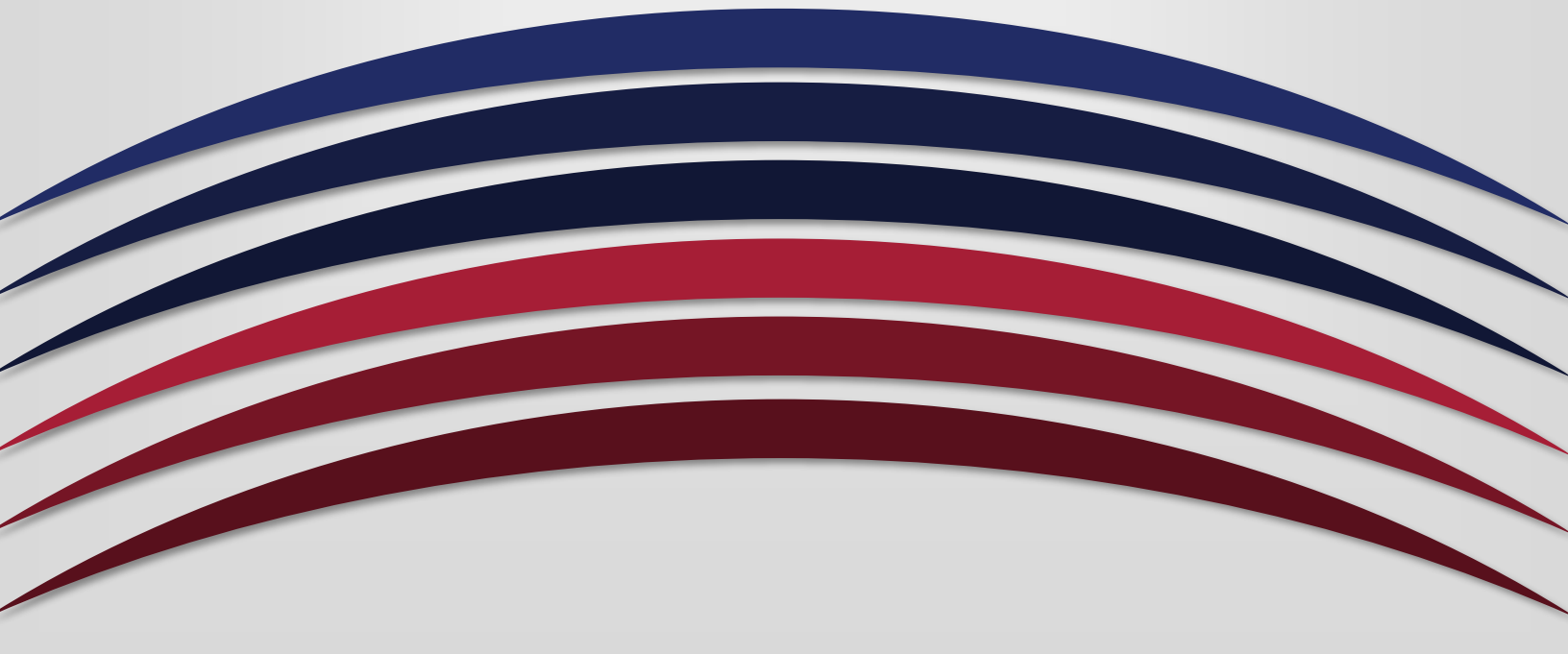


UNIVERSITY OF ARKANSAS PULASKI TECH

Assessment Report: Program Level

The University of Arkansas – Pulaski Technical College calls for each program (AS, AA, AAS, CP, and TC) to have an assessment plan for each academic year that includes the following:

- Program learning outcomes
- Procedures for assessing the achievement of student learning
- Procedures for analyzing and interpreting assessment results for the continuous improvement of the program.



A primary goal for each instructional department's assessment is to include at least one direct measure of student learning, which is accomplished usually through the use of locally developed tests, student portfolios, capstone assessment measures, embedded assignments, or through licensure exams and standardized national tests. In addition to direct measures, most areas may also use indirect methods to assess student achievement. Graduation rates and graduation and employer surveys are frequently used as indirect indicators of student achievement.

This form presents template of questions that must, at minimum, be addressed by instructional departments when filing an assessment plan. While an electronic version of this form will be made available, instructional departments may include additional information not specifically addressed in this form as long as the template questions are addressed.

Other Assessment Considerations:

- The College expects programs/departments/divisions to make curriculum changes and budget requests based in part upon assessment findings. Assessment of student learning should be a catalyst for quality instruction and improvement across the college community.
- All programs will be asked to submit an annual assessment report to the Assessment Committee by October 10 of each year. (If October 10 falls on a weekend, please submit reports on the following Monday.)
- For technical and occupational programs, please consider the role of your advisory committee in your student learning objectives.

This form must be completed by October 10 of each academic year. Complete each part of this form. Please follow highlighted instructions.

Part A: Identification and Student Learning Outcomes

1. Name of program: Paralegal Technology
2. Name of individual compiling report: Beverly Brister
3. Date of submission: 10/26/2022
4. Academic year: 2021-2022
5. Is the assessment plan (*Check or highlight one*)
☐ an initial plan for the program ☒ a revision of an old plan ☐ unaltered from previous year

6. Provide a mission statement of the program to include a description of the jobs/careers for which students are being prepared. Also, list the learning outcomes for your program.

The Associate of Applied Science in Paralegal Technology is designed to provide an understanding of the law and to provide the practical skills needed to assist attorneys in the responsibilities of a law firm including research, investigation, document preparation, and writing. Instruction includes learning the principles and providing practical experience in word processing, legal writing, ethical legal practice, professional responsibility, and organizing ideas and factual material.

7. Complete the curriculum map below. Please mark an X in the map below to indicate which courses correspond with learning outcomes. If applicable, you can also use I, D, or M to indicate that a learning outcome is introduced, developed to foster more sophistication, or demonstrated at a level of mastery acceptable for graduation within the program. Additional courses may be marked with an R to indicate reinforcement of a program learning outcome.

List all supporting courses	Program Learning Outcomes						
	PLO #1	PLO #2	PLO #3	PLO #4	PLO #5	PLO #6	Other
PLG 1103 Legal Research and Writing I	X			X	X		
PLG 2403 Criminal Law					X		PLO #8
PLG 2502 Family Law	X				X		PLO #8
PLG 2103 Civil Litigation		X			X		PLO #7, 8
PLG 2903 Trial Practice		X					PLO #8
PLG 1003 Legal Terminology			X				
PLG 1802 Constitutional Law							PLO #8
PLG 1203 Legal Research and Writing II	X			X	X		
PLG 2603 Commercial Law							PLO #8

PLG 2703 Wills Trusts, and Estates					X		
PLG 2803 Computer Support						X	PLO #10
PLG 1013 Intro to Law							PLO #8
PLG 1302 Torts							PLO #8
PLG 1822 Bankruptcy Law		X				X	PLO #8
PLG 2802 Business Organizations							PLO #8
PLG 2202 Legal Ethics							PLO #9

8. How does your assessment report connect to institutional learning outcomes?

To help with mapping your assessment data to the school's overall institutional outcomes, please check the boxes for the institutional outcomes directly associated with the assessment data presented in this report. For details on each outcome, see Appendix A.

☒ ILO #1 – Information Literacy

☒ ILO #2 – Technology Literacy

☒ ILO #3 - Communication

☒ ILO #4 – Critical Thinking

☐ ILO #5 – Quantitative Reasoning

☐ ILO #6 – Cultural Awareness

☐ ILO #7 – Professionalism

Part B: Assessment Methods and Data Sources

In this section of the assessment plan, learning outcomes for the program will be defined. Also, assessment methods and data sources for each outcome must be defined. Follow the instructions below to define and relate the program learning outcomes.

1. Complete the chart below or attach documentation of the assessment process that includes the data included below.

Program Learning Outcomes	Course	Assessment Method and/or Data Source
1. Analyze factual situations and apply legal precedent to those facts.	PLG 1103 Legal Research and Writing I PLG 2502 Family Law PLG 1203 Legal Research and Writing II	Case Brief Cumulative Final Exam Law Memo
2. Demonstrate organizational skills, including the ability to organize evidence and client files using applicable technology tools while following industry standards.	PLG 2103 Civil Litigation PLG 2903 Trial Practice PLG 1822 Bankruptcy Law	Portfolio Project Final Project Bankruptcy Filing
3. Communicate effectively with clients, attorneys, and the court system.	PLG 1003 Legal Terminology	Midterm Exam
4. Perform legal research, including the ability to: a. Find the law applicable to a legal problem, in both print and electronic sources b. Apply the law to a legal problem c. Cite check the legal sources	PLG 1203 Legal Research and Writing II PLG 1103 Legal Research I	Law Memo Lexis Certification Fastcase and Westlaw Certifications
5. Demonstrate effective legal writing skills, including the ability to a. Write case briefs. b. Draft client correspondence and legal documents. c. Use proper legal citation.	PLG 1103 Legal Research and Writing I PLG 2703 Wills, Trusts, and Estates PLG 2403 Criminal Law PLG 2502 Family Law PLG 2103 Civil Litigation PLG 1203 Legal	Case Brief Draft a Will Case Brief Divorce Complaint Draft Interrogatories Legal Memorandum

	Research and Writing II	
6. Demonstrate effective computer skills, including word processing programs, database programs, spreadsheet programs, time and billing programs, litigation support programs, trial graphics and presentation software, and case management software.	PLG 2803 Computer Support PLG 1822 Bankruptcy Law	Cumulative Final Examination and National Society for Legal Tech. Certification Bankruptcy Preparation
7. Use effective interviewing and investigation skills.	PLG 2103 Civil Litigation	Cumulative Final Examination
8. Demonstrate an understanding of the legal process and the nature of law practice, including the role of the paralegal in the delivery of legal services.	PLG 2403 Criminal Law PLG 1302 Torts PLG 1822 Bankruptcy Law PLG 2603 Commercial Law PLG 1802 Constitutional Law PLG 2502 Family Law PLG 2103 Civil Litigation PLG 2903 Trial Practice PLG 1013 Intro to Law PLG 2802 Business Organizations	Cumulative Final Examination Cumulative Final Examination Cumulative Final Examination Cumulative Final Examination Cumulative Final Examination Cumulative Final Examination Cumulative Final Examination Cumulative Final Examination Cumulative Final Examination Cumulative Final Examination
9. Apply legal and ethical principles to guide paralegal conduct.	PLG 2202 Legal Ethics	Cumulative Final Examination
10. Employ the basic principles of law office management.	PLG 2803 Computer Support	Cumulative Final Examination

2. Please check or highlight any of the statements below that apply to your program assessment. Also, for each program outcome, if applicable, attach any assessment instruments, grading rubrics, or exemplars of student performance used at the program level.
 X Rubrics and/or standardized tests were pilot-tested and refined.
☐ Rubrics were shared with students.
☐ Reviewers were calibrated with high inter-rater reliability or norming workshops.

3. Also discuss any additional data sources that may be used to gauge success (e.g. charts, graphs, surveys, rates).
n/a

4. Describe the process of analyzing the assessment data, including specifically discussion of results and collaboration among faculty in the program, for the last academic year. Also, check below any of the following statements that apply to your program assessment.
 X Comparative data used when interpreting results and deciding on changes for improvements.
☐ National standards, collaboration with sister programs and/or research data were used to ensure the program was held to high standards.

5. Complete the chart below or attach documentation of the assessment results that includes the data included below. Results should include total number of students assessed, the distribution of scores, relevant and detailed interpretation, student strengths and weaknesses, and whether the target was met.

Program Learning Outcomes	Assessment Results/Conclusion
1. <i>Analyze factual situations and apply legal precedent to those facts.</i>	No access to data for PLG 1103; PLG 2502 had an overall class average grade of 90% on the final exam (4 students). Target of 70% was met; No access to data for PLG 1203.
2. <i>Demonstrate organizational skills, including the ability to organize evidence and client files using applicable technology tools while following industry standards.</i>	No access to data for PLG 2903; PLG 2103 had a portfolio project average grade of 93% (3 students). Threshold of 70% met. PLG 1822 Bankruptcy Preparation 92% average grade (3 students); Target of 70% was met.
3. <i>Communicate effectively with clients, attorneys, and the court system.</i>	PLG 1003 Class overall average grade for final exam was a "B" average in the Fall with 12 enrolled and a "C" average in the Spring with 14 enrolled. Threshold met.
4. <i>Perform legal research, including the ability to: a. find the law applicable to a legal problem, in both print and electronics sources, b. apply the law to a legal problem, c. cite check the legal sources</i>	PLG 1103 and PLG 1203. No access to data.
5. <i>Demonstrate effective legal writing skills, including the ability to write case briefs, to draft client correspondence and legal documents, and to use proper legal citations.</i>	No access to data for PLG 1103. No access to data for PLG 2703. PLG 2502 Divorce Complaint 83% average grade (3 students). Threshold grade of 70% average grade met. PLG 2403 Case Brief overall class average 94% (10 students). Threshold of 70% met. PLG 2103 Interrogatories Average Grade of 66%. Threshold grade of 70% average not met.

	PLG 1203 No access to data.
6. Demonstrate effective computer skills, including word processing programs, database programs, spreadsheet programs, time and billing programs, litigation support programs, trial graphics and presentation software, and case management software.	PLG 2803 Overall class average grade for final exam was 74%. (5 students.) Threshold met. National Society for Legal Tech. Certification 80% (5 students) of class certified. Threshold met. PLG 1203 No access to data.
7. Use effective interviewing and investigation skills.	Overall class average grade for final exam was 80.6% (2 students). Threshold met.
8. Demonstrate an understanding of the legal process and the nature of law practice, including the role of the paralegal in the delivery of legal services.	PLG 2403 Overall class average grade for final exam was 85% (11 students). Threshold of 70% met. PLG 1302 Overall class average grade for final exam was 86% (8 students). Threshold of 70% met. PLG 1822 Overall class average grade for final exam was 90% (3 students). Threshold of 70% met. PLG 2603 Overall class average grade for final exam was 74.73% (4 students). Threshold of 70% met. PLG 1802 Overall class average grade for final exam was a "C" average. (3 students). Threshold of 70% met. PLG 2502 Overall class average grade for final exam was 90% (4 students). Threshold of 70% met. PLG 2103 Overall class average grade for final exam was 80.6% (2 students). Threshold of 70% met. PLG 2903 No access to data from this class. PLG 1013 Overall class average grade for final exam was a "B" average for the fall (12 students) and a "C" average for the Spring (16 students). Threshold of 70% met. PLG 2802 Overall class average grade for final exam was 80% (4 students). Threshold of 70% met.
9. Apply legal and ethical principles to guide paralegal conduct.	PLG 2202 Overall class average grade for final exam was a "C" average (12 students). Threshold of 70% met. .
10. Employ basic principles of law office management.	Overall class average grade for final exam was 80% (5 students). Threshold met.

6. Describe your use of results, including planned improvements to the program and/or any follow-up studies that confirmed that changes have improved student learning.
We are in the process of reviewing and revising the courses to more effectively expose the students to the variety of skills that they must know to become a paralegal. The coursework for the existing courses was changed in the 2022-2023 year, and we hope to implement course requirement changes in the 2023-2024 which have already been researched and are awaiting approval.
7. What specific changes were implemented this year based on last year's results?
See #6 above. Additionally, these changes will be analyzed and refined in the next year to achieve a working paralegal program that properly prepares the paralegal to perform in the workplace and conforms to the American Bar Association requirements.
8. What specific budgetary resources are needed for your program based on your assessment results?
The paralegal program needs students. There are far more jobs than we can fill, and prospective employers are frustrated at the lack of response to job postings. This program should be directly advertised, as it is one of only two in the state. We need additional funding in an effort to obtain American Bar Association approval.

9. Please write any additional information here that you think is pertinent to the assessment process for your program that assists stakeholders (i.e. administrators and standing committees) in understanding your report.

If necessary, I am available at any time to review the proposed changes in the paralegal program.

We are revamping the advisory committee so that the community's needs can be expressed.

Appendix A – UA-PTC’s Institutional Learning Outcomes

1. Analyze information from credible sources. (Information Literacy)

This may include the ability to:

- Locate relevant information
- Evaluate the quality and usefulness of the information
- Synthesize the information.
- Communicate the information in an ethical manner consistent with the standards of the field or program of study.

2. Appropriately apply a variety of technology tools within one’s discipline. (Technology Literacy)

This may include the ability to:

- Acquire information,
- Solve real-world problems,
- Communicate, and/or
- Perform tasks and processes.

3. Communicate effectively with diverse audiences in multiple contexts. (Communication)

This may include the ability to:

- Develop, organize, and present orally well-supported and ideas formally and informally with consideration of community and context.
- Develop, organize, and present in written format well-supported ideas formally and informally with consideration of community and context.
- Clearly express ideas, information, and concepts in various modes and media, including the proper use of appropriate technology.
- Select and utilize means of communication appropriate for a variety of professional, civic, and social circumstances, environments, and communities.
- Consider diverse communities in multiple contexts.

4. Apply critical thinking skills to achieve a desired goal. (Critical Thinking)

This may include the ability to:

- Apply appropriate methods to solve problems or address issues.
- Use evidence to justify conclusions.

5. Use quantitative methods to solve problems. (Quantitative Reasoning)

This may include the ability to:

- Analyze and interpret quantitative information.
- Apply quantitative concepts and skills to solve real world problems.

6. Demonstrate awareness of cultural differences. (Cultural Awareness)

This may include the ability to:

- Explain how similar actions can be understood differently depending on cultural context.
- Evaluate the impact of culture on individuals and groups.

7. Demonstrate career readiness skills. (Professionalism)

This may include the ability to:

- Demonstrate personal accountability.
- Meet commitments.
- Demonstrate ethical behavior.

- Demonstrate teamwork.