Tulsa Technology Center

Legal Office

2011-2012

**PROGRAM NO.: 201 CAMPUS:** Peoria **CAMPUS PHONE:** (918) 828-2100

**INSTRUCTOR:** Angela Durant-Tyson MAEL **INSTRUCTOR PHONE #:** (918) 828-2147

**PROGRAM SUPERVISOR:** John Robinson, Campus Director **PHONE #:** (918) 828-2001

**CATALOG DESCRIPTION:** The legal industry has grown at a phenomenal rate the past few years, and as law firms, corporate legal offices, government agencies, etc., increase their staff, the need for strong administrative support increases as well. This program is designed for students who have general office experience, and have performed a variety of administrative and clerical duties, but wish to learn more about the legal field and move into an entry-level legal position. Students will use advanced computer and office skills to complete projects, and study applications used in a law office, such as legal terminology and forms, legal transcription and filing, legal research via Internet, and basic legal concepts. Project management software will also be used so students can design projects, track and communicate the status of projects, and learn to manage multiple projects.

# Cluster: Business, Management & Administration

**Pathway:** Administrative & Information Support

**Career Major:** **Legal Office Assistant 1110 hours**

**TTC-0182** Fundamentals of Technology

**ADMN-0030** Foundations for the Legal Office

**ADMN-0089** Legal Office Procedures

**LOA-0090** Advanced Computers Application for the Law Office

**LOA-0091** Advanced Legal Communications

**LOA-0092** Legal Specialties

**TTC-0110** Career Major Capstone

**Career Major: Legal Receptionist 600 hours**

**TTC-0182** Fundamentals of Technology

**ADMN-0030** Foundations for the Legal Office

**ADMN-0089** Legal Office Procedures

**TTC-0110** Career Major Capstone

**Program Goal**

The Legal Office and Project Management Services Program at Tulsa Technology Center is designed to develop your skill level to a degree that will enable you to obtain an entry-level job in some aspect of an law firm, corporate legal office, and/or government agency. Every effort will be made to help you achieve good individual and group productivity by combining relevant legal scenarios as well as very effective and efficient office skills.

## **Career Majors**

Legal Receptionist, Legal Assistant or with additional training, Legal Secretary or Legal Transcriptionist

**Certifications**

*The ALS Examination*:

* demonstrates ability to perform business communication tasks;
* gauges ability to maintain office records and calendars, and prioritize multiple tasks when given real-life scenarios;
* measures understanding of office equipment and related procedures;
* denotes aptitude for understanding legal terminology, legal complexities, and supporting documents;
* assesses recognition of accounting terms in order to solve accounting problems, and
* appraises knowledge of law office protocol as prescribed by ethical codes.

*Workkeys and Keytrain Assessments*:

* provide reliable, relevant information about workplace skill levels;
* measure cognitive abilities such as applied mathematics, reading for information, and locating information;
* are designed to predict job behavior and measure the full potential of individuals.

*Brainbench products predict employee success by assessing*:

* Knowledge, Skills, and Abilities;
* Personality;
* Past Work Behaviors

**LAPs and Assignment Sheets**

Your choice to enroll in Tulsa Technology Center – Peoria is a step toward setting and attaining goals for a better future. You will be presented with many challenges and be given many tools to overcome them. Your tenure here requires that you be responsible and take responsibility for many things including your learning. This includes continually working on something productive. Learning Activity Packets (LAPs) and Assignment Sheets are designated to allow you to work independently throughout a designated time period. Each subject area has been placed in a sequence. You are to follow this sequence by completing each LAP and/or Assignment Sheet for that course. Once an area is complete, continue on to the next area of study. LAPs are located in the TTC shared drive for this class. You are responsible for keeping track of your grades and knowing what areas you have covered. These policies are presented to you so that you will have a **safe** and **clean** environment in which to be as productive as possible.

**Grades**

The grading scale used by Tulsa Technology Center’s Legal Office and Project Management Services program is as follows:

A (Excellent) = 90%-100%

B (Above Average) = 80%-89%

C (Average) = 70%- 79%

D (Below Average) = 60%-69%

F (Failing) = 0%-59%

I = Incomplete

W = Withdraw

Grades will be calculated as follows:

Category I

20% Daily Ethics & Professionalism (10 Points Daily)

Dress Code

Appearance

Punctuality

Team Work

Professional Behavior

Category II

40% Practical Evaluation of Office Skills

Skill Checklists and/or Skill Quizzes and/or Skill Assignments

Daily Written Assignments

LAPS

Presentations

Assignments given to improve skills, written and/or practical

Brainbench Testing

Category III

40% Written Exams (Points Varied per Exam)

Course and/or Modular Tests

Calculations are made as follows:

Total of Category I earned divided by total points possible = \_\_\_\_\_% X .20 = \_\_\_\_\_

Total of Category II earned divided by total points possible = \_\_\_\_\_% X .40 = \_\_\_\_\_

Total of Category III earned divided by total points possible = \_\_\_\_\_% X .40 = \_\_\_\_\_

Add Category I-IV for your total grade = Final Grade \_\_\_\_\_\_

Grades will be earned for each course completed by the student. These course grades will be recorded on the TTC course transcript sheet. **Unless specified otherwise, assigned work for a course is due on the end final end date for a course and late tests, LAPs and/or assignments will be not accepted unless the student has made prior arrangements with the instructor.**

# Professional Attitude

Each student is expected to conduct him or herself in a professional manner consistent with a working environment. This classroom will be considered your “job” for the time in which you are here. Therefore, students are expected to behave as employees respecting all rules and other students. Students will be expected to work well with other students, faculty and staff, **accept assignments and duties cheerfully and without complaint**, assisting the instructor and other students when appropriate, adapt to change, **effectively** manage their time. Professional points will be deducted for ANY breach in professional conduct and if the seriousness of the situation warrants, possible dismissal from the program.

**Games/Internet/Office Communicator**

Games are not to be played in class. You are here for an education, not to play. While in class, it should only be used for completing work which requires the use of the Internet. Using Chat programs is prohibited as well as downloading of any files to your computer without the express consent of your instructor. If either of these events occurs, you will lose your professionalism points for the day. Continued refusal to follow this rule will result in your Internet/Communicator access being revoked It may also include a discipline referral and possibly being put on a probationary contract.

**Headphones/Music**

# Listening to music during class time is allowed a long as your neighbor and/or instructor cannot hear it also. Use an MP3 player or CDs. Playlists using the Internet are highly discouraged because of the bandwidth usage.

# Professional Dress and Appearance

Each student is expected to maintain a professional appearance that is consistent with business casual office standards and with general standards for an office environment. The following guidelines will be followed:

1. Tulsa Technology Center Dress Code Guidelines at all times.
2. NO hats are to be worn inside the building.
3. Daily showers, tooth brushing and use of deodorant
4. Business casual is crisp, neat, and should look appropriate even for a chance meeting with a CEO. It should not look like cocktail or party or picnic attire. Avoid tight or baggy clothing; business casual is classic rather than trendy.
5. Everything should be clean, well pressed, and not show wear.  Even the nicest khakis after 100 washings may not be your best choice for a reception. Carefully inspect new clothes for tags, and all clothes for dangling threads, etc. (as with interview attire).

If the instructor sees that any of the above guidelines are not being followed, then the student will lose their Daily Professional points for that day and may be sent home for the remainder of the day if infraction occurs while in the office setting.

**Daily Work/Professionalism Sheets**

# Each week, you must fill out a Professionalism sheet. The sheets will be sent to your TulsaTech email account. For each day in class, you will earn 10 points. On Thursday, an additional 5 points will be awarded to those students who are professionally dressed. Each Monday, fill in the top left part of the sheet. Then, each day you will list what you accomplished during class. Graded Professionalism sheets are to be kept in your program binder. Professionalism points are 20% of your nine weeks and semester grades.

**Reporting an Absence**

If you are absent, you will receive a zero for that day on your Daily Work and Daily Professionalism sheet. However, you may earn up to (3) points in Daily Professionalism by calling me at **(918)-828-2147** **before the beginning of class.** To receive the points YOU must call; not a spouse or friend, but YOU. You may also email me **(angela.duranttyson@tulsatech.edu).** This call or email from you is a part of the Legal Office curriculum and allows you to notify me of your absence as you would an employer. If I am NOT available to take your call, be sure to leave a voice mail. Your parents and/or guardian need to notify the attendance office at **828-2120** of your absence. If you are attending a school function, please make sure that you fill out an ***Activity Leave Request*** form. You will receive ten (10) points for that day you are absent.

# Attendance Policy

**Step 1. After the equivalent of three (3) absences:**

*Instructor:*

* Schedules conference with student to discuss attendance
* Documents the conference
* Contacts parent/guardian and documents contact (for secondary students)
* Retains documentation in the student file

**Step 2. After the equivalent of six (6) absences:**

*Counselor:*

* Schedules conference with student to discuss attendance
* Documents the conference
* Mails attendance letter to parent/guardian of secondary student.
* Retains documentation in the student file

**Step 3. After the equivalent of nine (9) absences:**

*Administrator/Counselor:*

* Schedules conference with student and other appropriate parties to determine options
* Places student on attendance probationary contract
* Notifies student, instructor, counselor and other appropriate parties
* of action taken
* Retains documentation in the student file
* High school student may be returned to high school or adult may be dropped from program

A student must contact the instructor and make arrangements to make-up work missed. The normal time frame for make-up work is 1 day for each day missed. (Please see Attendance Policies in the Student Handbook if more information is needed.)

# COMPUTER ETHICS and INFORMATION

All students are required to sign 1 blanket form:

1. **SAIF (Student Agreement and Information Form)**

This form includes information on use of district technology. Please read it carefully!

Use of technology resources is a privilege, not a right. We have software in place to show what a student is doing at any given time and can track what internet sites you access. Each program is given a monthly printout of those students who violate the district’s policy use of technology. Those who chose to violate any District Policy will be subject to revocation of privileges and potential disciplinary and/or appropriate legal action.

As well, each Tulsa Technology Center student has access to e-mail and is given an e-mail address. Your e-mail address will be*:* ***username*@students.tulsatech.edu** . Please note: username and/or password will be given to you by your instructor.

# Supplies Needed

ID Badge

Pencils/Pens/Highlighters

Notebook Paper

Jump/Flash Drive (optional)

You will have several textbooks in this course which have already been purchased for you if you are a high school student. **Please not do write in these books unless otherwise instructed.** Adults are responsible for purchasing textbooks for the course.

**Safety**



Safe operation of equipment and safe work habits will insure the personal and professional well being of students and staff. You will receive instructions regarding the correct use of equipment as well as safe work habits. All students are required to pass a safety test with a grade of 100%. Videos on safety may be used as well and must be completed as directed by your instructor.

Another safety issue is Identification Badges (ID’s). **Please wear your ID badges at all times while on campus and on office sites.** IDs must be worn where they can be seen. You will not be able to leave the Pod area unless you have a badge. You will not be able to go to break unless you are wearing your badge. If you lose your ID, please notify your instructor so it can be replaced. There is usually a replacement charge for lost ID’s.

All accidents and injuries should be reported **immediately** to the instructor and/or a school official. This is to ensure that the problem is properly managed and so that any corrections to equipment and/or policy can be made to help protect future students and/or staff from injury.

On Peoria Campus, the Tulsa County Sheriff’s Department is available to help with injuries and or safety concerns. Please feel free to report any suspicious activity to your instructor and/or school official so that appropriate action can be taken.

**Equipment**

Each classroom and office area and/or site is equipped with computers, printers and other equipment. You are responsible for exercising proper care of each piece of equipment. If you do not understand how to use something, please ASK. You are here to learn and part of the learning process is becoming familiar with the correct use of equipment. Problems of any nature should be reported to your instructor ASAP.

**Schedule**

Classes start promptly at 7:55 am and 11:55 am. Being tardy to class will count against you, just as it does in the workplace. You will lose two of your ten your points for Daily Professionalism every time you are tardy. We have two break times of 15 minutes. Breaks are from 9:15-9:30 am and 1:15-1:30 pm. Returning to class late from breaks will also result in the loss of your Daily Professionalism points.

**Cafeteria**

The cafeteria will be open Monday through Friday for breakfast, lunch, and break times. Please note the posted times and plan accordingly.

**Smoking**



There is **NO SMOKING** allowed on any Tulsa Technology Center campus. Please respect this for the health and safety of others.



# Driving Privileges

All students must be licensed and covered by insurance in order to drive or operate a motor vehicle on campus. Parking permits are required on Peoria Campus. Students are not allowed to sit in their vehicles during break. Students may not park in any area designated as “Handicap”, “Staff”, or “Visitors”.

**Visitors**

**Student visitors are not allowed on campus, even if it is your spouse, significant other, or children!!!** If you wish to share your class and experiences with family and friends, please arrange for a guided tour. This policy is to ensure that all students and staff remain safe.

# Student Activity Fund/Student Groups

Student activity funds are used to help provide and offset costs of different student activities. (i.e. graduation, group activities). Please see your instructor for details.

There is a Business Professionals of America Student Association (BPA) group that is active on campus. The dues are $17.00. It is **HIGHLY** recommended that you join. If you are interested in participating please speak with the instructor.

**Counselors**

Counselors are available on Peoria campus. Please do not be shy in asking for direction or help. We want to be of service to you in any way possible. You can make appointments to see the Legal Office and Project Management Services Counselor at any time. Please contact: Emily Collins @ 828-2023.

**Work-Based Experience**



Tulsa Technology Center is dedicated to helping you get a job and keep a job. Externships are a very important aspect of your training. They provide you will “real life” experience that can be placed on a resume and help you find the job that you desire. Therefore, it is very important that students be successful in your classes. If you repeatedly fail skill check off lists and/or written exams and do not follow the class syllabus and student handbook, you will not be considered for Work-Based Experience. The student handbook also has details for On-the-Job-Training.

**Class Dismissal/Leaving Class**

I will give you what I call a “two-minute warning” so you have time to log off the computer and clean up your work area. You many not leave the class for break or at the end of class until I have dismissed you. You are to remain *in your seat* until that time. Standing up and waiting on the bell or gathering at the door is not acceptable. This is not an employable trait. All materials and books must be placed in their proper places, all trash must be cleaned up around your desk, and your chairs must be pushed in before you leave. During class time, you may not leave the class without first securing permission from and notifying your instructor (unless going to the restroom). You must sign out before leaving and in again upon your return if you leave before break or the end of class.

**Food and Drinks**

Do not take food out of the cafeteria. Please use your break times to consume food. Drinks are okay as long as it has a lid and is not on the desk. We are trying to keep this facility as clean as possible. Thank you for your cooperation in this matter.

**Testing**

As you complete assignments and LAPs, you will take tests to measure how much of the materials you are retaining. You must pay attention to your lessons and concentrate so that you can pass your tests. If you feel that you are not ready for a test and it is the next item on your assignment sheet, we will discuss it, and you may receive permission to go to the next exercise or LAP and take the test the following day that you return to class. Skipping a test without permission will result in a zero for that test. If you are taking a test, a TESTING TENT must be placed on your monitor. This shows other students that you are testing and that you should not be disturbed. Failure to use a testing tent while taking a test will result in a 10-point deduction on that test. All written tests are to be taken at the tables next to or behind my desk. **NO talking while taking a test**. Graded tests and quizzes must be returned to meafter you look them over. If you have questions, please do not hesitate to ask for an explanation. Keep track of each of these grades.

**Substitutes**

When it is necessary for a substitute to be in the class, you are expected to treat him/her with even more respect than you show me. Substitutes will be taking notes of bad and good incidents to be turned in to administration. You are to work the entire time they are here. You may NOT engage in inappropriate activities such as sleeping, playing games, excessive talking, etc. If any inappropriate activities occur during my absence, be prepared to face the consequences of your actions. If you need help, ask the substitute first, if he/she cannot help, ask a classmate who is working on the same course as you. No tests will be taken in my absence unless I write instructions in the substitute’s notes.

**Additional Information**

Personal business and work from other classes may not be brought into the classroom without the instructor’s permission

Cell phones and other electronic devices are allowed in the building, but must be placed on a silent mode. Any disruptions in class caused by cell phones or other electronic devices will not be tolerated and will result in the loss of you Daily Professionalism points. You may use cell phones only during breaks. Any other situation must be cleared by the instructor.

All other guidelines in the Student Handbook are also to be strictly adhered to by students. If in doubt please refer to the Handbook, this syllabus, or feel free to ask.

# INSTRUCTOR’S NOTE 🡸🡸🡸

I look forward to working with each one of you. I am here to help you accomplish great and wonderful things. Please do not hesitate to ask me questions. I work hard to provide you with the information and the skills necessary to be successful in this program and in the workplace. Taking responsibility for your actions is a part of becoming a good employee. How you act or react to situations will determine how people perceive you. Live up to the high expectations that Tulsa Tech has for you. Thank you for devoting your time and energy into the wonderful world of Legal Office.

Angela H. Durant-Tyson

Instructor, Legal Office and Project Management Services Program