Exhibit I
Summary & Analysis
Employer/Community Survey

A survey of Employers and the Legal Community was conducted by hard copy and electronically in 2010 and via focus group in 2011. In prior years, the Employer and Legal Community survey was collected as one survey via Survey Monkey and the response was less than 10% for the legal community portion, but greater on the employer part because the number of graduates had increased. Thus in 2010, the program decided to plan a focus group to gather data regarding the needs of the local legal community and the quality of graduates/internship students. Because the program could not conduct the focus group before the end of the 2009-2010 academic year, an interim year with collection of hard copy surveys as well as Survey Monkey was a temporary solution prior to the focus group in the summer of 2011.

2010 Survey Summary & Analysis

In 2010, the Legal Community portion of the survey collected about 15% of the Santa Clarita Valley Bar Association members. The Legal Community survey was conducted via Survey Monkey. While the Employer survey was collected in person when the department chair visited internship sites. Additional surveys were sent to employers of recent graduates. In a few instances, the firm employed graduates and had current internship students.

Similar to 2009 responses, most of the respondents indicated their practice area was family law and/or estate planning, with litigation not far behind in the number of responses. Firms hired entry level paralegals and expected them to have some educational training prior to employment. They hired via word of mouth, from contact with College of the Canyons or via the Santa Clarita Valley Bar Association Website. The salary range remained the same as in 2009 at $35,000 and greater for entry level paralegals. Almost all firms offered some additional compensation such as retirement plan, paid vacation, and bonuses.

All employers either used Westlaw or Lexis/Nexis for legal research. Other computer program utilized in the office included Word Dox, Judicial Council forms, Juris, and Wealth Council. The most important skills were file organization, and drafting of pleadings, letters, and discovery responses.

Seven of the nine respondents who have employed graduates or internship students indicated that the graduates/interns were Good to Superior on the following areas:

- Assumes a leadership role when appropriate
- Transmits knowledge and ideas orally and in writing
- Cooperates with others
• Follows instructions well
• Adheres to deadlines
• Reliable and responsible
• Logical and rational in making decisions
• Makes efficient use of resources and office time
• Possesses sufficient knowledge of material essential to position
• Willingness to assume additional responsibilities

As a result of the 2010 Legal Community and Employer survey as well as prior years, the department decided to create a new family law course given the needs of the legal community. This course will be offered for the first time in Fall 2013.

2011 Focus Group

On June 23, 2011, a focus group consisting of four attorneys and one paralegal met to discuss the legal community and quality of internship/graduate students. All but one of the attorneys works in the Santa Clarita Valley and have employed students enrolled in an internship class or hired a graduate of the program. Two of the attorneys work as civil litigators, one as an advisor in Children’s Court in the neighboring valley, and one as an estate planner/tax advisor. The one paralegal worked in a litigation firm and graduated from California State University Los Angeles program, but had enrolled in a few courses at College of the Canyons. All of the participants worked in firms with three or fewer attorneys.

The group was asked a series of questions and the discussion flowed naturally. The questions asked included:

1. How do you utilize paralegals in your office?
2. When and how are paralegals supervised?
3. How do you spark critical thinking?
4. How do you manage your paralegals?
5. Who evaluates paralegals and how often?
6. What changes do you see in the type of law offices operating in this valley?
7. Has the economy affected your employment of paralegals?
8. What other factors currently impact your employment of paralegals?
9. What is the predominate practice area of this community?
10. What legal skills or general employment qualifications do you expect in a paralegal?
11. What advice would you have for paralegals searching for a job?
12. What are the people skills you expect good paralegals to have?
13. Of those employing interns or graduates, please discuss the ability of students/graduates especially as it relates to the specific areas listed above in the 2010 survey.
Focus Group Responses and Conclusions

All of the participants expected their paralegal to take assignments and run with them. As the students are adults, the lawyers expected paralegals to be trained enough to ask smart questions. They hope to inspire critical thinking by vesting the paralegal in the outcome. The attorneys allow the paralegals to schedule their time, but some required daily updates on a particular case or file. None of the attorneys provided formal reviews. All informally reviewed paralegals as work continued. Many did not want to have to break bad habits and preferred to train paralegals early in their careers. The economy affected the job outlook by having more part-time employment available rather than full time employment. They noted that the predominate practice areas were bankruptcy and family law. Aside from formal paralegal education, the participants expected the students to have basic and versatile office skills, including email etiquette. They want the paralegal to be polite and kind. Advice for those paralegals looking for jobs included researching firms before applying; keeping skills current by volunteering; and interning whenever possible. The participants rated the interns and graduates good or superior on the skills listed in the 2010 survey. One noted the need to improve on soft skills, including people skills, but did not expect that was the responsibility of the program to teach.

From the focus group’s responses, the paralegal studies department decided to offer Bankruptcy in the summer of 2012, which it had not offered previously, and to finalize its new Family Law course in order to keep current on the needs and demands of community. Moreover, the program will encourage students to enroll in the college’s new Customer Service non-credit program which includes one half to one unit courses on attitude, team building, and stress and change management.

As this was the department’s first focus group, several things were learned that can be improved upon for the next group. For example, the time to discuss the graduate and internship students’ ability was rushed and the list to discuss was too long to cover in the time allotted. Either the time frame needs to be extended beyond the 1 hour scheduled or to conduct that portion first or at a different time than the general group questioning. All the participants were satisfied with students’ ability and encouraged the program to continue what it was doing to prepare its students for internships and employment. In addition, a better note taker is necessary to capture all of the observations.