 – 107**

KCC is a publicly supported state community College with in the University of Hawai'i and has a student body primarily from Honolulu, Oahu, Hawai'i. As of Spring Semester, 2018, the total enrollment was approximately 30,060 full-time and 24,893 part-time students in the University of Hawai'i system, and as of Spring Semester, 2019 there were 6,187 undergraduate students at Kapi'olani Community College on the Main Campus which is located at 4303 Diamond Head Road, Honolulu, Hawai'i 96816.

KCC is accredited by the Accrediting Commission for Community and Junior Colleges, a division of Western Association of Schools and Colleges.

KCC offers an Associate in Science Degree in the Paralegal Program and a Post-Baccalaureate Certificate in Achievement in Paralegal. There is no minor option in the Paralegal Program.

Legal Education – Paralegal (LAW) classes are offered mostly in the evening, some during the day, and online, at the Main campus.

Enrollments have been relatively steady, with 68 students enrolled in the associate degree Program as of Spring Semester, 2019 and 17 students enrolled in the certificate Program during

the same period for a total of 85 paralegal students. Since the last Program reapproval period from 2012-2013 to 2018-2019, the Program has had 139 students earn the AS degree and 5 students earn the Post-Baccalaureate Certificate in Achievement for a total of 144 paralegal graduates.

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

### **G-201**

The Program has clear goals and objectives stated in measurable terms. These goals and objectives are published online on the College's Program webpages, as a downloadable page from the College's catalog, and are also available through the Paralegal Program office in hard copy. The Program's goals seek to teach students the skills including communication, analysis, critical thinking, organization, and knowledge of the law and legal procedures 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, to continue educational pursuits, and encourage lifelong learning and community service.

The Program Director is delegated the authority necessary for developing and implementing the Program. The Program is part of the Business, Legal, and Technology Education Department. The Program Director reports to the Dean of Hospitality, Business, and Legal Department who reports to the Interim Vice Chancellor for Academic Affairs, who report to the Chancellor of KCC. The site visitor met with John Richards, Dean of Hospitality, Business, and Legal Department. Dr. Susan Kazama, Interim Vice Chancellor for Academic Affairs, and Dr. Louise Pagotto, Chancellor were off the island and unavailable for the site visit. The administrator was extremely knowledgeable about the Program, supportive of its goals, and clearly sees that the Program serves the students and the legal community. The organizational structure of the Program and its place within the institution allows the Program to achieve its goals. The site visitor also met with the Associate Professors/Counselors of Business, Legal and Technology Education, Lori Sakaguchi and Florentino (Flo) Abara; Paralegal Cooperative Education Coordinator, Theona Poggi; Student Services Specialist/Assistant Registrar, Michelle Samson; Jerilynn Enokawa, Registrar; Chad Yasuda and Mai Fujii, Student Support Services Specialists Kelli Brandvold, Human Resources Director, and Department Chair, Laure S. Burke, Business, Legal & Technology Education Programs all of whom assist the Program Director in fulfilling the leadership functions required in the Guidelines. Communication and coordination are facilitated among faculty members, administrators and students.

The ABA site visitor observed that 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 Department Dean, Department Chair, 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 Business, Legal and Technology Department including curriculum and Program development, overseeing adjunct instructors and budget requests. Employment conditions are uniform for similar Programs within the Business, Legal and Technology Department. All Program directors and full-time instructors have similar office accommodations and technical and secretarial assistance. All faculty have access to professional development funds. The Program Director serves or served on decision making committees within the College such as Faculty Senator for the Business, Legal and Technology Education Department, (unofficial) Representative to Faculty Senate Distance Education Committee, Past Faculty Senate Executive Board member, Assessment Learning Coach for the College's CTE programs. Also, the Program Director has received awards in Certificate of Achievement, Assessment Leadership Academy, WASC Senior College and University Commission, and the Wo Endowment Change Agent Award, University of Hawai'i Community Colleges Award.

### **G-203**

The Advisory Committee meets two times each year, generally in the fall and spring semesters. The Advisory Committee meets as a whole; while there have been subcommittees in the past, there are no subcommittees currently. The Program Director appoints committee members for a rolling three-year term. The membership of the Advisory Committee includes representatives from all categories required by the Guidelines. Currently there are sixteen members, including attorneys, public and private sector paralegals, a law firm administrator, a paralegal manager, a faculty member, a general public representative, and members from KCC. The ABA site visitor encourages the Program to recruit additional general public members who are not affiliated with KCC or directly involved in legal services or legal education. A majority of the members are appointed from the community the Program serves and are not currently affiliated with the institution.

The minutes of the meetings include a list of those in attendance and the ABA site visitor observed that the Advisory Committee offers guidance with respect to admissions, competent instructors, career opportunities for paralegals, publicizing the Program, and will further participate in engaging in community cooperation and interest. While the ABA site visitor informed the Paralegal Director and the Advisory Committee of the activities the Advisory Committee must now perform under the ABA Guideline G-203.D effective September 1, 2018, the site visitor observed that the Committee was performing these activities in an informal, general way. However, the site visitor suggests that the Program Director continue to monitor and formally report that the Advisory Committee is performing its required duties under the ABA Guidelines including assessment of the Program's total effectiveness in terms of its goals and objectives. The ABA site visitor also verified and reports that the Advisory Committee will continue to inform the Program about changes and legal trends in the field, assist the Program in assessing the job market, and assess the Program's curriculum and objectives, legal community needs and graduate performance as well as review the library needs. The members are familiar with the objectives and goals of the Program and are dedicated, enthusiastic, and committed to the continued excellence of the Program. The ABA site visitor also observed the Advisory Committee engaging with each other, brainstorming on how to approach the newly required

Guidelines, and speaking highly of the Program's reputation and performance of its graduates in the legal community.

*Suggestion #1:* The Program Director should continue to verify, monitor and report that the Advisory Committee is performing the activities required under G-203.D effective September 1, 2018, including the assessment of the Program's total effectiveness in terms of its goals and objectives.

#### **G-204**

KCC has non-discrimination policies in effect which are disseminated in writing and which are supported by several offices on campus. The KCC Catalog, Website and College Information and Policies contain non-discrimination statements regarding gender, sexual harassment, equal employment, affirmative action, and disabilities. These policies are supported by the College's Vice Chancellor of Student Affairs, Human Resources Manager, Office of Dean of Student Services, Personnel Officer, Title XI Coordinator and Deputy Coordinators for Students and Employees, the Disability Support Services Officer, Kapi'olani Deaf Center, and State Department of Vocational Rehabilitation. The ABA site visitor observed and encourages the Program to continue to recruit students from all genders and ethnicities. The racial composition of the faculty and student body is analogous to the general population on the island of Oahu served by the College.

#### **G-205**

Kapi'olani Community College is part of the University of Hawai'i System. As a public College, it receives approximately fifty-seven percent (57%) of its financial support from annual general fund appropriations from the State of Hawaii General Funds, with the remaining forty-three percent (43%) of the budget coming from student Tuition and Fees Special Fund. Despite the slight decline in the College's enrollment and state funding, the College was able to provide adequate funding for the Paralegal Program's budget. However, the ABA site visitor notes that the Program may be impacted by the College's required budget cuts for departments and programs as well as the tuition increases during the summer due to the lack of legislative subsidy affecting the certificate seeking students' attendance and potential timely completion of the Program. In spite of these financial factors, the Paralegal Program appears to receive adequate resources and funding from the College to accomplish its goals, however, the ABA site visitor observes that the College's lower funding and increase in summer students' tuition may affect the Program's ability to carry out its goals, objectives, and functions. The ABA site visitor also reports that the College provides sufficient support at the Main campus including student services, support for instructional activities and library resources.

*Suggestion #2:* The Institution should continue to ensure that the Paralegal Program receives adequate resources and funding from the College to accomplish the Program's goals and objectives. G-205.

#### **G-206**

KCC is a publicly supported two-year institution.

### SECTION III EDUCATIONAL PROGRAMS

#### G-301

KCC offers a two-year Associate in Science Degree in the Paralegal Program, requiring the completion of 60-62 semester credits, and a Post-Baccalaureate Certificate in Achievement in Paralegal, requiring the completion of 27 semester credits and a bachelor's degree from a regionally accredited United States institution prior to enrollment. A degree candidate must complete at least 42 semester credits of legal specialty courses, while the certificate candidate requires the completion of 27 semester credits of legal specialty courses.

In observing one (1) traditional and nine (9) online classes, and examining student and faculty work, the ABA site visitor 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 to work 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. Students remarked that the Program Director (who also teaches in the Program) was especially quick to respond to email even over the weekend.

The ABA site visitor had the opportunity to visit LAW 145 taught by Tiffany Manacas, an adjunct faculty member and Legal Administrator of a local law firm. In Computers Applications in the Law Office (LAW 145), the site visitor observed a lecture/discussion about Clio, the case management program, its advantages, and that it can do almost everything for attorneys in the office. The lecture was enhanced by the use of PowerPoint slides, and the students were engaged in the presentation, answering questions posed by the instructor, and asking questions about the material. The site visitor observed hands-on instruction as the students logged into Clio on their personal computers or the desk computers available in the classroom. Ms. Manacas was friendly and enthusiastic, referred students to their textbook reading to follow along, and praised students for their work on their spreadsheet assignments the prior week.

KCC has articulation agreements in place with University of Hawai'i – West Oahu and Hawaii Pacific University, and an agreement is in development with the University of Hawai'i – Manoa in Political Science. Due to the cost of Hawaii Pacific University, the ABA site visitor reports that no student has used this agreement to transfer during the reporting period. The ABA site visitor encourages the Program Director to review whether there are any four-year institutions on other islands or in other states that the Program would benefit from entering into additional articulation agreements to facilitate the transfer of students to a four-year university.

The Program utilizes a number of evaluation/assessment tools for the regular evaluation, review and improvement of the Program. These include a Student Evaluation of Individual Courses and Faculty, and Cooperative Paralegal Education Student Reflections; 2) The College processes of Annual Program Review of Data (APRD); Comprehensive Program Review; Curriculum Review; Program and Course Student Learning Outcomes Assessments; and Faculty Peer Evaluations; 3) Graduate Evaluations; 4) Employer Data Collection and Cooperative Paralegal Education Sponsor Evaluations, and 5) Legal Community Data Collection.

The Student Evaluation of Individual Courses and Faculty, and College Program Review, Outcomes Assessments, and Faculty Peer Evaluations are used College-wide. The other survey instruments are specific to the Program.

1) The Student Evaluation of Individual Courses and Faculty is administered in the fall and spring semesters, at the end of each semester. Every course taught by a full-time or adjunct faculty member is surveyed using the instrument. The student responses are tabulated by the College's Office for Institutional Effectiveness, and the results made available to the Department Deans, Department Chairs, Program Director, and the faculty member. The Program Director also conducts a short mid-semester survey of every course, reviews the results, and communicates them to the faculty along with suggestions for improvement if necessary. Also, the Cooperative Paralegal Education course students provide a reflective evaluation of the Paralegal Program. The Program Director reviews the results and uses the Coop course reflections to propose changes to the Program.

2) Additional internal assessment of the Paralegal Program included the College's required Annual Program Review of Data (APRD) process that "evaluates various standardized 'health indicators' that measure Program success in terms of demand, efficiency, and effectiveness by reviewing factors such as enrollment, fill rate, persistence, and retention". The report is prepared by the Program Director and once approved by the Chancellor and UH Board of Regents, and reviewed by the Paralegal Advisory Committee, the Program uses it to create and implement its tactical plan and changes. The Program also goes through a Comprehensive Program Review (CPR) process, and the Program Director reports the analyzed data and produces a Program action plan. The current CPR is for 2016-2019. In addition, KCC requires a Curriculum review process in which the Program reviews each individual course over a 5 year cycle along with the overall Program, and revisions to course outlines and outcomes are accomplished accordingly. The Program Student Learning Outcome assessment is conducted once or twice yearly in rotation at faculty meetings to assess the mastery of the Program learning outcomes, and the Course Student Learning Outcome assessment is conducted once in a 5-year period to assess the mastery of the student learning outcomes in courses. The College follows a Faculty Peer Evaluation process which has Department faculty evaluating and providing feedback to other faculty's course and classroom teaching work.

3) Once a year, the Program Director surveys graduates of the Program regarding the effectiveness of the Program, its curriculum and faculty, and measures students' satisfaction and marketability of the degree or certificate to make curriculum revision decisions. The ABA site visitor observed that the Program's graduate evaluations were only partly surveying the Program



graduates as to whether the Program's stated goals and objectives were met under the ABA Guidelines – G-301.D, and that the response rates appeared to be low.

4) Once per ABA reporting period, the Program Director surveys the employers of graduates of the Program regarding the satisfaction of the employer with the graduates, whether the Program is providing those graduates with the knowledge and skills needed to perform the job as expected, and regarding suggestions for improving the Program. The employer data collection is conducted through a focus group of attorneys and law office managers from the legal community that the Program serves. The December 2017 focus group was composed of only 7 attorneys and 1 office manager who work with paralegals and most of whom had experience as sponsors of the Program's Cooperative Paralegal Education students. The employer focus group provided limited results for the ABA reporting period. However, the Program also uses the Cooperative Paralegal Education course's sponsor ratings for some of the Program's employer of graduate evaluations. The Coop sponsors are required to evaluate the students twice during the internship. The ABA site visitor observed that while the Cooperative Paralegal Education sponsors were evaluating some of the Program's goals and objectives, the infrequent Program employer of graduate evaluations were not fully assessing the Program's goals and objectives as required under the ABA Guidelines – G-301.D, and response rates were low. Also, the ABA site visitor learned that there is no College-wide Employer Follow-Up survey that is administered to employers of all KCC graduates by Department or Program.

Twice per ABA reporting period, the Program Director conducts legal community data collections to assess how paralegal services are being utilized in the community, to measure the skills employers are seeking in paralegal and graduates, to identify new market opportunities for Program graduates, and to obtain information from potential employers as to how the Program can be improved to meet current demands. Only one of the two legal community data collections was reported to the ABA which was conducted in August of 2016. The Hawai'i Association of Legal Administrators (HALA) members were sent a Market Utilization Survey and the Program received 15 responses. The Program received a great deal of useful feedback from this survey, however, it was not apparent to the ABA site visitor that the Program's legal community survey specifically assessed the Program's goals and objectives as required under the ABA Guidelines – G-301.D.

Both the individual courses and the entire Program are under constant evaluation by the Program Director and the Department Dean to determine their effectiveness and whether the stated goals of the Program are being met. The Program Director and Department 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. The Program Director prepares an annual assessment report analyzing all of the assessment data collected during the academic year. This report is shared with the faculty, administrators and Advisory Committee. Changes are made to the Program as a result of the assessment data. Recent changes include adding a second full-time faculty member, adding summer counseling services for the students, adding LAW 206, an e-Discovery course to the curriculum, developing more online classes, and bringing back the Law 105 – Legal Office Management course offered online. Other Program changes made were using more lower cost books such as electronic or flat-rate textbook versions, supplying Cooperative Paralegal

Education interns with Westlaw passwords, assisting students to earn supplemental certificates in EDiscovery, Westlaw and Lexis, increasing weekly professional email writing assignments, and meeting with the Hawai'i Association of Legal Administrator (HALA) board to discuss the value of the new Certificate of Achievement in Paralegal to assess the current paralegal skills in demand. All of these Program changes were made to meet the needs of the local legal community.

It appears to the ABA site visitor that the written assessment plan is well organized and includes regular assessment of the required constituencies set out in the Guidelines, however, the site visitor observed that the Program did not appear to completely focus on specifically assessing the graduates and employers of the graduates to align with the stated goals and objectives of the Program. Also, it appeared that the assessment of the employers of graduates was infrequent with low responses rates. Therefore, the ABA site visitor suggests that the Program align and increase its assessment activities, especially the external assessments, with its stated goals and objectives.

*Suggestion #3:* The Program should align and increase its assessment activities in the graduate and employer evaluations specifically to meet its stated goals and objectives. G-301.D.

**G-302**

KCC is a post-secondary Program and is accredited by the Accrediting Commission for Community and Junior Colleges, Western Association of Schools and Colleges. It was most recently reaffirmed accreditation on October 15, 2018 for 18 months with a required follow-up report due March 2, 2020, and follow-up visit.

Sixty to sixty-two semester credits are required to earn the Associate in Science Degree. Course requirements include at least 42 semester credits of legal specialty coursework and 18-20 semester credits of general education coursework in at least three disciplines.

The curriculum for the Associate's degree is as follows:

<b><u>Course #</u></b>	<b><u>Course Title</u></b>	<b><u>Credits</u></b>	<b><u>Type</u></b>
<b>Required LAW Courses (27 credits):</b>			
LAW 101	The Hawai'i Legal System	3	LS-R
LAW 102	Legal Research	3	LS-R
LAW 105	Legal Office Management	3	LS-R
LAW 111	Litigation	3	LS-R
LAW 145	Computer Applications in the Law	3	LS-R
LAW 148	Legal Document Preparation	3	LS-R
LAW 202	Legal Interviewing, Negotiating/Advocacy	3	LS-R
LAW 203	Legal Writing	3	LS-R
LAW 293P	Cooperative Paralegal Education	3	LS-R

**Legal Specialty Law courses (12 credits)**

Any combination of the law courses below sufficient to total 12 credits:

LAW 104	Civil Investigation	3	LS-E
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LAW 121	Law of Business Organizations	3	LS-E
LAW 131	Real Property Law	3	LS-E
LAW 136	Tort and Insurance Law	3	LS-E
LAW 140	Family Law	3	LS-E
LAW 141	Intellectual Property	3	LS-E
LAW 151	Estate Planning and Probate	3	LS-E
LAW 166	Employment Law	3	LS-E
LAW 171	Consumer Law ( <b>deleted 2018</b> )	3	LS-E
LAW 176	Criminal Law	3	LS-E
LAW 181	Rights of the Disadvantaged ( <b>archived</b> )	3	LS-E
LAW 206	eDiscovery	3	LS-E
LAW 212	Advanced Litigation	3	LS-E
LAW 236	Advanced Tort and Insurance Law	3	LS-E
LAW 240	Advanced Family Law ( <b>archived</b> )	3	LS-E
LAW 282	Adv. Computer-Assisted Legal Research	3	LS-E
LAW 283	Advanced Legal Writing ( <b>archived</b> )	3	LS-E

#### **Advanced Legal Specialty LAW courses (3 credits)**

Any one of the law courses below (first advanced elective course fulfills this requirement; additional advance courses are counted toward the 12 credits of Legal Specialty LAW courses.

LAW 212	Advanced Litigation	3	LS-E
LAW 236	Advanced Tort and Insurance Law	3	LS-E
LAW 240	Advanced Family Law ( <b>archived</b> )	3	LS-E
LAW 282	Advanced Computer-Assisted Legal Research	3	LS-E
LAW 283	Advanced Legal Writing ( <b>archived</b> )	3	LS-E

#### **Cooperative LAW Course (3 credits)**

LAW 293P	Cooperative Paralegal Education	3	LS-R
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#### **General Education Requirements (18-20 credits):**

ENG 100	Composition I	3	GE or
ESL 100	Composition I	3	GE
ENG 200	Composition II	3	GE or
ENG 209	Business and Managerial Writing	3	GE or
SP 151	Personal and Public Speech	3	GE or
SP 181	Interpersonal Communication	3	GE or
SP 251	Principles of Effective Public Speaking	3	GE
PHIL 110	Introduction to Deductive Logic – (Note: strongly recommended)	3-4	GE or
MATH 100	Survey of Mathematics	3-4	GE or
Any MATH 100 or higher-level of mathematics		3	GE

KapCC AS/AH - AS Arts & Humanities Elective (100 level or higher)

Note: Excluding MUS 108 and MUS 230. 3 GE

KapCC AS/NS - AS Natural Sciences Elective  
(100 level or higher) 3-4 GE

KapCC AS/SS - AS Social Sciences Elective  
(100 level or higher) 3 GE

Total credits required for graduation.....60-62

Notes The issuance of an AS degree requires that the student must earn a cumulative grade point ratio (GPR) of 2.0 or higher for all courses applicable toward the degree. To receive the AS degree in Paralegal Program, a grade of "C" or higher is required in all LAW courses applicable to the degree.

Lists of AS elective courses (KapCC AS/AH, AS/NS and AS/SS) are in the College catalog under "Associate in Science Degree Courses."

Archived means that "the course is removed from the catalog for 5 years while the Program determines whether to reinstate the course after that time".

The Post-baccalaureate Certificate in Achievement in Paralegal requires the completion of 27 semester credits of legal specialty coursework.

The curriculum for the certificate is as follows:

<u>Course Number</u>	<u>Course Title</u>	<u>Credits</u>	<u>Type</u>
<b>Required LAW Courses (27 credits):</b>			
LAW 101	The Hawai'i Legal System	3	LS-R
LAW 102	Legal Research	3	LS-R
LAW 105	Legal Office Management	3	LS-R
LAW 111	Litigation	3	LS-R
LAW 145	Computer Applications in the Law	3	LS-R
LAW 148	Legal Document Preparation	3	LS-R
LAW 202	Legal Interviewing, Negotiating and Advocacy	3	LS-R
LAW 203	Legal Writing	3	LS-R
LAW 293P	Cooperative Paralegal Education	3	LS-R

Total credits required for completion.....27

Note: To receive the Certificate in Achievement in Paralegal Program, a grade of "C" or higher is required in all LAW courses applicable to the degree.

Students in the degree option must complete a minimum of 18-20 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 a bachelor's degree from institutions fully accredited by U.S. regionally accrediting institutions and thus have satisfied the writing proficiency, oral communication competency, general education, and total credit requirements.

Degree students must complete and pass three semester hours in English composition as part of the Program curriculum (ENGL 100 – Composition I or ESL 100 – the ENG 100 equivalent for non-native speakers). Student are required to take one of the follow three-credit courses: ENG 200 - Composition II or ENG 209 - Business and Managerial Writing or SP 151 - Personal and Public Speech or SP 181 - Interpersonal Communication or SP 251 - Principles of Effective Public Speaking. Oral communication skills are developed through one of the speech communication courses listed immediately above, if the student chooses a speech communication course. Oral communication skills are also developed in legal specialty courses such as LAW 105 Legal Office Management where students apply interpersonal skills and management techniques that promote effective client relations; LAW 202 - Legal Interviewing, Negotiation and Advocacy where students prepare to conduct a client interview and use effective communication and negotiation skills in interviewing, and case presentations arguments, and LAW 293P – Cooperative Paralegal Education – where students use communication skills in supervised practical experiences.

General education courses are accepted in transfer. Kapi'olani Community College will accept credits transferred from institutions fully accredited by U.S. regionally accrediting institutions provided that such credits are substantially equivalent to courses at KCC and have been completed with a grade of "D" (not "D-") or better. For transfer credit information from within the UH system, please see Office of the Vice Chancellor for Academic Affairs website – UHM Articulated Courses. 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 the Records Office, in consultation with the Deans of the Academic Departments, 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 such as Credit by Examination, College Entrance Examination (CEEB): College Level Examination Programs (CLEP) and Advanced Placement (AP), Non-Collegiate Sponsored Education including: Military (e.g. AARTS, SMAART) and American Council on Education (ACE), and Portfolio-Based Assessment.

Students in the Program are required to take LAW 145, Computer Applications in the Law, a three-credit course which provides them with instruction in word processing, internet research, electronic communications, data bases, presentation software and spreadsheets, litigation support, timekeeping and billing, legal research, document generation, case organization and management, e-Discovery basics, time management, and calendaring. As part of LAW 105 (Legal Office Management), students are required to take and receive hands-on experience in software utilized in the local legal community including legal administration and technology, client relations, legal fees, time keeping, billing, client trust funds, law office accounting, and file and records management. The Program also offers a legal specialty elective in eDiscovery, LAW 206. Graduates and students noted that the Program had given them the technology skills needed to succeed in the workplace.

The ABA site visitor confirmed that the legal specialty courses emphasize practical skills and include appropriate practical assignments. There are no exemptions to the legal specialty course requirements.

The legal specialty course pre-requisites or co-requisites are as follows:

- 1) LAW 102-Legal Research-3.00 LS-R Prerequisite(s): Credit in or qualification for ENG 100 or credit in or qualification for ESL 100.
- 2) LAW 145-Computer Applications in the Law Office-3.00 LS-R Prerequisite(s): A grade of "C" or higher in LAW 105 and a grade of "C" or higher in LAW 111.
- 3) LAW 148-Legal Document Preparation-3.00 LS-R Prerequisite(s): Acceptance into the Associate in Science degree in Paralegal Program or acceptance into the Certificate of Achievement in Paralegal Program; a grade of "C" or higher in LAW 111; and credit in or qualification for ENG 100 or credit in or qualification for ESL 100.
- 4) LAW 202-Legal Interviewing, Negotiation, and Advocacy-3.00 LS-R Prerequisite(s): Acceptance into the Associate in Science degree in Paralegal Program or acceptance into the Certificate of Achievement in Paralegal Program; and a grade of "C" or higher in LAW 111 or a grade of "C" or higher in LAW 136.
- 5) LAW 203-Legal Writing-3.00 LS-R Prerequisite(s): Acceptance into the Associate in Science degree in Paralegal Program or acceptance into the Certificate of Achievement in Paralegal Program; and a grade of "C" or higher in LAW 102.
- 6) LAW 198/LAW206-eDiscovery-3.00 LS-E Prerequisite(s): A grade of "C" or higher in LAW 111.
- 7) LAW 212-Advanced Litigation-3.00 LS-E Prerequisite(s): Acceptance into the Associate in Science degree in Paralegal Program and a grade of "C" or higher in LAW 111.
- 8) LAW 236-Advanced Tort and Insurance Law-3.00 LS-E Prerequisite(s): Acceptance into the Associate in Science degree in Paralegal Program and a grade of "C" or higher in LAW 136 and a grade of "C" or higher in LAW 203.
- 9) LAW 240-Advanced Family Law-3.00 LS-E Prerequisite(s): Acceptance into the Associate in Science degree in Paralegal Program and a grade of "C" or higher in LAW 140 and a grade of "C" or higher in LAW 203.
- 10) LAW 282-Advanced Computer-Assisted Legal Research-3.00 LS-E Prerequisite(s): Acceptance into the Associate in Science degree in Paralegal Program and a grade of "C" or higher in LAW 102.
- 11) LAW 283-Advanced Legal Writing-3.00 LS-E Prerequisite(s): Acceptance into the Associate in Science degree in Paralegal Program and a grade of "C" or higher in LAW 102 and a grade of "C" or higher in LAW 203.
- 12) LAW 293P-Cooperative Paralegal Education-3.00 LS-R Prerequisite(s): Acceptance into the Associate in Science degree in Paralegal Program or acceptance into the Certificate of Achievement in Paralegal Program; and a grade of "C" or higher in LAW 101 and a grade of "C" or higher in LAW 105 and a grade of "C" or higher in LAW 145 and a grade of "C" or higher in LAW 148 and a grade of "C" or higher in LAW 202 and a grade of "C" or higher in LAW 203.

The legal specialty courses are rationally sequenced to ensure students have the requisite prior knowledge needed to succeed as evidenced in the College catalog, and advising/admission

materials, and confirmed by the ABA site visitor's interviews with Department counselors, Program full-time faculty members, students and graduates of the Program.

Legal ethics and professional responsibility is the single most emphasized area in the paralegal program curriculum. Instruction in legal ethics and professional responsibility occurs in LAW 101, Hawai'i Legal Systems, LAW 105, Legal Office Management, and LAW 293P, Cooperative Paralegal Education but faculty members often include legal ethics in the context of their substantive law courses. These are all required three-credit courses. In all other legal specialty courses, legal ethics and professional responsibility topics account for approximately three percent of class time for certificate or degree seekers.

Instruction in legal research is provided in LAW 102, Legal Research. Students learn to do legal research using print and electronic resources in LAW 101, Hawai'i Legal Systems; LAW 102, Legal Research; LAW 141, Intellectual Property; and LAW 282 Advanced Computer-Assisted Research. Students in the specific courses of LAW 102, Legal Research, LAW 293P (Cooperative Paralegal Education (internship) and LAW 212 (Advanced Litigation) have easy access to a Westlaw password which can be used at any computer on campus or at home. Also, Westlaw passwords are available for the additional courses by instructor's request and when passwords are available.

A Cooperative Paralegal Education internship experience is required in the degree and certificate Programs. LAW 293P – Cooperative Paralegal Education is a legal specialty course. Students are guided to their Coop (internship) sponsors by the Cooperative Paralegal Education Coordinator ("Coordinator"). Prior to the internship, the Coordinator communicates with the sponsors the expectations through written communications and individual meetings. The Coordinator supervises the internships. The internship takes place during a sixteen-week period and requires 120 hours of work experience. The Employer's/Sponsor's Guide To Cooperative Legal Education Internships outlines what is required and expected of the student and the internship sponsor. During the internship, students and sponsors provide direct continuous feedback to the Coordinator. The Coordinator monitors and evaluates the students' internships by requiring them to submit Weekly Status Reports (WSRs) as well as their Time Log & Daily Journals (TLDJ).

The Coordinator is available for and consistently communicates seven days a week with all of the students, sponsors, and Program faculty, and follows up on all matters within 24 hours. The Program ensures that the work emphasizes paralegal skills and competencies by clearly defined course and Program outcomes.

It is through this continuous feedback, weekly reports, time log & daily journals, specific learning outcomes, and contacts with students and sponsors that the Coordinator and the Program Director ensure each student's work experience emphasizes paralegal skills and competencies, and ensures student interaction with supervisors and co-workers. Internship sponsors complete an evaluation form during and at the end of the experience. In addition, the Coordinator has contact with the students at the conclusion of the internships for a debriefing.

The Program does not offer legal specialty courses as independent study courses. If the Program is to offer legal specialty courses as independent study courses, the Program is reminded under

G-302.I.6 there is a presumption that independent study courses do not provide appropriate interaction between the student and teacher and/or between students and do not meet the required hours of instruction.

No more than twelve (12) hours of legal specialty credits or four (4) legal specialty courses taken in the past five (5) years may be awarded by transfer from another regional United States accredited institution, and those courses shall not include the equivalents of Program's following required courses: Legal Research (LAW 102), Computer Applications in the Law Office (LAW 145), Legal Document Preparation (LAW 148), and Legal Interviewing Negotiating & Advocacy (LAW 202). The ABA site visitor observed that this requirement ensures that students will complete a minimum of ten semester credits in traditional instruction as required by the American Bar Association Guidelines.

When a request for credit by transfer is made by a student, the transcript of the institution where those credits were awarded must be presented to the KCC Student Records Office. The Program Director, or qualified faculty member approved by the Program Director, then reviews the transcript and a course description from the institution which awarded the credits and makes a determination as to 1) whether the institution which awarded the credits is regionally accredited at a level substantially equivalent to KCC; 2) whether the credits were awarded as part of a paralegal program substantially the equivalent to the KCC Paralegal Program and can be classified as a legal specialty course; and 3) whether the specific course appears to cover substantially the same material including course objectives and practical skills, and involves the same number of semester hours as the equivalent course at KCC. Courses that focus on the laws of another state will probably not meet these Paralegal Program legal specialty transfer requirements.

In the event the Program Director is satisfied that an acceptance/transfer of the credits is appropriate under these criteria, then the Program Director generates a course substitution form indicating the source of the credits and the legal specialty course for which it should be accepted as credit and the reason for that recommendation. The course substitution is not effective until approved by the Program Director and the Student Records Office. This policy is in writing and is published on the Paralegal Program section of the College's website. The ABA site visitor learned from the Program Director that no legal specialty course transfers were awarded during the Program's reporting period. The Program does not award legal specialty credit by course challenge, examination or portfolio.

The Program offers several legal specialty courses in an online format. Two of the online courses were approved in advance of the initial offering and that many of the remaining online courses were certified in advance of the initial offering. The Program currently offers the following courses online:

LAW 101-The Hawaii Legal System  
LAW 105-Law Office Management  
LAW 111-Litigation  
LAW 136-Tort and Insurance Law  
LAW 141-Intellectual Property



LAW 166-Employment Law  
LAW 176-Criminal Law  
LAW 181-Rights of the Disadvantaged (Archived Course)  
LAW 282-Advanced Computer-Assisted Legal Research

With the number of alternative delivery courses presently offered by the Program, the ABA site visitor discussed with the Records Office personnel, Program Director, faculty, graduates and students and reviewed all online coursework, materials and certain transcript documentation to verify that all students must complete a minimum of 10 semester legal specialty credits in a traditional format at KCC. Students shall not be awarded transfer from any other institution these following four (4) required traditional courses: Legal Research (LAW 102), Computer Applications in the Law Office (LAW 145), Legal Document Preparation (LAW 148), and Legal Interviewing Negotiating & Advocacy (LAW 202). Thus, students shall consistently be required to take a minimum of these twelve (12) legal specialty credits listed above to earn a paralegal degree or certificate at KCC. Therefore, the ABA site visitor verifies that the Program and College's procedures ensure that all students must complete a minimum of 10 semester legal specialty credits even if a student transfers in other legal specialty credits in an alternative format under G-302.J. However, if the Program should change the four (4) required traditional legal specialty courses and add any of these courses as additional alternative delivery courses, the Program will need to review and develop additional procedures of how it will ensure students take at least ten semester legal specialty credits in traditional instruction.

The ABA site visitor was able to observe the online courses. The College uses the University of Hawai'i's customized version of the open access LMS Sakai, which KCC rebranded as the "Laulima" platform. The ABA Site visitor was able to verify appropriate structured instructional activities, systematic interaction throughout the online courses between students and between students and the instructor using discussion boards with required "replies" to be posted.

College policy requires that all faculty teaching online are required to respond to email from students within 24 hours, Monday - Friday. The ABA site visitor observed the narrated PowerPoints, videos, web tours, and interactive lessons that are available each week to students taking the online LAW legal specialty courses including required weekly discussion boards, quizzes and faculty feedback. Also, the ABA site visitor reviewed the assignments, tests, and projects and found them to be similar to those provided in the traditional class format. The ABA site visitor observed that the faculty provide prompt responses to student questions and prompt feedback on assignments using detailed verbal and marking technology to walk students through their assignments and explain the strengths and needs for improvement of the students' work. Students log in using individual student IDs. In addition, the ABA site visitor observed that each online course's final exam is given in a face-to-face College-run testing center which require students to show a photo ID. Students may arrange to take the final exam at another campus's proctored testing center with faculty permission and to show the students' photo ID. The program "Proctor U" can also be used by a student on his or her own computer with a small fee of \$20 which includes a Webcam to watch the student taking his or her exam to meet federal guideline requirements to verify that the student taking the final exam is the person enrolled and taking the class.

The College provides technology support to both faculty and students. Students are screened through the advising and registration process to ensure success in the online environment as well as students take a self-assessment in which students screen themselves to evaluate their learning and study habits and the requirements of a distance education course. The Program Director created and embedded YouTube videos on the tools that are used in the online LAW courses as an online student orientation to ensure that the students and their computers are right for the online classes. As of spring 2018, the College piloted a Success for Online Learning module with a certificate of completion that is a required part of all online LAW courses.

Faculty develop and continue to obtain assistance with online courses with the help of the College's Center for Excellence in Learning, Teaching, and Technology (CELTT). The full-time LAW faculty, Professors Susan Jaworowski and Kimberly Koide Iwao who teach online attended training in the College's TOPP (Teaching Online Prep Program), a six-week intensive course in teaching online. CELTT also provides faculty support in distance learning, video/multimedia, and Lulima support, and played an active role in taping the videos contained in the LAW 176, Criminal Law course. Faculty also contact the Program Director for assistance in using Lulima, the campus learning management system when needed. The ABA site visitor notes that the Program Director developed the initial LAW 101 – Hawai'i Legal System course while in the doctoral Program in Educational Technology at the University of Hawai'i at Manoa. Both Professors Jaworowski and Iwao created well-organized, detailed online coursework which the students and graduates reported were challenging, strenuous and that they learned a great deal.

The College does have a system for assessment of the effectiveness of the online format using student surveys taken online during the course. In addition, the Program has mid-semester evaluations for all courses that include the questions "Does your instructor inform you of your grades within a reasonable time frame?" and "Does your instructor respond to your questions on a timely basis (generally within 24 hours, excluding weekends and holidays)?" The Program Director receives the evaluations and follows up with the faculty members as needed. The Program Director also gathers grade distribution data for all LAW legal specialty courses including the online classes, and reviews the data with Faculty to determine the success of the online students and any need for changes. The site visitor was able to review sample survey instruments which reveal overall student satisfaction. The students and alumni present during the visit also indicated to the site visitor their overall satisfaction and effectiveness of the online classes. Therefore, the ABA site visitor verifies that the online courses listed above meet all ABA guideline requirements for the alternative delivery format. G-302.J

### **G-303**

Kapi'olani Community College's Paralegal Program is affiliated with the William S. Richardson School of Law Library, an ABA approved law school which is located 3 miles away from the Main Campus, which houses the law library collection. The paralegal collection is housed in the Lama Library on the Main Campus. Both libraries are easily accessible and convenient for the Paralegal Program students.

The library resources are adequate for the courses taught. The ABA site visitor observed and confirmed that all materials required by the Guidelines are current and are included in the print collection available through the Richardson Law Library. Students have adequate access to the electronic materials as paralegal students and are issued a Westlaw password in LAW 102, LAW 282, and LAW 293P from the 60 passwords. If instructors in other classes request access and if licenses are available, access is shared with the students in those classes. For a one-year period, the Program also has 21 licenses for Lexis for a one-credit Lexis course. However, due to budgetary constraints, the Lexis access may not be continued. The ABA site visitor observed through meetings with the librarians, Advisory Committee, Program Director, Program Faculty, students and graduates that the access to library resources is sufficient and is the appropriate mix of print and electronic resources of the type used in the legal community served by the Program under G-303. The Richardson Law Library Director and Associate Professor of Law, Victoria Szymczak reported to the ABA site visitor that she removes out-of-date legal resources from its library shelves. At the Richardson Law Library, professional and paraprofessional law librarians and staff are available to demonstrate research, provide tours and answer general questions about the library for the KCC Paralegal Program students.

The Paralegal students have complete access to the Richardson Law Library hard copy collection and access to online legal databases such as HeinOnline, Nexis Uni, BNA Bloomberg, LLMC Digital, and Online Journals but not Lexis and Westlaw. KCC faculty are allowed to conduct legal research classes in the Richardson library and in the small classroom.

The KCC's Lama Library is open 7:30 a.m. to 7:00 p.m., Monday through Thursday; 7:30 a.m. to 4:00 p.m. on Friday and, during this reporting period, was open 8:30 a.m. – 4 p.m. on Saturday. In spring 2019, due to budget constraints, the Lama Library eliminated its Saturday hours. The Richardson Law Library is open 8 a.m. to 9:00 p.m., Sunday through Thursday; 8 a.m. to 6:00 p.m. on Friday and Saturday.

The LAW 102, Legal Research instructor conducts one class meeting per semester at the Richardson Law Library and is able to check on the continued adequacy and relevance of the hard copy collection along with the Program Director. Additionally, as the law library is part of an ABA-accredited law school, the Paralegal Program relies on the reputation and scrutiny of the ABA in review of the law school's library. The ABA site visitor met with Victoria Szymczak, Law Library Director and Associate Professor of Law who is extremely supportive of the Paralegal Program, and gladly works with the KCC paralegal students. As the tour of the library concluded, Brian Huffman, Electronic Services Librarian demonstrated the electronic database resources webpage which includes the core legal research databases that KCC paralegal students can access.

The ABA site visitor observed and reports that the Program considered purchasing additional electronic legal research passwords, but the College is not in a financial position to be able to afford this purchase currently. The Program has tried to address this issue by sharing passwords between classes, as was done in Fall Semester 2013 between LAW 102 and LAW 176. In recent years, access to Westlaw passwords were made available to additional courses, LAW 293P and LAW 212. Therefore, the ABA site visitor verifies that the Program provides sufficient access to electronic resources under G-303 but suggests that the number of electronic passwords be

reviewed and the Program consider purchasing additional passwords to assist students to meet the goals and objectives of the Program.

*Suggestion #4:* The Program should review and consider purchasing additional electronic legal research passwords for use by students who are not able to gain access to passwords to assist the Program to meet its goals and objectives. G-303.

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

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

Susan Jaworowski is the Program Coordinator (Director) and Professor at KCC. She is an attorney and has experience working with paralegals. Ms. Jaworowski has served as the Program Coordinator since 2007. Prior to joining the Program, Ms. Jaworowski was actively engaged in the practice of law. Ms. Jaworowski is extremely well respected in the College and the legal community. She is an active in the Hawaii Paralegal Association and engaged but inactive member of the Hawaii State Bar Association. She is also the author of numerous publications and papers. In addition, Kimberly Iwao, full time faculty member of the Paralegal Program is an active member of the Hawaii State Bar Association.

With the exception of Ms. Jaworowski and Ms. Kimberly Iwao, the faculty members are all adjuncts and consist of practicing lawyers, paralegals, a judge, and a legal administrator. 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, well-polished, challenging, highly approachable, know their students by name, and eager to help with classes, career and personal issues. The faculty were also knowledgeable about the paralegal profession and provided real-life training to students to become a paralegal. A couple of the current adjuncts are practicing paralegals and are actively involved with national and state paralegal organizations. The faculty who are practicing attorneys all have experience working with paralegals.

Kapi'olani Community College provides in-service professional development opportunities for all faculty members each semester. Some, but not all, faculty have taken advantage of professional development opportunities, and some adjunct faculty are new to teaching in the Paralegal Program. All of the faculty members expressed interest in improving their skills as teachers and were interested in meetings specifically targeted to paralegal teaching. The ABA site visitor suggests that faculty members be encouraged to take advantage of professional development opportunities that will assist them in their professional growth as teachers, including on-campus seminars, programs offered by paralegal education associations, and professional development that could take place during paralegal faculty meetings.

*Suggestion #5:* All faculty should participate more frequently in professional development opportunities which will assist them in their professional growth as teachers. G-401.

The ABA site visitor reviewed and verified that all current Paralegal Program faculty have been attending faculty meetings that are held twice annually as required by G-401.H of the ABA Guidelines. Minutes of the meetings were provided, which included the list of those in attendance and a record of the faculty's focused engagement and substantive discussions.

Ms. Jaworowski regularly attends training on campus provided by CELTT several times per semester, generally in the area of teaching online. Kimberly Iwao attended the all-day Hawai'i Student Success Institute in March 2018, a UH system-wide professional development activity. Both Susan and Kimberly participated in the TOPP (Teaching Online Prep Program), a six-week hands-on seminar in spring 2017, which developed online teaching skills. Kimberly also has the required peer teaching evaluation and has incorporated follow-up suggestions for teaching improvements every semester. Also, the ABA site visitor learned that Ms. Iwao's teaching evaluations and thorough portfolio binder materials were found to be exemplary by the Chancellor's Office.

Training is offered in some aspect of teaching at each faculty meeting, as can be seen from the minutes of the faculty meetings and as reported by the Program Director and faculty. Recent training has included training in assessment in classroom engagement as experienced at the AAFPE National Conference, and how and why to use the new tools in Lualaba, the College's learning management system. The Program Director has attended AAFPE National Conferences in 2013, 2014, 2016, and 2017. She is a regular participating member in the AAFPE Alternative Delivery and Technology Committee. Ms. Iwao attended the AAFPE National Conference in 2017 and will attend the AAFPE's Pacific Regional Conference in March, 2019.

Also, the Hawaii Paralegal Association has a yearly all-day conference in which the Program Director was a speaker in August 2017, 2018 and will be in 2019. Ms. Iwao was an attendee. Additional professional development in teaching include Ms. Iwao teaching pre-trial law at the Richardson School of Law, and Ms. Jaworowski to be added to teach a section on the professional responsibility and ethics in one of the Richardson Law School courses. All faculty lecturers are required to have a classroom observation and written evaluation by department peer faculty. The frequency for lecturer's observation is between every year to every five years, depending on classification level (which is based on number of courses taught). These peer evaluations are also considered professional development by the Program.

Despite decreases in College's overall funding and potential future affects to the Program's budget, the ABA site visitor observed and suggests that Program Director or faculty member receive professional development funds to attend regional or national paralegal education conferences for the Program to continue the benefit in meeting its goals and objectives under ABA Guidelines.

*Suggestion #6:* The Program Director or designated faculty member should continue to participate in activities that will lead to greater knowledge about developments in paralegal education including participation in regional and /or national paralegal education conferences. G-401.

#### **G-402**

The Program Coordinator is full time and is responsible for all functions that relate to Guideline requirements. She spends approximately 22% of her time each week in Program-related administrative duties and 78% of her time teaching. 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. There is adequate clerical support. Faculty are supported by the Department secretary, Loraine Imade who devotes a quarter (1/4) of her time to prepare necessary paperwork and class scheduling, and can assist faculty with making copies and book orders if the requests are sent in advance. The faculty teach in classrooms in the Kopiko Learning Center, and there is a lab manager and student workers to help them with technology issues in their classrooms. Faculty can refer students to the two Department counselors for behavior and personal problems and course counseling. Faculty can consult with the Program Director on teaching and student issues, and for help in using Lulima, the campus learning management system. In addition, faculty can consult with the College's instructional designers if they feel the need to do so, although as a practical matter the only faculty that have are those who teach online.

### **SECTION V** **ADMISISONS AND STUDENT SERVICES**

#### **G-501**

For the Associate in Science degree at Kapi'olani Community College, potential students apply online to the College and are 18 years or older or possess a GED or are high school students. Any student at the College can elect to become a Paralegal major and must apply and provide transcripts to be admitted to the Paralegal Program. Students must provide Accuplacer or other official test scores such ACT, SAT, AP or certain high school scores in Math and English in order to register for College classes. The College application fee is free to Hawaii residents and \$25 for nonresident student applicants.

For the Certificate of Achievement, the only requirement is the student have a bachelor's degree from a regionally accredited U.S. institution. After consultation with the Admissions Office, it was decided that the Program Director would be in charge of determining this admission requirement. There is an online application form, and students must either send a copy of their transcript to the Program Director, or indicate that they received their bachelor's degree through the University of Hawai'i System, in which case the Program Director has access to the student's online records and can verify that the degree has been awarded. The Program Director keeps a detailed spreadsheet of the Paralegal Certificate seekers.

Information about the Certificate in Achievement requirements is on the Paralegal Program's page on the College website at <https://www.kapiolani.hawaii.edu/academics/programs-of->

[study/legal-education](#). Information is also available in the College catalog. For 2018-2019, that information is in the Degree and Certificate section on pages 26-28.

Program information is available on the College's website and in the Catalog. The Program reviewed all materials immediately after the 2012 ABA site visit and added specific unauthorized practice of law language to all its promotional materials. The College website underwent substantial revision in 2014 and during the transition period, some of the language was inadvertently dropped, but the Program Director requested and the language was reinstated. The ABA site visitor verifies that Program literature currently contains a statement that paralegals may not provide legal services directly to the public. The ABA site visitor reviewed all publications and websites and noted that the "except as permitted by law" portion of the ABA guideline language is missing and suggests that it be added to the Program's statement.

*Suggestion #7:* The Program should continue to review all promotional materials (especially the website) to make sure that they all contain a clear statement that paralegals may not provide legal services directly to the public except as permitted by law. G-501.

The Program reviewed all materials immediately after the 2012 ABA site visit and added specific language to all its promotional materials regarding the fact that the KCC Legal Secretary Certificate is not an ABA approved option and it does not prepare students to work as paralegals. The College website underwent substantial revision in 2014 and during the transition period, some of the language was inadvertently dropped, but the Program Director requested and the language was reinstated. The ABA site visitor observed and verifies that the Program is currently in compliance with regards to the promotional materials of the Legal Secretary Certificate but suggests to the Program Director to continue to monitor the website for ABA guideline compliance.

*Suggestion #8:* The Program should continue to ensure that all promotional materials including the website clearly states that the Legal Secretary Certificate is not an ABA approved option and does not prepare students to work as paralegals. G-501.

### **G-502**

Students in the Paralegal Program receive a comprehensive orientation to the paralegal profession in class their first semester in the program in two courses, LAW 101, the Hawai'i Legal System, and LAW 105, Law Office Management. The LAW 101 course includes a study of the legal system and a comparison of the roles of paralegals and attorneys. Students also cover legal ethics, the national paralegal organizations, and the future of the paralegal profession. LAW 105 covers paralegal skills for workplace success, including timekeeping, billing, and trust funds, document management, legal ethics, and applying interpersonal skills and management techniques that promote effective client relationships.

Potential students who contact the College with questions about the Paralegal Program and paralegal careers are referred to the Program Director, who answers their questions, and they are also referred to the Program's counseling team who can advise them on course selection. The program offers a Paralegal Program Prep in the fall where the Program Director, full-time

paralegal faculty, and a number of lecturers meet with incoming students to explain to them the role of the paralegal in the workplace, the structure of the Paralegal Program and provide descriptions of each course and how it fits into the overall program.

The Business, Legal and Technology Department has two dedicated academic counselors embedded in the department, both of whom are extremely knowledgeable about the Program, its students, and its Associate in Science degree and Certificate. The Counselors of Business, Legal and Technology Education Programs, Lori Sakaguchi and Florentino (Flo) Abara are also Associate Professors and highly qualified individuals with many combined years of counseling and educational experience in assisting paralegal students academically, professionally and personally. The counselors both support incoming and continuing paralegal students on course selection, advisement, and registration. The counselors also make in-person visits to selected classes every semester and provide reminders about registration, applying for graduation, and the opportunity for continuing with a four-year degree. They also send out a monthly email to all students in the Department with important information on registration and student success. In addition, the counselors are informed about the Programs' articulation agreements to the University of Hawai'i - West Oahu's, Hawaii Pacific University, and the (in development) University of Hawai'i - Manoa's four-year degrees, and encourage students to continue their education.

The College requires new-to-college students to participate in a mandatory New Student Orientation prior to the start of the Fall semester. Starting in 2016, the Paralegal Program offered its own version of the NSO tailored for paralegal students. In Fall 2016, on the Saturday before classes, there was a three-hour orientation featuring the Program Director and many of the lecturers for the Paralegal Program Prep, reviewing each of the LAW courses, the shape of the whole program, and presentations by a paralegal on what the paralegal does and how the attorney works with paralegals. In fall 2017 & 2018, it was decided to combine the Paralegal Program Prep with presentations by the counselors for a longer orientation.

In addition, the Program Director has prepared a video for the Associate in Science degree students on the prerequisites for each course and the need to complete the prerequisites before the LAW 293P Coop Education (internship) course. The video is sent to all students and paralegal majors via the Program Director's monthly electronic newsletter. The newsletter also reminds students the month that the next semester's courses become available for registration and to seek out counselors for assistance. The Program Director is also available during her office hours or by appointment to discuss individual students' plans.

Tutoring and remediating services are offered by the College to all students in English and Math through the Lama Library Study Hub, free of charge. The College also offers BrainFuse, an online tutoring service offering personalized, all-in-one learning experience. Students can work with live tutors, collaborate with peers, or study on their own. Tutors are available in Math, Writing, and other courses (there are none specifically for paralegal courses). The counselors regularly inform students of these options.

The paralegal career is addressed in every class, particularly LAW 101, the Hawai'i Legal System, and LAW 105, Law Office Management. Career counseling is covered in the LAW



293P Paralegal Coop Education course. The instructor works with each student on their goals and guides them toward the Coop (internship) sponsors that will help develop their skills in a specific area of employment. The Paralegal Cooperative Education (Internship) Coordinator, Theona Poggi is a paralegal with over thirty years of experience in Honolulu who is extremely familiar with law firms, areas of practice, and the work environment, and well-respected by the students, graduates, faculty members, advisory committee, and legal community.

The College has recently added an Employment Prep Center, which provides resume writing and interview practice sessions, as well as hosting employment ads submitted by law firms as an additional source of employment. The Program Director created a video to show students and potential law firm employers how the employment system works, and students are encouraged to sign up for job posting alerts. However, as a practical matter, most often law firms contact either the Program Director or the Paralegal Coop Coordinator to share the listing by phone or by email with the current LAW 293P students and recent graduates still seeking employment. Employers are also encouraged to register with the Employment Prep Center. Their postings are accessible to both students and recent alumni.

Placement records are centrally maintained by the Program Director with the assistance of the Paralegal Cooperative Education (Internship) Coordinator, and information on employment and/or educational status is gathered for each graduate within six months of graduation and maintained for a minimum of seven years. The placement information reviewed by the ABA site visitor was accurate and substantially complete.

Students have an opportunity to express their views and make suggestions about the Program by completing a mid-semester survey each semester. In addition, the LAW 293P – Paralegal Coop Education course final binder includes the student’s assessment of the Paralegal Program and suggestions for improvement. The Program Director also informally seeks students’ suggestions and comments about the quality of instruction and adequacy of the Program’s curriculum.

Continuing legal and paralegal education courses are not offered at Kapi‘olani Community College or its Paralegal Program.

### **G-503**

In all courses, the majority of students are paralegal majors (in many cases, there are only paralegal majors). The ABA site visitor observes and verifies that the legal specialty courses’ curriculum and the faculty are focused on treating all students as though they were paralegal majors, and adhere to the same theory and practical skills required in the course curriculum document. Most of the non-majors in the courses are undeclared majors considering whether to become a paralegal major, and there is no resistance from these students in being treated like paralegal majors. Therefore, the ABA site visitor confirms that the progress, content, level and quality of legal specialty courses are not adversely affected by having non-majors in the courses under G-503 of the ABA Guidelines.

## **SECTION VI**

## PHYSICAL PLANT

### G-601

Courses are taught in classrooms located in the Kopiko Lab and Classroom Building on the Main Campus where the Business, Legal and Technology Department is located. The ABA site visitor observed a class taught in Kopiko Room 101a with flexible seating; there were chairs and tables with pop up computers for students to use for technology training and lecture presentations. As a program within the Business, Legal and Technology Department, the Program has available to it four classrooms (Kopiko 101a, 104a, 104b, 126) with computers and the Kopiko Lab 102/103 classroom. All classrooms are equipped with white board space, video monitors, “smart” screens, and are designated as “smart classrooms” with specialized multimedia equipment. LAW 102 (Legal Research) is taught in both an assigned classroom in the Kopiko Building and the Richardson School of Law Library. A computer lab is available for instructional purposes and a separate small lab is available for student use.

Students can gather in areas in the College’s library, the Kopiko Lab area as well as in empty classrooms and computer labs on the campus.

### G-602

Computer labs are available to students and faculty on campus, and some students in the class observed by the ABA site visitor were using individual laptop computers. All buildings at KCC are wireless. Business, Legal and Technology Department faculty share four notebook computers, and the Program Director, full-time and part-time faculty members have an individual computer in their office. The Office of Institutional Technology Services assists with technology related issues and operates a Help Desk.

There is a central dining facility which was closed and under renovation at the time of the site visit but will provide a beautiful new space upon its completion. In the meantime, there is a Subway, Ohia “Outdoor” Café, Coffee Corner, The Grill, and a Food truck available to provide meals, snack and beverages to students, faculty and visitors on the Main Campus.

### G-603

Each of the two full-time faculty members the Program Director and Kimberly Iwao and the two college counselors assigned to the BLT Department who work with Paralegal students have their own offices with computer and printer. There is a group office available for adjunct lecturers’ use if they want to use it while they are on campus; however, as the Program lecturers are employed elsewhere, they generally do not come in to use the office. The Paralegal Program shares a secretary and lab manager who divide their time equitably between the four programs in the Business, Legal and Technology Department. They each have their own work station.

Each of the offices is a standard approximately 10 x 10 office with a door than can be closed for privacy. Faculty also offer office hours in the classroom prior to class (the classrooms are generally open an hour before class starts) or office hours by appointment at their offices. There

are no other specific places where students can meet privately with staff, nor has there been any need for them as stated by the Program Director to the ABA site visitor during the site visit.

### CONCLUSIONS AND SUGGESTIONS

The Paralegal Program at KCC is a model and an established Program under the capable, focused and dedicated direction of Susan Jaworowski, Ph.D., J.D. The students and graduates expressed a high level of satisfaction with the instruction received and their preparation to enter the paralegal profession. The administration (including the highest level) is very interested in and supportive of the Program. The Paralegal Advisory Committee are a cohesive group who are dedicated to the success of the Program, its students and graduates.

Therefore, the ABA site visitor recommends that approval of the Paralegal Program at Kapi'olani Community College be **reapproved**.

To further enhance the Program, the site visitor suggests that:

1. The Program Director should continue to verify, monitor and report that the Advisory Committee is performing the activities required under G-203.D effective September 1, 2018, including the assessment of the Program's total effectiveness in terms of its goals and objectives. G-203.D.
2. The Institution should continue to ensure that the Paralegal Program receives adequate resources and funding from the College to accomplish the Program's goals and objectives. G-205.
3. The Program should align and increase its assessment activities in the graduate and employer evaluations specifically to meet its stated goals and objectives. G-301.D.
4. The Program should review and consider purchasing additional electronic legal research passwords for use by students who are not able to gain access to passwords to assist the Program to meet its goals and objectives. G-303.
5. All faculty should participate more frequently in professional development opportunities which will assist them in their professional growth as teachers. G-401.
6. The Program Director or designated faculty member should continue to participate in activities that will lead to greater knowledge about developments in paralegal education including participation in regional and /or national paralegal education conferences G-401.
7. The Program should continue to review all promotional materials (especially the website) to make sure that they all contain a clear statement that paralegals may not provide legal services directly to the public except as permitted by law. G-501.

8. The Program should continue to ensure that all promotional materials including the website clearly states that the Legal Secretary Certificate is not an ABA approved option and does not prepare students to work as paralegals. G-501.

DRAFT PENDING FINAL ABA HOUSE OF DELEGATE APPROVAL

## 2019 CPR Addendum Paralegal Program

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### Part VII. Tactical Action Plan (2020-2023)

#### CTE Internship Collaboration Model

The CTE programs at Kapi`olani (ACC, CULN, HOST, IT, MKT, LAW) are collaborating around an innovative solution for a hospitality workforce urgent need. The goal is to create a powerful academic and operations partnership that delivers an enhanced training component to the current academic programs course sequences increasing energy and excitement for students to better persist and complete while providing them a direct pipeline to the hospitality industries employment demand for all CTE career pathways.

The HosT Sector Partnership is an industry-led collaboration of CEOs and Executives of Hospitality and Tourism organizations in Hawaii. The Partnering with Education Committee has been collecting information on hospitality industry training programs, enrollment, and graduation for the sector's highest in-demand jobs. (October 2018). They would like to now focus on identifying critical occupations and streamlining internships, externships and other work-based learning opportunities.

The Collaborative "Ignite" Internship Experience is a collaboration of CTE programs, faculty, administrators, program coordinators, and students... an "Interdisciplinary Innovation Center" that leverages the culinary and hospitality industry as a powerful connection for our CTE students who are seeking and discovering a career pathway with upwardly mobility opportunities for career expansion and earning opportunities for the "Ignite" internship experience completers.

CTE programs have submitted and received approval (April-2019) for a \$200,000 collaborative Perkins Grant along with growing corporate partnerships to provide support for the development, engagement, scaling of the concept, and sustainability strategy for the Ignite Collaborative Internship Program.

### Part VIII. Resource and Budget Implications

The CTE programs at Kapi`olani CC (ACC, CULN, HOST, IT, PARALEGAL, and MKT) all share the following resource needs:

- Awareness outreach support
- Student Success Pathways support
- Tutor support
- Summer advising support
- Technology resources

The Business, Legal, and Technology department requests that Position 0078295T, Academic Support: Educational Specialist – Tony Yi be converted to a permanent FT APT position. This position is primarily

concerned with addressing the information technology (IT) infrastructure and instructional needs of the department.

The position is responsible for the maintenance, troubleshooting, recording, and deployment of a majority of the BLT department technology assets. This position is also tasked with the purchase of the department's technology needs in conjunction with the department secretary and CELTT, and is familiar with the University's rules and regulations in this regard, as well as their associated Administrative Procedures.

The position oversees the BLT computer lab and classroom, responsible for supervising the lab assistants and tutors, managing daily operations, scheduling BLT room reservations both within the department and with other departments, and other ancillary tasks.

The loss of this temporary unbudgeted position due to any budget crisis or cutbacks would be very damaging to BLT operations and service to our students. This is critical position and should be given the appropriate permanency and consistency for support the BLT department programs – Accounting, IT, Paralegal, and marketing/entrepreneurship.