

**Docket Item:**

Community College Approval: Chemeketa Community College, Associate of Applied Science Degree in Legal Administrative Professional, within 22.0301, Legal Administrative Assistant/Secretary.

**Summary:**

Chemeketa Community College proposes a new Associate of Applied Science Degree in Legal Administrative Professional. Higher Education Coordinating Commission (HECC) staff completed a review of the proposed program. After analysis, HECC staff recommends approval of the degree as proposed.

**Staff Recommendation:**

The HECC recommends the adoption of the following resolution:  
RESOLVED, that the Higher Education Coordinating Commission approve the following degree: AAS in Legal Administrative Professional.



**Chemeketa Community College seeks the Oregon Higher Education Coordinating Commission’s approval to offer an instructional program leading to an Associate of Applied Science Degree in Legal Administrative Professional.**

**Program Summary**

The Legal Administrative Professional degree prepares students for administrative support roles in law firms and government. Students will acquire an understanding of concepts and terminology associated with the legal system, criminal law and juvenile justice, torts, consumer law, family law, individual rights/liberties, and contemporary issues.

**1. *Describe the need for this program by providing clear evidence.***

At the October 25, 2018 Advisory Committee meeting, they reached a consensus in moving forward with this new program. One of the themes that came out of the Advisory Committee meeting is that there is a lack of trained workers that can be filled with graduates from this program.

**2. *Does the community college utilize systemic methods for meaningful and ongoing involvement of the appropriate constituencies?***

The college uses a range of sources to establish ongoing partnerships with its community constituencies. Some of these partnerships include: Northwest Commission on Colleges and Universities, the State Board of Education, Community College Workforce Development, employment advisory boards, student placement organizations, and licensing boards for appropriate occupations.

The Legal Administrative Professional was approved on Click or tap here to enter text. by the Chemeketa Community College’s Curriculum Committee and then approved by Chemeketa Community College’s Board of Education in Click or tap here to enter text..

Chemeketa Community College has partnerships with local high schools to offer courses in their schools for college credit. These courses will prepare students for entry into the program soon after graduating. Other required and general education courses will be valuable in preparation for entrance into the program and the workforce.

Collaboration with workforce and economic development partners assists the college to build a skilled and trained workforce ready to enter their fields immediately upon completion of the program. The Business Technology department that will be offering this degree and certificate has an advisory committee composed of professionals from across the Willamette Valley:

- Kathy Sime - City of Salem
- Michele Adkins - Salem Electric
- Stefanie Alderin - Westech Engineering, Inc.
- Mel Gregg - City of Salem
- Sarah Kyle - State of Oregon
- Kimmberly McBeth - City of Salem
- Suzi Mendez - Keri Trask Lazarus Law Firm
- Sara Zavala - Marion County

3. ***Is the community college program aligned with appropriate education, workforce development, and economic development programs?***

The courses for this program have been approved by the advisory committee so that students are fully prepared for the workforce. The program courses are:

- BA101: Introduction to Business (4)
- BA104: Business Applications Using Mathematics (4)
- BA115: Introduction to Accounting (4)
- BA214: Business Communications (3)
- BA251: Office Management (3)
- BT104: Business English 1 (3)
- BT105: Business English 2 (3)
- BT116: Office Procedures (3)
- BT123: Minute-Taking Level 1 (2)
- BT128: Records Management (3)
- BT186: Personal and Professional Development (3)
- BT210: Professional Communication Skills (4)
- BT230: Organization Performance and Customer Service (3)
- BT271: Administrative Capstone Projects (4)
- BT280C: Cooperative Work Experience (6)
- CA100: Beginning Computing (3)
- CA117: Microsoft Publisher (3)
- CA118B: Excel Basics (3)
- CA118C1: Access Basics 1 (1)
- CA118C2: Access Basics 2 (1)
- CA121: Keyboarding (3)
- CA122: Keyboard Skillbuilding (3)
- CA201D: Microsoft Word Processing 1 (3)

- CA202D: Microsoft Word Processing 2 (3)
- CA208: Workplace Presentations Using PowerPoint (3)
- CA213: Integrating Office Procedures (3)
- CA220: QuickBooks—Computerized Bookkeeping (3)
- PS250: Introduction to Law 1 (4)
- PS251: Introduction to Law 2 (4)

These courses were approved by the advisory committee on October 25, 2018.

Chemeketa's Business Technology program will lead to employable skills at the end of the program. Individuals in this field earn an annual wage of \$31,179 per year and starting wages at \$23,629 (qualityinfo.org), therefore it will allow these students to enter the workforce in a family-wage career.

4. ***Does the community college program lead to student achievement of academic and technical knowledge, skills, and related proficiencies?***

The design of the program is a 92 credit hour approved Associate of Applied Science. The primary audience for this program are students who wish to focus on a career in the legal field. The learner outcomes for each course provide a range of skills to allow graduates to pursue employment in this industry:

BA101: Introduction to Business (4)

- Describe and explain the organization and functions of business.
- Analyze and discuss how the economic, social, political and physical environments affect business and business decisions.
- Use the business resource materials and various media to complete exercises and reports.
- Incorporate usage of business language in discussions and reports.

BA104: Business Applications Using Mathematics (4)

- Solve equations and apply skill to business word problems, including mark-ups, trade discounts, credit terms, and partial payments.
- Prepare mark-ups and mark-downs based on cost and selling price, including perishables and impact on marginal gross income.
- Compute payroll computations including gross pay, net pay, employer taxes and voluntary deductions.
- Compute simple interest, maturity value, and discounting on notes.
- Prepare present and future value calculations and apply them to business problems.
- Prepare annuity computations including sinking funds, ordinary annuities, annuities due, and other investment opportunities.

- Compute financial ratios and business statistics relevant to business reports, accounting and finance.
- Analyze various mathematical problems presented in written form and convert the data to the appropriate mathematical equivalent.

BA115: Introduction to Accounting (4)

- Define and use accounting terminology in business settings.
- Analyze business transactions; locate and correct errors.
- Journalize business transactions, post to the ledger, and prepare a trial balance.
- Prepare a worksheet and complete an income statement and balance sheet.
- Journalize adjusting and closing entries.
- Use special journals for cash control.
- Write checks, use petty cash records, reconcile bank and checkbook balances.
- Use special journals and subsidiary records necessary to purchasing and selling in a retail business.
- Complete an accounting cycle for a merchandising enterprise.
- Figure and journalize material for payroll wages and taxes.

BA214: Business Communications (3)

- Describe the process of oral, written, and nonverbal communication and identify human relations barriers to effective communication.
- Analyze the similarities and differences between communication inside and outside a company.
- Evaluate human relations communication situations to determine the appropriate transmittal method, organization plan, tone, and word choice to use to achieve the purpose of the communication.
- Critique business documents in order to meet workplace standards.
- Compose and format the following documents using standard business style technology:
  - Routine/pleasant letters
  - Refusal letters
  - Persuasive letters
  - Memorandum
  - Short report
  - Resume
  - Job application letter
- Demonstrate habits of regular attendance and meeting deadlines as would be appropriate for worksite standards.

BA251: Office Management (3)

- Explain office organization and its operation from the management point of view emphasizing

planning, organizing, staffing, directing, and controlling.

- Identify and explain how issues of difference and power occur in the workplace and the management process.
- Develop skills necessary to understand and assess an organization's approach to difference and power in the workplace.
- Relate principles of office management to the functions and responsibilities of office managers in areas such as:
  - Organization, human relation issues, management style.
  - Office environment and layout.
  - Employee selection, training, and appraisal of a diverse workforce.
  - Employee relations, supervision, motivation and development.
  - Job analysis and evaluation.
  - Productivity (budgetary and cost controls).
- Prepare assignments using professional business standards in a manner acceptable to management.
- Propose methods to control administrative operations.

BT104: Business English 1 (3)

- Identify the parts of speech and use them correctly in clear, concise, grammatically correct sentences for both written and verbal.
- Write using a variety of sentence patterns that include a subject, verb, direct object, indirect object, subject complement, appositive, clause, and phrase using proper capitalization and punctuation.
- Use reference tools, such as a dictionary, for a variety of applications such as spelling and correct word usage.
- Correctly use plural and possessive forms of nouns and pronouns.
- Use subjective and objective forms of pronouns correctly being sure that they are in agreement with other sentence elements.
- Write correctly formed and punctuated sentences demonstrating proper use of various types, voices, and tenses of verbs.

BT105: Business English 2 (3)

- Combine simple ideas into compound and complex sentences and punctuate correctly.
- Identify and solve sentence problems (fragments, comma splices, and run-ons).
- Compose business-related paragraphs and multi-paragraph documents in a clear, coherent manner that satisfies academic and professional standards, including the correct use of

spelling, punctuation, verb and person tenses, pronoun agreement, parallelism, numbers, word division, transition phrases and words, and modifiers.

- Evaluate business-related writing for tone, jargon, and other word choice considerations that could affect the reader's reaction to the writing.
- Efficiently use reference tools, such as a dictionary and reference manual.

BT116: Office Procedures (3)

- Explain the skills and qualities of an effective administrative professional, including a positive professional image, personality traits, grooming, responding well to change, and using proper business etiquette.
- Define organizational structures; understand organizational charts.
- Prepare employment documents; apply resume and interview skills to achieve hiring outcomes.
- Research and use available office resources—handbooks, procedures manuals, catalogs, online sources, etc.
- Understand standard office procedures and etiquette for using technology, telephones, and copiers; and for processing mail.
- Understand the importance of business financial planning and transactions, including the use of current technologies.
- Use technology to schedule and make arrangements for meetings and travel, including local, domestic, and international events.
- Understand professional practices in office interactions, including working with diverse people, working effectively in teams, and assisting office visitors.
- Identify the importance of communication skills, including reading, writing, listening, and speaking.
- Use skills, strategies, and resources to effectively manage yourself and your work, including scheduling appointments, managing time, prioritizing tasks, making ethical decisions, and reducing stress.

BT123: Minute-Taking, Level 1 (2)

- Identify the value of minute-taking, the duties of a minute-taker, and the common problems and solutions to taking minutes.
- Describe committee members' roles in meetings, especially that of the facilitator.
- Determine and use the appropriate tone, vocabulary level, and styles for both public and internal minutes and for formal and informal meetings.
- Identify advantages and choose the best tool and method for taking minutes in a given

environment.

- List the tasks of the minute-taker prior to the meeting.
- Identify the skills needed during a meeting such as listening, critical thinking, and organization.
- Describe the minute-taker's responsibility to raise questions and ask for clarification.
- Take, produce and distribute properly formatted minutes in a variety of settings.
- Explain the importance of tracking action items and maintaining a minutes book.

BT128: Records Management (3)

- Describe the role of records and file management in the business world.
- Identify the basic principles and be able to apply efficient procedures in the creation, use, maintenance, and disposition of records and information in the contemporary office.
- Perform entry-level filing jobs in the clerical area.
- File correspondence and other papers accurately and neatly according to a standard set of filing rules using the alphabetic and numeric filing methods.
- Identify and perform the correct procedures for filing and retrieving office records.
- Use MS Windows to name, rename, copy, move, and delete files and folders in order to organize and manage electronic records.
- Use MS Windows and Windows apps to customize and streamline business processes.

BT186: Personal and Professional Development (3)

- Explain the personal and professional traits employers consider in hiring and promoting office employees, as well as traits leading employers to bypass employees for promotion or to terminate their employment.
- Relate how their own personal and professional traits will influence the types of employment they will seek in the future.
- Assess the next steps they may need to take to enhance their future marketability.
- Identify sources of assistance in maintaining and enhancing personal and professional development.

BT210: Professional Communication Skills (4)

- Compare/contrast the importance of the following types of communication: oral, written,

nonverbal.

- Proofread and edit a variety of documents using various methods.
- Apply correct business etiquette, grammar, and punctuation rules in composing, analyzing, and editing documents.
- Utilize problem-solving skills and critical thinking strategies while communicating in the business environment.
- Analyze the impact business ethics has on oral and written communication.
- Adapt communication, as appropriate, to meet the needs of diverse groups.
- Use reference manuals to edit/compose short business documents.
- Create a variety of properly formatted documents.
- Organize and write a short report using an accepted method of documentation.

BT230: Organization Performance and Customer Service (3)

- Define customer service and the impact on the overall performance and vitality of an organization.
- Apply strategies and training methods for developing, maintaining, and promoting positive customer-friendly service.
- Avoid language that could send a negative message and harm the customer relationship.
- Create customer relationships with diverse customer groups through recognizing behavioral styles, listening, and effectively using and responding to verbal and nonverbal cues.
- Explain the extent to which customer service is facilitated by the effective use of technology, such as telephone, voice mail, email, Internet, facsimile, and mobile devices with apps.
- Use customer friendly tone and grammar when communicating with customers via writing and other methods.
- Choose and apply emotion-reducing and problem-solving models in handling difficult and complex internal and external customer situations.
- Recognize potentially stressful and dangerous situations and develop techniques for reducing stress and increasing safety.
- Identify, select, and apply strategies for preventing customer dissatisfaction and enhancing

loyalty while serving diverse customer groups.

BT271: Administrative Capstone Project (4)

- Function professionally as an individual and as a team member in a variety of situations.
- Perform a range of office procedures using a variety of industry-standard software and equipment.
- Communicate in oral and written format in a diverse office environment.
- Analyze and interpret information to make decisions that accomplish the goals of the project.
- Collaborate with colleagues to recognize problems, develop potential solutions, and evaluate the effectiveness of the results.

CA100: Beginning Computing (3)

- Effectively operate computer devices (desktop, laptop, tablet, smart phone, etc.) and basic peripherals (keyboard, mouse, stylus, touchpad, printer, etc.).
- Use the operating system to perform basic file management.
- Explore computer technology, hardware, and software.
- Discuss how computers of different types can be used to produce information.
- Execute the processes necessary to create, edit, save, and distribute a variety of documents and/or items for career-specific and personal use.
- Use an application to view, enter, sort, and analyze information in a database.
- Choose a presentation application and create a simple presentation to display.
- Use Internet and social media to appropriately and legally access information.
- Identify the computer device (desktop, laptop, tablet, smart phone, etc.) and software which are best suited for a career-specific or personal task.
- Utilize cloud-based apps for creating, storing, and sharing documents.

CA117: Microsoft Publisher (3)

- Define and list features of Microsoft Publisher desktop publishing software.
- Create, view and print basic and more advanced publications combining text frames and graphic images.
- Format text including changing fonts, using layout and ruler guides, adding bullets and numbers, using the spelling checker, creating tables, and apply special features such as the

catalog, wizards, and drawing tools to documents.

- Use enhancement features such as columns, continued lines, drop caps, reversed text, and tabs.
- Design multiple pages using features such as page backgrounds, headers and footers, and page numbering.
- Use edit strategies to improve a publication, including modifying graphics, using styles, wrapping and rotating text, modifying graphic images, using BorderArt and WordArt, using AutoCorrect, using mail merge, embedding and linking, and using Design Checker.
- Prepare a file for commercial printing.
- Produce a personal publication that demonstrates full use of the features of Microsoft Publisher desktop publishing software.

CA118B: Excel Basics (3)

- Create, edit, and print basic worksheets.
- Use basic formulas and functions.
- Format, modify, and enhance basic worksheets and charts.
- Use lists to filter and extract data.
- Share files with multiple users.
- Manage workbooks and prepare them for Web deployment.
- Create simple what-if analyses, PivotTables, and PivotCharts.
- Import, export, and link data.
- Identify the purpose of Excel options and other features, such as macros.
- Independently create a worksheet and chart containing appropriate formulas, functions, and

formatting.

CA118C1: Access Basics 1 (1)

- Create basic tables and enter data in those tables.
- Modify tables.
- Generate queries and store data.
- Create basic forms and auto-forms.
- Produce basic reports.

CA118C2: Access Basics 2 (1)

- Create basic multiple table and action queries.
- Create and modify forms and subforms.
- Import, export, and link data.
- Modify report content and format.

CA121: Keyboarding (3)

- Learn alphabetic, number, and symbol keys by touch.
- Learn numeric keypad by touch.
- Review alphabetic keys to build speed and accuracy.
- Develop keyboarding skill.
- Demonstrate habits of professionalism.
- Create block-style business letters.
- Create unbound reports.

CA122: Keyboard Skillbuilding (3)

- Measure keyboarding speed and accuracy, including numeric keypad.
- Determine specific keyboarding problems and use appropriate drills to correct those problems.
- Establish skill-improvement goals and evaluate the level of success in achieving those goals.
- Produce timed writings that display a higher degree of accuracy and speed than those produced

at the start of the term.

- Format business letters, personal business letters, and reports.

CA201D: Microsoft Word Processing 1 (3)

- Create, edit, and print business documents in correct business format.
- Demonstrate the technical skills essential to an employee in a word processing system.
- Identify and define basic word processing terminology.

CA202D: Microsoft Word Processing 2 (3)

- Produce a variety of business documents, such as correspondence, tables, reports, and forms using a variety of word processing features.
- Make technical decisions in interpreting author's instructions regarding format and style.
- Meet designated production deadlines.
- Use intermediate-level word processing features.

CA208: Workplace Presentations Using PowerPoint (3)

- Use presentation software including such features as: outline view, slide view, slide sorter, master, importing, slide show, and wizards and/or templates.
- Create, produce, and present a computer presentation that includes advanced features.
- Incorporate appropriate use of design concepts, type, and color in a computer presentation.
- Experience the stages of planning, producing, and presenting a computer presentation.

CA213: Integrating Office Procedures (3)

- Organize work using files and folders (manual and electronic).
- Use electronic calendaring and scheduling system to schedule meetings and appointments.
- Use Internet resources to gather information.
- Be responsible for meeting deadlines imposed in simulation.
- Prepare spreadsheets, including graphs, to demonstrate results of calculations for such items as

payroll and cash flow.

- Compose and/or key mailable word processing documents.
- Create and enter information into a database.
- Determine task completion using critical thinking skills.
- Integrate documents and information with word processing, spreadsheet, database, desktop

publishing, and presentation software.

CA220: QuickBooks—Computerized Bookkeeping (3)

- Record and customize accounting information.
- Enter and track a company's revenue and expenses.
- Set up, enter, and prepare payroll information and reports.
- Reconcile a bank statement.
- Obtain, customize, and analyze financial statements.
- Set up, track, and adjust inventory.
- Perform adjusting and closing activities.
- Record and track the depreciation of assets.
- Set up, customize, and maintain a company's accounting file, including a chart of accounts.

PS250: Introduction to Law 1 (4)

- Explain law, law making and the court system.
- Understand the role of lawyers and support personnel in the legal office and legal system.
- Describe aspects of criminal law, criminal procedure, and juvenile justice.

PS251: Introduction to Law 2 (4)

- Differentiate between civil and criminal law.
- Describe elements of Tort Law.
- Describe elements of Consumer Law.
- Describe elements of Family Law.
- Understand Individual Rights and Liberties.

These courses lead to the following outcomes that students will be prepared to accomplish:

- Compose, proofread, and accurately produce legal and other business documents using appropriate software and equipment within specified timelines.
- Follow professional business and legal procedures and standards.

- Store, retrieve, distribute, and manage information to support legal office and management personnel.
- Integrate computer, computation, communication, and critical thinking skills to accomplish legal office tasks and solve problems.
- Work both independently and as part of a team.
- Determine the relationships among law, ethics, and legal office professionals.

Learning will be ensured through the assessment of these program outcomes with the following methods:

The outcomes will be measured through assessing students' results of projects, exams, activities, and internship feedback.

Instruction methods within this program will be lectures, small group activities, flipped classrooms, etc.

The college has a unit planning process that includes a program assessment on an annual basis. Student, faculty, advisory committee, and administrative collaboration is incorporated to ensure students are prepared with appropriate skills to enter the workforce and meet the requirements of Legal Administrative Professional program.

**5. *Does the community college identify and have the resources to develop, implement, and sustain the program?***

The Northwest Commission on Colleges and Universities (NWCCU) accredits Chemeketa Community College.

- The new program will have startup costs of \$0.
- Year 0: Total Revenue: \$0 Total Expenditures: \$0 Net Income (Deficit): \$0
- Year 1: Total Revenue: \$24,495 Total Expenditures: \$13,550 Net Income (Deficit): \$10,945
- Year 2: Total Revenue: \$72,975 Total Expenditures: \$13,550 Net Income (Deficit): \$59,425
- Year 3: Total Revenue: \$96,600 Total Expenditures: \$13,550 Net Income (Deficit): \$83,050
- The Legal Administrative Professional program has 4 full-time faculty positions. The program has the flexibility to use general fund dollars to expand the adjunct workforce to teach additional courses in the degree and to offset full-time workload as needed.
- Chemeketa Community College has begun programs over the last fifty years and has had the institutional support in hiring qualified and trained faculty to teach in all CTE programs.

- This new program and its courses have been developed and approved by the employer-based advisory committee, as well as approved by the college's Curriculum Committee and Chemeketa Community College's Board of Education.
- Faculty will regularly participate in professional development activities to stay current and up-to-date with industry changes and requirements, which will translate into the classroom learning environment.
- The program will reside at Salem Campus.
- The college has strong relationships with industry partners/employers and will continue to foster these relationships. This program has an employer-based advisory committee. The program will continue to work with local industry leaders and educational institutions to recruit students for this program.

**Assurances**

Chemeketa Community College has met or will meet the four institutional assurances required for program application.

1. *Access.* The college and program will affirmatively provide access, accommodations, flexibility, and additional/supplemental services for special populations and protected classes of students.
2. *Continuous Improvement.* The college has assessment, evaluation, feedback, and continuous improvement processes or systems in place. For the proposed program, there will be opportunities for input from and concerning the instructor(s), students, employers, and other partners/stakeholders. Program need and labor market information will be periodically re-evaluated and changes will be requested as needed.
3. *Adverse impact and detrimental duplication.* The college will follow all current laws, rules, and procedures and has made good faith efforts to avoid or resolve adverse *intersegmental* and *intrasegmental* impact and detrimental duplication problems with other relevant programs or institutions.
4. *Program records maintenance and congruence.* The college acknowledges that the records concerning the program title, curriculum, CIP code, credit hours, etc. maintained by the Office are the official records and it is the college's responsibility to keep their records aligned with those of the Office. The college will not make changes to the program without informing and/or receiving approval from the Office.