

Program Assessment Report

Program: Legal Support Professional - Associate in Business Studies

Year: 19/20

Division: Business and technology

Contact: Heidi Helgren

Delta College



Actions Taken in Response to Last Year's Report

Rationale for Current Assessments

Assessment 1 of 1

Goal / Project

Program Outcome: Btech goal was updated -We no longer use the "internal and external flow measures" statem

Outcome(s)

Demonstrate through both internal and external methods, skills attainment and flow measures that meet or exceed current industry-recognized standards.

Standard / Objective

100% of the students will perform at an A level demonstrating complete competency.

Method of assessment

Employer Survey(s)/Interview(s)/Advisory Groups

Comment/Details about the method of assessment

Students have a "Capstone" internship requirement of LSP 260, 261 or 262 which is generally completed in the last year of their program. All of the students have different experiences based on their internship location. But - all students generally receive experiences in case handling, client contact, courtroom visits with their supervisor, etc.,

Courses Affected

LSP 260, 261 & 262

Time Frame

Spring 2019, Winter 2020 and Fall 2020

Submitted By

Heidi Helgren

Result

Result

(3) Results exceeded expectation/standard

Data Collection (general or specific stats regarding results)

4 students completed their internship requirement in Spring 2019. One student completed their internship in Fall 2019. All 5 received favorable comments from their employers in regards to their ability to maintain professional skills required of this profession. Those industry standards in professional skills include things such as exhibiting the ethical requirements of confidentiality and privacy of client records, professional behavior shown to clients, co-workers and members of the Court community at large, communicating in a clear and consise manner for ease of understanding by clients, etc.

What We Learned (areas for improvements, strengths, etc.)

One additional student is completing their internship for Fall 2020 and as of October 2020 feedback has been overwhelmingly favorable.

Use of Data to Improve Student Success

Students appear to be developing the skills needed by area employers. They are exhibiting these skills in their internship positions and in their future employment.

Institutional Student Learning Outcomes

- Apply Knowledge and Skills
- Think Critically
- Communicate Effectively
- Act Responsibly

Comments and Action Plan

Discipline/Program Comments

One student who completed their internship in Spring of 2019 received a full time position within a law firm during Fall 2020. The coordinator of the LSP program received feedback from the employer that the student was well prepared for the position and they were impressed with her communication skills and understanding of privacy and confidentiality concerns.

Advisory Board Comments

Assessment Committee Comments

While the results are so overwhelmingly good... was there any area where even a tiny improvement could be made? :)

Curriculum Council Comments

Action Plan

Actions Taken in Response to Older Reports