



# **INSTRUCTIONAL PACKAGE**

Leg 232  
Law Office Management

Effective Term  
2020 - 2021

# INSTRUCTIONAL PACKAGE

## Part I: Course Information

Effective Term: 2020 – 2021.

COURSE PREFIX: LEG 232

COURSE TITLE: Law Office Management

CONTACT HOURS: 3.0

CREDIT HOURS: 3.0

### RATIONALE FOR THE COURSE:

To familiarize the paralegal student with effective law practice management techniques and systems through the study of realistic applications.

### COURSE DESCRIPTION:

This course is the study of basic principles in law office management, including administrative procedures, client relations, and office operating procedures.

### PREREQUISITES/CO-REQUISITES:

**Must be an Associate Degree student (2 year program), not a Certificate Degree student (1 year program).**

(COMPASS Writing 78 and COMPASS Reading 85) or (ACCUPLACER Reading Comp 075 and ACCUPLACER Sentence Skills 081) or (New ACCUPLACER Reading Comp 250 and New ACCUPLACER Sentence Skills 250) or (COMPANION Reading 075 and COMPANION Sentence Skills 081) or (Multiple Measures English 1) or (ACT Reading 19 and ACT English 19) or SAT Critical Reading 480 or Credit level [ENG 101](#) Minimum Grade of C or Credit level [ENG 101](#) Minimum Grade of TC or Credit level [ENG 100](#) Minimum Grade of C\*).

\***Online/Hybrid** courses require students to complete the DLI Online Student Orientation prior to completing an online course. The DLI Online Student Orientation can be found in WaveNet, under the My Student tab.

### REQUIRED MATERIALS:

#### **Course Materials:**

The materials required for this course are included in [Cengage Unlimited](#), a subscription that gives you access to **all your Cengage access codes and online textbooks** for \$119.99 a semester, \$179.99 for a year or \$240 for two years. No matter how many Cengage products you use, and for any class you are using them in, they are included in Cengage Unlimited, and the price stays the same. You can purchase access to Cengage Unlimited in the bookstore, or at [cengage.com](#). **NOTE: You only purchase Cengage Unlimited ONE TIME from the bookstore. This one purchase covers ALL the LEG course materials and any other course using Cengage materials.**

This course will require the **MindTap for Traina Donnes – Practical Law Office Management 4<sup>th</sup> edition** and **Premium Website for Traina Donnes – Practical Law Office Management 4<sup>th</sup> edition** from Cengage. The **MindTap and Premium Website** is available through **Cengage Unlimited**, your subscription. MindTap is a courseware that provides you direct access to the eBook, study materials, and additional assignments/activities for class.

**You can access Cengage Unlimited through your Cengage account:**  
<https://login.cengage.com>

With Cengage Unlimited and the use of MindTap, you also get the option to rent the physical textbook for \$7.99 through your subscription

**You can purchase access to Cengage Unlimited in the bookstore or at [cengage.com](https://www.cengage.com).**

Please visit the [BOOKSTORE](#) online site for most current textbook information. Use the direct link below to find textbooks.

Enter the semester, course prefix, number and section when prompted and you will be linked to the correct textbook.

### **TECHNICAL REQUIREMENTS:**

Access to Desire2Learn (D2L), HGTC's student portal for course materials.  
WaveNet and D2L email access.

### **STUDENT IDENTIFICATION VERIFICATION:**

Students enrolled in online courses will be required to participate in a minimum of one (1) proctored assignment and/or one (1) virtual event to support student identification verification. Please refer to your Instructor Information Sheet for information regarding this requirement.

### **CLASSROOM ETIQUETTE:**

As a matter of courtesy to other students and your professor, please turn off cell phones and other communication/entertainment devices before class begins. If you are monitoring for an emergency, please notify your professor prior to class and switch cell phone ringers to vibrate. **Also, please refer to your Instructor's Course Information Sheet for more specific information.**

**NETIQUETTE:** is the term commonly used to refer to conventions adopted by Internet users on the web, mailing lists, public forums, and in live chat focused on online communications etiquette. For more information regarding Netiquette expectations for distance learning courses, please visit [Online Netiquette](#).

## **Part II: Student Learning Outcomes**

### **COURSE LEARNING OUTCOMES and ASSESSMENTS\*:**

Upon completion of this course, students will be able to:

## **MODULE #1**

Material Covered:	Chapter 1: The Legal Team Chapter 2: Legal Administration & Technology
*Assessments:	Assignments Test 1
Learning Outcomes:	Discuss the titles and duties of the members of the legal team. Explain the different types of legal practices and organizational structures. Identify the functions of legal administration. Discuss technology issues in the legal practice.

## **MODULE #2**

Material Covered:	Chapter 4: Client Relations & Communication Chapter 8: Legal Marketing
*Assessment:	Assignments Test 2
Learning Outcomes:	Explain factors to promote client relationships and ways to communicate effectively. Differentiate between advertising and marketing in the practice of law. Identify ethical issues that can arise in marketing.

## **MODULE #3**

Material Covered:	Chapter 5: Legal Fees, Timekeeping & Billing Chapter 6: Trust Funds & Law Office Accounting
*Assessments:	Assignments Project/Presentations
Learning Outcomes:	Explain the major types of legal fee arrangements. Differentiate between timekeeping and billing. Discuss the legal billing process. Explain the purpose of and ethical rules regarding trust/escrow accounts.

## **MODULE #4**

Material Covered:	Chapter 7: Calendaring, Docket Control & Case Management Chapter 9: File and Law Library Management
*Assessments:	Assignments Test 3
Learning Outcomes:	Discuss court deadlines and case docket systems. Identify manual and computerized docket and calendaring systems. Explain file management and its importance and ethical issues regarding document management.

## **MODULE #5**

Material Covered:	Chapter 3: Ethics & Malpractice
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*Assessments:	Assignment Test 4
Learning Outcomes:	Define unauthorized practice of law and factors effecting paralegals. Explain attorney-client privilege and to whom the privilege applies. Identify what constitutes a conflict of interest and the methods used to limit such conflicts.

***\*Students – please refer to the Instructor’s Course Information sheet for specific information on assessments and due dates.***

## **Part III: Grading and Assessment**

### **EVALUATION OF REQUIRED COURSE MEASURES/ARTIFACTS\*:**

Students’ performance will be assessed and the weight associated with the various measures/artifacts are listed below.

#### **EVALUATION\***

Tests	40%
Assignments/Presentations	60%
	100%

***\*Students, for the specific number and type of evaluations, please refer to the Instructor’s Course Information Sheet.***

#### **GRADING SYSTEM:**

100% - 90%	<b>A</b>
89% - 80%	<b>B</b>
79% - 70%	<b>C</b>
69% - 60%	<b>D</b>
59% - below	<b>F</b>

**I** Course requirements incomplete. Must be completed by deadline given by Instructor or “I” converts to an F.

Grades earned in courses impact academic progression and financial aid status. Before withdrawing from a course, be sure to talk with your instructor and financial aid counselor about the implications of that course of action. Ds, Fs, Ws, WFs and Is also negatively impact academic progression and financial aid status.

The Add/Drop Period is the first 5 days of the semester for **full term** classes. Add/Drop periods are shorter for accelerated format courses. Please refer to the [academic calendar](#) for deadlines for add/drop. You must attend at least one meeting of all of your classes during that period. If you do not, you will be dropped from the course(s) and your Financial Aid will be reduced accordingly.

## Part IV: Attendance

Horry-Georgetown Technical College maintains a general attendance policy requiring students to be present for a minimum of 80 percent (80%) of their classes in order to receive credit for any course. Due to the varied nature of courses taught at the college, some faculty may require up to 90 percent (90%) attendance. Pursuant to 34 Code of Federal Regulations 228.22 - Return to Title IV Funds, once a student has missed over 20% of the course or has missed two (2) consecutive weeks, the faculty is obligated to withdraw the student and a student may not be permitted to reenroll. **Instructors define absentee limits for their class at the beginning of each term; please refer to the Instructor Course Information Sheet.**

For a 14 week course (fall and spring), the allowed number of absences for a MW or TR class is as follows: **5 absences** are allowed regardless of reason. After the allowed number of absences a student will be dropped from the course with a W or WF.

For a 10 week course (summer), the allowed number of absences for courses meeting twice a week is **4 absences**. After missing the maximum number of allowed absences a student will be dropped from the course with a W or WF.

**For online and hybrid courses**, check your Instructor's Course Information Sheet for any required on-site meeting times. Please note, instructors may require tests to be taken at approved testing sites, and if you use a testing center other than those provided by HGTC, the center may charge a fee for its services.

Students enrolled in distance learning courses (hybrid and online) are required to participate weekly in the attendance assignment or discussion board in order to demonstrate course participation. Students showing no activity in the course for **two weeks** will be dropped from the course with a W or WF due to lack of attendance.

## Part V: Student Resources



### THE STUDENT SUCCESS AND TUTORING CENTER (SSTC):

The SSTC offers to all students the following **free** resources:

1. **Academic tutors** for most subject areas, **Writing Center support**, and **college success skills**.
2. Online **tutoring** and academic support resources.
3. Professional and interpersonal communication **coaching** in the EPIC Labs.

Visit the [Student Success & Tutoring Center](#) website for more information. To schedule tutoring appointments using TutorTrac, visit the Student Services tab in WaveNet. Email [ssc@hgtc.edu](mailto:ssc@hgtc.edu) or call

SSTC Conway, 349-7872; SSTC Grand Strand, 477-2113; and SSTC Georgetown, 520-1455, or go to the [Online Resource Center](#) to access on-demand resources.



## CENTRAL STUDENT INFORMATION CENTER: TECH Central

TECH Central offers to all students the following **free** resources:

1. **Getting around HGTC:** General information and guidance for enrollment!
2. Use the [Online Resource Center \(ORC\)](#) including scheduled technology training, Office 365 support, password resets, and username information.
3. **Drop-in technology support or scheduled training** in the Center or in class.
4. **In-person workshops, online tutorials and more services** are available.
5. **Chat with our staff on TECH Talk**, our live chat service. TECH Talk can be accessed on the student portal and on TECH Central's website, or by texting questions to (843) 375-8552.

Visit the [Tech Central](#) website for more information. Live Chat and Center locations are posted on the website. Or please call (843) 349 – TECH (8324).

### STUDENT TESTING:

Testing in an **online/hybrid** course may be accomplished in a variety of ways:

- Test administered within D2L
- Test administered in writing on paper
- Test administered through Publisher Platforms

Further more tests may have time limits and/or require a proctor.

Proctoring can be accomplished either face-to-face at an approved site or online through RPNOW, our online proctoring service. To find out more about proctoring services, please visit the [Online Testing](#) section of the HGTC's Testing Center webpage.

The **Instructor Information Sheet** will have more details on test requirements for your course.

### DISABILITY SERVICES:

HGTC is committed to providing an accessible environment for students with disabilities. Inquiries may be directed to HGTC's [Accessibility and Disability Service webpage](#). The Accessibility and Disability staff will review documentation of the student's disability and, in a confidential setting with the student, develop an educational accommodation plan.

Note: It is the student's responsibility to self-identify as needing accommodations and to provide acceptable documentation. After a student has self-identified and submitted documentation of a disability, accommodations may be determined, accepted, and provided.

### STATEMENT OF EQUAL OPPORTUNITY/NON-DISCRIMINATION STATEMENT:

Horry-Georgetown Technical College prohibits discrimination and harassment, including sexual

harassment and abuse, on the basis of race, color, sex, national or ethnic origin, age, religion, disability, marital or family status, veteran status, political ideas, sexual orientation, gender identity, or pregnancy, childbirth, or related medical conditions, including, but not limited to, lactation in educational programs and/or activities.

### **TITLE IX REQUIREMENTS:**

All students (as well as other persons) at Horry-Georgetown Technical College are protected by Title IX—regardless of their sex, sexual orientation, gender identity, part- or full-time status, disability, race, or national origin—in all aspects of educational programs and activities. Any student, or other member of the college community, who believes that he/she is or has been a victim of sexual harassment or sexual violence may file a report with the college’s Chief Student Services Officer, campus law enforcement, or with the college’s Title IX Coordinator, or designee.

\*Faculty and Staff are required to report incidents to the Title IX Coordinators when involving students. The only HGTC employees exempt from mandatory reporting are licensed mental health professionals (only as part of their job description such as counseling services).

### **INQUIRIES REGARDING THE NON-DISCRIMINATION/TITLE IX POLICIES:**

**Student and prospective student** inquiries concerning Section 504, Title II, and Title IX and their application to the College or any student decision may be directed to the Vice President for Student Affairs.

**Dr. Melissa Batten, VP Student Affairs**

*Title IX Coordinator*

Building 1100, Room 107A, Conway Campus

PO Box 261966, Conway, SC 29528-6066

843-349-5228

[Melissa.Batten@hgtc.edu](mailto:Melissa.Batten@hgtc.edu)

**Employee and applicant** inquiries concerning Section 504, Title II, and Title IX and their application to the College may be directed to the Vice President for Human Resources.

**Jacquelyne Snyder, VP Human Resources**

*EEO and Title IX Coordinator*

Building 200, Room 212A, Conway Campus

PO Box 261966, Conway, SC 29528-6066

843-349-5212

[Jacquelyne.Snyder@hgtc.edu](mailto:Jacquelyne.Snyder@hgtc.edu)