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# Paralegal Studies Student Survey: Spring 2026

## **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 an online survey to gather data from students enrolled in Paralegal Studies classes during Spring 2026. 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).

Survey invitations were sent on March 4, 2026, with reminders sent on March 9 and March 16, 2026, via Survey Monkey. To improve the response rate, surveys were also distributed through Survey Monkey link by Paralegal Studies faculty members to their students between March 9 and March 25, 2026. Of the 267 students who were invited to participate in the survey, 115 students responded, resulting in a response rate of 43% as compared to 45% response rate (106 students) in Spring 2025. Among those who responded in Spring 2026, 31 (27%) respondents replied using the direct email link and 84 (73%) respondents replied using the link shared by faculty.

## ***Research Results***

### **Awareness of the Paralegal Studies Program**

Respondents were asked to indicate how they heard about the Paralegal Studies program. Thirty-seven percent of the respondents indicated that they heard about the program through the College of the Canyons website, followed by web research (29%), faculty member at COC (11%) recommended by a friend/family member (9%), counselors (6%), website other than COC (3%), and someone at work (1%).

### **Course Length Preference**

Nearly two-thirds of the respondents indicated that they prefer to take 16-week courses (63%), followed by 8-week courses (34%) and 5-week courses (3%).

## 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**

	<b>Very Satisfied/ Satisfied</b>	<b>Neutral</b>	<b>Dissatisfied/ Very Dissatisfied</b>
Online (Canvas) N=107	90%	6%	5%
OnlineLive (Zoom only) N=100	89%	9%	2%
OnlineLive (Zoom) and Online (Canvas) N=100	87%	7%	6%
Hyflex N=63	73%	25%	2%

Note: Analysis excludes respondents that indicated “N/A”

As indicated in Table 2, responses from Spring 2026 differed slightly from results from Spring 2025. Specifically, the percentage of respondents that are “satisfied” or “very satisfied” with the combined Online Live (Zoom) and Online (Canvas) modality decreased by 8 percentage points in Spring 2026 and the percentage of respondents that are “satisfied” or “very satisfied” with Online Live (Zoom *only*) decreased by 5 percentage points in Spring 2026.

**Table 2. Respondents’ that are “Satisfied” or “Very Satisfied” with Course Modalities in 2026 as compared to 2025**

	<b>Spring 2025</b>	<b>Spring 2026</b>
Online (Canvas)	90%	90%
OnlineLive (Zoom only)	94%	89%
Online Live (Zoom) and Online (Canvas)	95%	87%
Hyflex	75%	73%

Note: Analysis excludes respondents that indicated “N/A”

## **Additional Electives/Courses**

Respondents were asked to indicate which additional electives/non-required courses they would like to see added to the Paralegal curriculum. Respondents could choose up to two courses.

Respondents indicated the following:

- Criminal Law – 59% (68 respondents)
- Immigration Law – 34% (39 respondents)
- Entertainment Law – 32% (37 respondents)
- eDiscovery – 25% (29 respondents)
- Employment Law – 23% (27 respondents)
- Bankruptcy Law – 2% (2 respondents)
- Corporate Law – 2% (2 respondents)
- Tribal Law – 1% (1 respondent)
- Laws governing nonprofit companies – 1% (1 respondent)
- Environmental Law – 1% (1 respondent)
- Property Law – 1% (1 respondent)
- Patent Law – 1% (1 respondent)
- Veterans Law/Aids – 1% (1 respondent)

Three respondents indicated that they are not interested in any additional courses.

## **Recommended Sequence of Courses**

The majority of respondents (89%) 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=102), the majority (72%) indicated that they follow the recommended sequence of courses. Of the respondents that follow the recommended sequence of courses (N=73), the majority (82%) indicated that they find the sequence of Paralegal Studies courses “helpful or “very helpful”, while 12% indicated a “neutral” response, and 5% indicated that the sequence of Paralegal Studies courses are “somewhat helpful”. No respondents 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. Twenty-nine respondents provided reasons for not following the recommended course sequence of courses.

The majority of respondents (22 respondents) indicated that courses were not available when they needed them. Among those indicating courses were not available when they needed them, nine indicated that the courses they needed were at full capacity. In addition, 12 respondents indicated scheduling conflicts, 6 respondents indicated that they intentionally took courses out of sequence for personal preference, 5 respondents indicated that they were on different academic/career pathways, and 2 respondents indicated that they were not aware of the recommended sequence of courses until after beginning the program.

### 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 70% of the respondents indicated that they were “satisfied” or “very satisfied” with all surveyed aspects of the Paralegal program (see Table 3).

**Table 3. Respondents’ Satisfaction with Various Aspects of the Paralegal Program**

	Very Satisfied/ Satisfied	Neutral	Very Dissatisfied/ Dissatisfied
Course content (N=110)	95%	4%	2%
Faculty, overall (N=112)	94%	6%	0%
Website information (N=111)	92%	6%	2%
Initial contact with the program (N=111)	92%	8%	0%
Help when I need it (N=110)	92%	7%	1%
Department Chair (N=103)	88%	12%	0%
Contact with registration (N=111)	84%	14%	3%
Westlaw (N=88)	80%	19%	1%

	<b>Very Satisfied/ Satisfied</b>	<b>Neutral</b>	<b>Very Dissatisfied/ Dissatisfied</b>
Library staff (N=84)	77%	23%	0%
Library resources (N=93)	76%	22%	2%
Placement/internship services (N=83)	75%	24%	1%
Textbooks (N=112)	71%	24%	4%

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

As indicated in Table 5, responses from Spring 2026 differed from results from Spring 2025. Specifically, the percentage of respondents that are “satisfied” or “very satisfied” with the following decreased by more than 5 percentage points in 2026:

- Textbooks (decreased by 15 percentage points)
- Westlaw (decreased by 9 percentage points)
- Department chair (decreased by 7 percentage points)

**Table 5. Respondents’ that are “Satisfied” or “Very Satisfied” with Various Aspects of the Paralegal Program in 2026 as compared to 2025**

	<b>Spring 2025</b>	<b>Spring 2026</b>
Course content	96%	95%
Faculty, overall	97%	94%
Initial contact with the program	93%	92%
Help when I need it	91%	92%
Website information	90%	92%
Department Chair	95%	88%
Contact with registration	88%	84%
Westlaw	89%	80%

	Spring 2025	Spring 2026
Library staff	80%	77%
Library resources	76%	76%
Placement/internship services	78%	75%
Textbooks	86%	71%

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

### **Alumni Association**

The majority of the respondents (71%) 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 8% 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. Twenty-nine percent of the respondents indicated that they have already obtained a bachelor’s degree. Of the 80 respondents that did not indicate they already have a bachelor’s degree, the majority (71%) indicated that they would pursue this degree in the future if it were offered, followed by 21% that are not sure yet and 7% that would not pursue this degree.

### **Employment Information**

#### ***Current Employment***

Of the respondents that provided their current employment status (N=115), 41% indicated that they are employed full-time, 27% indicated that they are employed part-time, and 32% indicated that they are unemployed.

### ***Employment in the Legal Field***

Of the respondents indicating that they are currently employed (N=78), over half (56%) indicated that they are not currently employed in the legal field, while 44% 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=34), the majority (68%) indicated that they are not currently working as a paralegal, while 32% 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. Forty-three respondents out of 115 provided comments and suggestions; specifically:

Overall satisfaction with the program (18 respondents)

- “This program is great! Fully recommend to any person planning to be a paralegal.”
- “I am very impressed with this program and so happy that I signed up.”
- “Keep up the great work with providing a learning atmosphere/school for all...”

Faculty/staff knowledge and support (16 respondents)

- “The faculty are engaged and engaging.”
- “All staff is supportive and happy to help their students.”
- “The professors are great and very helpful.”

Program quality, structure and academic rigor (12 responses)

- “The course content is excellent and well-structured.”
- “The assignments... have all been challenging and helpful.”

Program recommendation (4 respondents)

- “Fully recommend to any person planning to be a paralegal.”
- “I have recommended COC Paralegal Studies to everyone at my place of work!”

Please see Appendix A for detailed comments.

## Demographics

**Race/Ethnicity.** Of the 115 respondents, thirty-three percent indicated that their ethnicity is Latinx, followed by White Non-Hispanic (28%), Asian (11%), African American/Black (10%), multi-ethnicity (6%), American Indian/Alaskan Native (3%), and Filipinx (3%). Six percent of the respondents declined to state their ethnicity.

**Education.** Of the 115 respondents, thirty-six percent of the respondents indicated that they have a bachelor's degree, followed by some college (30%), AA/AS degree (13%), master's degree (11%), and high school (10%).

**Current Enrollment.** Of the 115 respondents, just over half of the respondents (53%) indicated that they are currently enrolled as full-time students, while 47% of the respondents indicated that they are enrolled part-time.

## Recommendations

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

- Although overall satisfaction with course modalities is high, consider exploring reasons for lower satisfaction among students enrolled in hyflex courses.
- Consider findings on how students learned about the Paralegal Studies program, along with student feedback and recommendation statements, to inform and strengthen future marketing and outreach efforts.
- Explore reasons for the decline of satisfaction with textbooks and Westlaw access.
- Consider incorporating student comments and endorsements into marketing efforts to highlight program strengths and increase program awareness.
- Explore options for planning and development of a bachelor's degree pathway in Paralegal Studies.
- Consider options for developing an alumni association to support engagement and networking for graduates.

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

**Appendix A: Text of Open-ended Questions**

**How did you hear about our Paralegal Studies program? (other)**

<b>Responses</b>
Figured it out
I moved
It was recommended to me by a counselor at Pierce College.
Pathway to law school [COC] program
Took career class

**Which additional electives/not required course(s) would you like to see added to the curriculum? (other)**

<b>Responses</b>
Bankruptcy
Bankruptcy Law
Corporate law
Corporate Law
[Environmental] law
Laws created for nonprofit companies
Patent law
Property Law
Tribal Law
Veterans Law/Aids

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

<b>Responses</b>
Availability
availability
Availability of classes
Availability was limited in some classes
Based on the selection of times and offerings, I can only take courses as they fit into my schedule.

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

<b>Responses</b>
Class availability when it's time to register
Classes are full so I had to Adapt.
Decline to state.
Didn't find the recommended sequence until I already started my first semester, will follow it the best I can going forward.
For various reasons, including, full-time employment, the next course in the sequence was full, late registration, and transfer due to moving.
I am interested in a law class that may be out of sequence.
I am mostly following it, but taking what is available/ works for my schedule.
I bounced around a bit, according to what I wanted to take first and what was being offered each quarter. I wanted to make sure I graduated in a certain amount of time, so I took the courses based more on what was available, even if it wasn't following the sequence. I started with the Family Law course (which would come a little later in the sequence I believe), because I had started working at a FL office and I knew it would help my job transition. There was one point that I wondered if I was disadvantaging myself not having stuck to the sequence, but I don't think overall it was a problem. All of the courses I've taken have been well-structured, so that no matter where students are in their paralegal pathways, they have the resources and guidance to succeed.
I [don't] need Paralegal degree.
I like to take certain courses before others out of curiosity.
I think I just take whatever comes up with the best scheduling for me
I think that tort should be one of the last classes taken because it requires full [knowledge] of everything learned from other classes. I also did not follow the recommended sequence because of capacity issues.
I took the courses that were available at the time.
I transferred from Mount San Antonio to COC.
I work full time an I am not able to follow the recommended sequence at this time. However, I plan to follow the sequence once I am able to fully commit.
I'm not sure
I'm not sure - it just turned out that way.
I'm taking the pathway to law school
It had to do with when the class zoom times were being offered and how that balanced with my work schedule.

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

<b>Responses</b>
One of the courses that was offered in the fall was supposed to be a fully online 8 week course but it was not. We still had instruction and class time every week which meant I had to choose between taking one class or the other instead of being able to do both. I am on the one year track and due to this I had to take 7 classes in the second semester.
Scheduling and class availability per semesters.
Some classes aren't available and some are full
The courses are not always available in the order I should take them.
Work scheduling conflicts and class availability per semester

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

<b>Responses</b>
All of the instructors I've had the privilege to study under have been wonderful! The courses are delightfully challenging, and I respect their demonstrated knowledge of the concepts and their exceptional ability to convey it. Love my professors!
COC's program has been great. The faculty are engaged and engaging. The courses offered, the structure of those courses, the assignments for the courses - they've all been challenging and helpful, in learning both about law and what a paralegal specifically does. The program does a great job of preparing students for the professional world as well. I have nothing but good things to say about the program and its faculty.
During the day classes or more online options
For whatever reason, we all had an issue trying to make an account for Westlaw in our legal research class. I also would have loved a criminal law class.
Great professors and great program. COC's paralegal studies is the best choice I have made. I hope and look forward to a bachelor's degree at COC in the future. It would be ideal.
Hi, Will there be any additional classes offered this Summer of 2026? Offering Summer classes would be wonderful and so needed for full time working people wanting to pursue a degree. Karen Kavin
I am extremely satisfied with my journey at COC's paralegal program. Professor Faudree and Professor Young have been an exceptional asset to my journey. Since the start of this journey in August 2025, I have recommended my friends and one has already begun her journey at COC's paralegal program.
I am happy with the program so far!

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

<b>Responses</b>
I am very impressed with this program and so happy that I signed up. All staff is supportive and happy to help their students. I am very grateful for this program and the amount of work the staff puts into the program. I have recommended COC Paralegal Studies to everyone at my place of work!
I appreciate the care and resources that this program offers students. I would like to highlight Professor Young and Professor Faudree as they have helped me navigate the program both in and out of scheduled class time.
I feel like the workload can be better worked upon. I understand Paralegal is a very dense subject but I wished the course was a bit better spaced because I feel like the workload is pretty bloated, especially week to week.
I love COC!
I love the program! I'm happy I'm taking it.
I think having courses from 7-10 might be beneficial for students who work 9-5. I have a flexible schedule and sometimes found it difficult to get to class on time 6pm
I think that the Tort class is one where it would benefit from being longer because there is much to cover, and its difficult to do it alone through Canvas assignments. Having more [opportunities] to interact with the professor during zoom class would be great.
I wish in person classes were offered because while I like the convenience of zoom, I feel robbed of networking and getting to know my peers. I also think the counseling dept could be better as it feels next to impossible to schedule an appt. to see a counselor.
I wish more people knew about this paralegal program through the community college. I have wanted this certification for years but the high cost of a certificate program held me back.
I would like to take Bankruptcy law if it was offered.
I would suggest to offer more summer courses and possibly offer more 8 week courses.
It has been a great experience, and it has given me a solid foundation in the legal field. I think this program has made me a better paralegal.
Keep up the great work with providing a learning atmosphere/school for all to be able to achieve their academic goals.
[Faculty members] are amazing mentors and professors. I could not do this without them. They have been with me step by step, Thank you for amazing mentors in this program.
More opportunities in scholarships, and affordable books
N.a
None. Good program, would recommend.

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

<b>Responses</b>
Not a fan of my current [faculty member]. Has harsh and nonsensible rules about assignments. For example: this survey would lose me a point if I did not complete it, but counts as extra credit for completing it.
Please offer more free textbooks and short term classes. Please enforce teachers giving breaks during long classes and following through on communication with students
[Faculty member] is a fantastic instructor. I am really enjoying my first course with this program! I would also love to see seminars, webinars, and career coaching/counseling/networking as part of this program!
[Faculty members] are beyond awesome! Thank you both for all of your hard work!
Scheduling an appt. with an advisor is nearly impossible
The only helpful feedback I can give, is that I prefer it when the professors are allowed to create their own quizzes and exams. When the exams come from the text book company, I have a more difficult time understanding the questions and the answers I should provide.
The professors are great and very helpful. 8 week classes are preferred since it makes it easier for full time employees to accomplish more classes in a semester.
The program itself is great. I enjoyed the faculty very much, everyone brought something different to the table. [Faculty member] was a great introductory professor for Intro into Law as [they are] extremely patient and welcoming. Only difficulty I had with the program is filling out the internship paperwork through the school, as it is not clear what [I'm] supposed to fill out, but maybe [that's] just because I had a different internship than others. Another difficult thing I had in understanding what classes I needed to complete the program. I thought I had to do the elective classes so it was a nice surprise when I found out I didn't need to. Other than those minor issues I really have enjoyed my time in this program. I learned a lot and hope the program helps me in securing a decent job that will help me grow as a paralegal.
The program seems well organized. Classes have great communication and the staff is knowledgeable and extremely helpful to students.
The required Zoom classes for this program are superfluous. Of the five Paralegal Studies classes I have taken, each has required a weekly Zoom class on top of reading the textbook and completing numerous online assignments. I have yet to find a single Zoom class helpful since we are required to learn and practice the content on our own anyway. So, the Paralegal Studies program would benefit from offering online only courses. Moreover, an online-only modality would allow greater flexibility for the working professionals that this program is geared towards.
The tort class is one of few classes that I really believe would benefit from having more class time instead of online and canvas.
There should no longer be discussion board requirements, as it is unfair to students who complete their work early to be forced to wait for classmates who consistently post late or at the last minute.

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

<b>Responses</b>
This Paralegal Program have been very helpful.
This program has been very satisfying and best throughout my journey.
This program is great! Fully recommend to any person planning to be a paralegal. Teachers really care about their students
Where do we go to check for positions that might be available to us as Paralegal students?
While the course content is excellent and well-structured, I would strongly recommend offering summer and winter sessions. Balancing two classes alongside full-time employment is quite overwhelming, and having the option to spread the workload throughout the year would make the program much more manageable.
Would like to see more class options during the summer