

August
2025

Paralegal Studies Student Survey: Spring 2025

College of the Canyons

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Institutional Research, Planning, and
Institutional Effectiveness

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Introduction and Methods

At the request of the Paralegal Studies department, the Institutional Research, Planning and Institutional Effectiveness Office conducted a survey to gather data from students enrolled in Paralegal Studies classes during Spring 2025. The purpose of this survey was to assess satisfaction with various aspects of the Paralegal Studies program to help direct program planning. These data will also be used for reporting requirements for the American Bar Association (ABA).

Surveys were initially distributed through Survey Monkey on May 9, 2025, with reminders sent on May 13, May 20, and May 27, 2025. To improve the response rate, surveys were also distributed through Survey Monkey link by Paralegal Studies faculty members to their students between May 9 and May 27, 2025. Of the 235 students who were invited to participate in the survey, 106 students completed the survey, resulting in a response rate of 45% as compared to 69 students (34% response rate) in Spring 2024. Among those who responded in Spring 2025, 28 (26%) respondents replied using the initial email link and 78 (74%) respondents replied to the faculty provided link.

Research Results

Awareness of the Paralegal Studies Program

Respondents were asked to indicate how they heard about the Paralegal Studies program. Forty-nine percent of the respondents indicated that they heard about the program through the College of the Canyons website, followed by web research (22%), counselors (9%), recommended by a friend/family member (9%), another website (4%), someone at work (3%), faculty member at COC (3%) a program graduate (1%), and the Los Angeles Paralegal Association (1%).

Course Length Preference

Two-thirds of the respondents indicated that they prefer to take 16-week courses (66%), followed by 8-week courses (30%) and 5-week courses (4%).

Satisfaction with Course Modality

The majority of respondents indicated that they are “satisfied” or “very satisfied” with their current course modality (see Table 1).

Table 1. Satisfaction with Course Modalities offered in Paralegal Studies

	Very Satisfied/ Satisfied	Neutral	Dissatisfied/ Very Dissatisfied
Online Live (Zoom) and OnlineLive (Canvas) N=100	95%	1%	4%
OnlineLive (Zoom only) N=93	94%	2%	4%
Online (Canvas) N=98	90%	6%	4%
Hyflex N=48	75%	23%	2%

Recommended Sequence of Courses

The majority of respondents (86%) indicated that they are aware of the recommended sequence of courses in Paralegal Studies. Of the respondents that are aware of the recommended sequence of courses (N=91), the majority (74%) indicated that they follow the recommended sequence of courses. Of the respondents that follow the recommended sequence of courses (N=68), the majority (82%) indicated that they find the sequence of Paralegal Studies courses “helpful or “very helpful”, while 15% indicated a “neutral” response, 1% indicated that the sequence of Paralegal Studies courses are “somewhat helpful” and 1% indicated that the sequence of the Paralegal Studies courses are “not at all helpful”.

Respondents indicating that they do not follow the recommended sequence of courses were asked to provide the reason. Of those that indicated the reason they do not follow the recommended sequence of courses (N=21), sixteen respondents indicated they did not follow the recommended sequence due to availability of courses when they need them. Two respondents indicated that they are not in the program/legal field, two respondents were not aware of the sequence of courses when registering and one respondent indicated that they did not get a response from a counselor.

Satisfaction with Various Aspects of the Paralegal Program

Respondents were asked to indicate their level of satisfaction with various aspects of the Paralegal Studies program. More than 75% of the respondents indicated that they were “satisfied” or “very satisfied” with all surveyed aspects of the Paralegal program (see Table 2).

Table 2. Respondents’ Satisfaction with Various Aspects of the Paralegal Program

	Very Satisfied/ Satisfied	Neutral	Very Dissatisfied/ Dissatisfied
Faculty, overall (N=102)	97%	2%	1%
Course content (N=103)	96%	2%	2%
Department Chair (N=95)	95%	4%	1%
Initial contact with the program (N=102)	93%	6%	1%
Help when I need it (N=101)	91%	7%	2%
Website information (N=104)	90%	8%	2%
Westlaw (N=82)	89%	11%	0%
Contact with registration (N=101)	88%	7%	5%
Textbooks (N=100)	86%	11%	3%
Library staff (N=75)	80%	20%	0%
Placement/internship services (N=78)	78%	19%	3%
Library resources (N=79)	76%	24%	0%

Note: Table excludes respondents that indicated “N/A” to satisfaction questions

As indicated in Table 2, responses from Spring 2025 differed slightly from results from Spring 2024. Specifically, the percentage of respondents that are “satisfied” or “very satisfied” with the faculty (overall) increased by 8 percentage points in Spring 2025 and the percentage of respondents that are “satisfied” or “very satisfied” with library resources decreased by 11 percentage points in Spring 2025.

Table 3. Respondents’ that are “Satisfied” or “Very Satisfied” with Various Aspects of the Paralegal Program in 2025 as compared to 2024

	Spring 2024	Spring 2025
Faculty, overall	89%	97%
Course content	95%	96%
Department Chair	96%	95%
Initial contact with the program	95%	93%
Help when I need it	88%	91%
Website information	91%	90%
Westlaw	89%	89%
Contact with registration	91%	88%
Textbooks	83%	86%
Library staff	82%	80%
Placement/internship services	78%	78%
Library resources	87%	76%

Note: Analysis does not include respondents that indicated “N/A”

Alumni Association

The majority of the respondents (78%) indicated that if the Paralegal Studies program started an alumni association they would plan to become a member after graduating from the program, while 21% of the respondents are not sure yet and 1% of the respondents would not plan to become a member of the alumni association.

Interest in a Bachelor’s Degree in Paralegal Studies

Respondents were informed that College of the Canyons is considering offering a bachelor’s degree in paralegal studies in the future. Fifty-seven percent of the respondents indicated that they would pursue this degree in the future if it were offered, followed by 11% that are not sure yet and 3% that would not pursue this degree. Twenty-nine percent of the respondents indicated that they already have a bachelor’s degree.

Employment Information

Current Employment

Of the respondents that provided their current employment status (N=106), 50% indicated that they are employed full-time, 22% indicated that they are employed part-time, and 28% indicated that they are unemployed.

Employment in the Legal Field

Of the respondents indicating that they are currently employed (N=76), more than half of the respondents (61%) indicated that they are not currently employed in the legal field, while 39% of the respondents indicated that they are currently employed in the legal field.

Working as a Paralegal

Of the respondents indicating that they are currently employed and working in the legal field (N=30), just over half of the respondents (53%) indicated that they are not currently working as a paralegal, while 47% indicated that they are currently working as a paralegal and only seeking a degree.

Additional Comments

Respondents were asked to provide any additional comments or suggestions they may have for the Paralegal program. Thirty-six respondents provided comments and suggestions; specifically, respondents provided positive comments including appreciation for the faculty (17 respondents), appreciation for the program (8 students), and positive comments about the potential bachelor's program being offered by COC (5 respondents). Other comments included requests for additional courses/modalities offered (5 students), frustration with faculty/teaching methods (3 students) and suggestions about course sequence (2 students). Please see Appendix A for detailed comments.

Demographics

Race/Ethnicity. Of the 106 total respondents, thirty-four percent indicated that their ethnicity is Latinx, followed by White Non-Hispanic (24%), African American/Black (11%), multi-ethnicity

(8%), Asian (7%), Filipinx (3%), American Indian/Alaskan Native (1%), Middle Eastern (1%) and Swedish (1%). Eleven percent of the respondents declined to state their ethnicity.

Education. Forty-one percent of the respondents indicated that they have some college, followed by a bachelor's degree (27%), AA/AS degree (16%), master's degree (11%), high school (2%), non-ABA Certificate (2%) and Juris Doctorate (1%).

Current Enrollment. Just over half of the respondents (54%) indicated that they are currently enrolled as full-time students, while 46% of the respondents indicated that they are enrolled part-time.

Recommendations

Upon review of the results, the following recommendations should be taken into consideration:

- Consider exploring reasons for lower satisfaction among students enrolled in hyflex courses.
- Consider implications of results on how students learned about the program for future marketing and outreach.
- Consider options for creating an alumni association.

For questions, or more detailed information on this research brief, contact Alicia LeValley, Research Analyst at alicia.levolley@canyons.edu or Preeta Saxena, Ph.D., Dean, Institutional Research, Planning and Institutional Effectiveness at preeta.saxena@canyons.edu.

Appendix A: Text of Open-ended Questions

What are the reasons you don't follow the recommended sequence of courses?

Responses
Availability
availability of classes to fit my schedule
Availability of courses
because not all the classes are offered and many overlap so i cannot take them because they are both on a [Tuesday} or same day of the week. Limited offering.
Decline to elaborate.
Depends on my time and availability
I am not officially in the program but wanted to take these additional classes.
I did not know when I first started that there was a sequence.
I didn't know about it before selecting the courses for this semester.
I had to enroll in what was available at the time I came into the program. I was referred to [a counselor], but have not gotten any response from [them] over the past month of emailing [them] to make an appointment, so I am just signing up for classes that are available when I can.
I needed one course to fulfill my requirements for graduation.
I signed up for what had space or what fit my schedule.
I was unable to enroll in time for the recommended classes in my first semester because most of them were full.
I worked 2 jobs (Full-time & Part-time), so I wasn't able to meet the scheduled times of the offered classes.
Limited class availability. Classes were full and professors did not take off the waitlist.
not all classes were available when I had time to take them so I had to take whatever class was available at the time I did not take the course in order.
Not in the legal field
The availability of courses so many were filled up when [I] got to register that I just asked professors to let me into whatever courses [I] could get in
The class was not offered in the semester that I was taking it.

What are the reasons you don't follow the recommended sequence of courses? *continued*

Responses
the classes aren't offered in sequence per semester. some courses are only available in the summer/winter and some classes are only available in spring/fall. or the courses don't match up with my employment schedule.
unavailability of courses

Please provide any additional comments or suggestions you may have regarding the Paralegal program.

Responses
Ethics course should be taken in the first semester to navigate other courses better.
Grateful for the program.
I am very satisfied with the sequence of courses because it establishes a sound base for more intense courses. The staff is also very knowledgeable and they are readily available for consultations.
<p>I feel that the course order should be reordered. Start with the the "why" and "how-to", then transition into the specialized areas. Let us learn how before we're left deflated because we don't know what we don't know, and we surely do not know what the attorney-professors know.</p> <p>Certification: 101 (8 week), 107 (8 week), 106, 108, 109, 104, 111, 105, 112, 150, 200, 186/188</p> <p>Two-year degree</p> <p>101 (8 week), 107 (8 week), 106, English</p> <p>American Institutions</p> <p>108, 109, 104, Math, Humanities/Fine Arts</p> <p>Para Elective</p> <p>105, 111, 150, Natural Science, Phys Ed.</p> <p>American Institutions</p> <p>112, 200, 186/188 AA Elective</p>
I have been really enjoying the paralegal program at COC and I appreciate that every professor I have had has cared immensely about student success. If COC offered a bachelor's degree in paralegal studies, I would absolutely do it. I have a feeling that might take awhile though and I might be graduated by then. If COC could make it a seamless transition to come back after graduation and after obtaining a certificate or associate's, I think it would make it more appealing and easier for students that want to come back and pursue a bachelor's in the program.
I have not yet had any COC counselor contact regarding the program and courses. I have been guided by an assignment requirement in the Intro to Paralegal class to speak with a Paralegal professor. [Faculty members] have been wonderful and very helpful.

Please provide any additional comments or suggestions you may have regarding the Paralegal program.

Responses
I have one of the best professors in this semester thank you! To all my paralegal professors
I have taken Estate planning with [faculty members and they] has been incredibly helpful and has gone above and beyond. I have also taken 2 test prep classes with [faculty member and they were] great and I especially got an opportunity to learn and ask questions during the zoom classes.
I love the program, my son will be joining the program soon
I love this program
I love this program. Every single professor has been a delight so far and are incredibly patient.
I took [a class with a faculty member and they were] absolutely amazing. [They were] so encouraging and really piqued my interest in paralegal studies. [They] gave excellent feedback and [their] class was very thorough and extremely well laid out. I have never learned so much from a college course before.
I would absolutely love and benefit from the bachelor's degree in paralegal studies if it were offered at COC!
I would absolutely pursue a Bachelor's in Paralegal Studies here at COC. Last semester I attended CSUN as an AS-T transfer student from Glendale Community College. This semester I instead enrolled in Paralegal Studies here at COC after deciding that I would rather get a more pertinent education that's directly applicable to my career.
I would definitely attend.
I would like to see more 100% or hybrid Paralegal classes offered. Further, more Summer and Winter paralegal classes as well, would help tremendously due to work schedules.
I would like to suggest that more sessions/classes be available, especially those that easily fill up.
I'm just recommending maybe 2 counselors for the Pathway to Law program. If COC decided to offer a Bachelors in paralegal I will most definitely sign up. Options for 8 week courses would be awesome. I've noticed I tend to get burnt out with 16 weeks towards the end. I've taken 8 weeks courses and it goes by fast and continue on to knock out the next one. Just a thought if not possible I can understand.
I'd love to see field trips, meeting professors, and opportunities for fellowships by community colleges or partner colleges for Pathway to Law School Scholars.
Internship placement was N/A because I already had a job I could use for it.
[Faculty member] is an inspiration and motivates us all to continue

Please provide any additional comments or suggestions you may have regarding the Paralegal program.

Responses
[Faculty member] is the best professor hands down [their] attitude and dedication to [their] field makes [their] classes 100% more enjoyable.
Love[faculty members]. Both Professors are very informative and patient! They've made the program very welcoming!
More classes offered in the summer would be nice. More online classes only offered would be nice. Thank you!
[Faculty member] is great !!
[Faculty members] have been absolutely amazing professors this semester so far! Thank you for a great semester and happy summer!
{Faculty member} is an amazing instructor and a wealth of information. An excellent advocate for this college!
[Faculty member], along with being extremely knowledgeable, is the most helpful and accommodating professor I have had in my college career.
textbooks were not good nor used in most classes. Professors just need to be more attentive and responsive. At times it felt like we were an [afterthought].
The professors have been incredibly helpful and have made this experience extremely positive. I am truly grateful and satisfied with the paralegal program and feel very blessed to have it so close to home in Santa Clarita.
The professors that I have had in this program have been amazing. They care about their students and us not only succeeding in the program but in the real world.
The teacher we have is so amazing, the way [they are] teaching and guiding you through the material is amazing. Would love to see this program expand. Thank you.
There is a professor in your program who at some point was asked a question in class and responded by saying they would upload a video instead of answer the student's question. Same professor has failed to grade assignments and midterm in a timely manner.
Very grateful to have been a part of this program
When I started the program, I preferred online classes versus in-person. Now I have experience with hybrid classes (online or in-person, at my option) and I think I would like to see more hybrid to go to campus from time to time, as it an enjoyable experience. Also, I prefer 16-week courses, rather than the shorter 8-week versions.
you need to reevaluate some of your professors. especially the professor for [specific course].