

Kapi'olani Community College  
Business, Legal and Technology Education Program

**LAW 105, LAW OFFICE MANAGEMENT**  
**Syllabus — Spring 2012, Sec. 34558**  
<https://laulima.hawaii.edu/portal>

**INSTRUCTOR:** Roxanne A. Fujita  
**OFFICE:** TBA  
**OFFICE HOURS:** By appointment  
**TELEPHONE:** (808)734-9140 (Department office)  
**FAX:** (808)734-9147  
**E-MAIL:** [Laulima Private Messages \(preferred\) or rafujita@hawaii.edu](mailto:rafujita@hawaii.edu)  
**CLASSROOM:** Online/In-Class Hybrid  
**In-class meetings:** 1/11/12, 2/8/12, 3/7/12, 4/11/12 and 5/2/12  
**SEMESTER UNITS:** 3

**RECOMMENDED PREPARATION:**

Credit in or qualification for ENG 100 or ESL 100  
Prior to signing up for this class, students should complete a self-assessment at <http://www.hawaii.edu/dl/student/> to determine whether their study skills are compatible with a distance education course.

**COURSE DESCRIPTION:**

LAW 105 is an introductory course focusing on the business of law and the fundamentals of law office management, organization, and systems. It is designed with practical applications for entry-level paralegal or legal secretary students to better understand their role in the law office and how to perform tasks more efficiently. Topics include the legal team, law firm, governance, legal administration and technology, client relations, legal fees, timekeeping and billing, client trust funds, law office accounting, file and records management, and other legal topics. Ethical considerations and legal malpractice examples are also discussed.

**Comment:** LAW 105 was formerly LAW 201. This is an online class with five mandatory in-class meetings. Additional supplies may cost approximately \$20.

**COURSE COMPETENCIES:**

Upon successful completion of LAW 105, the student should be able to:

- Identify and describe the different types of law offices including organization, management, and personnel structure
- Define and explain the functions of legal administration including conflict management, client relations, personnel, docket/case management systems, billing systems, etc.
- Explain the role of technology in the management and administration of the law office
- Define and explain the unauthorized practice of law, conflicts of interest, voluntary ethical codes, privilege, and other topics of ethics and legal malpractice associated with working in a law office
- Identify factors that promote effective client relations
- Explain the different types of legal fee agreements and retainer fees
- Explain timekeeping and billing systems and billable vs. non-billable time
- Describe the importance and purpose of client trust funds, law office accounting, and methods used for determining cost of legal services
- List the factors to be considered in creating a reliable system for transmitting and filing legal documents and information pertinent to the law practice
- Explain the operation and maintenance of the firm's law library

**REQUIRED TEXTBOOK:**

Roper, Brent D., Practical Law Office Management, 3d ed., Thomson Delmar Learning, West Legal Studies, Clifton Park, New York, 2007.

**REFERENCE MATERIALS:**

Various publications and online resources related to law office management topics.

**COMPUTER AND SOFTWARE REQUIREMENTS:**

This is an online/in-class hybrid course. You should have available to you use of a computer with Internet access. You should be able to view PowerPoint and pdf files, and be able to prepare your assignments as a Microsoft Word, pdf or rtf file. Access to Microsoft Excel or other spreadsheet software will be helpful. Refer to course site in Laulima for more information.

**COMPUTERS AT KCC:**

Desktop and laptop computers are available for student use at the Lama Library. The Computing Center is also available for your use. Please check on current hours.

Computing Center, Mamane 103

Lab Hours (subject to change without notice):

Monday through Thursday, 8:30 a.m. to 6:30 p.m.

Friday, Saturday, Sunday - CLOSED

See link below for more information.

<http://kapiolani.hawaii.edu/object/computerlabs.html>

**CLASS MEETINGS:**

This class will be conducted as an online/in-class hybrid class meeting 5 times during the semester and using Laulima from January 9, 2012 to May 10, 2012. Our "Class Week" will begin on Wednesdays. Assignments will be released on at 5:00 am on Wednesdays. All assignments, unless otherwise indicated will be due by 11:59 pm on the following Tuesday, without exception. Weekly assignments will consist of a combination of chapter readings, powerpoint audio lectures, written assignments, online discussions and chapter quizzes. There will be two exams, one at mid-term and one at the end of the term. Refer to the separate schedule and weekly assignments.

**COMMUNICATION:**

Personal/private emails regarding the course should be sent to the instructor via "Private Messages" or "Messages" within the Laulima course. This will be helpful to avoid overloading instructor's general email -- @hawaii.edu email.

General questions related to the course should be posted to **Questions** (Discussion and Private Messages) within the Laulima course site instead of using Private Messages. If the instructor is unable to answer general questions immediately, a fellow classmate may be able to respond for faster feedback. You are encouraged to assist each other with general questions without crossing the line of plagiarism or cheating (see next page for more information). If you have concerns, please discuss them with the instructor.

Instructor will respond to emails within the courtesy 24 to 36 hours, sometimes earlier, excluding weekends and holidays.

**REACTION PAPERS (10%):**

There will be short reaction papers assigned at the five class meetings. If you do not attend the in-class meetings, you will not be able to complete the assignments. There are 5 class meetings and attending each meeting is very important. Three of the class meetings will feature guest speakers who will provide important information to further your education to become a paralegal. There may be questions on the quizzes and exams from these lectures. There will be important information provided in the other two class meetings also.

**PARTICIPATION IN DISCUSSIONS (15%):**

Participation is an important part of this class. Your participation in the weekly online discussions will help you to successfully complete the course. To earn full credit, your participation in discussions should be substantive in nature. A short paragraph with your opinions, thoughts, suggestions, recommendations, examples, etc., is expected. (NOTE: For a typical 3-credit course, you are expected to spend roughly 9 hours per week on class work.)

One or two discussion topics/questions will be posted each week. Instructions will be given at that time. Topics will require thoughtful discussions. In order to receive full points (10 pts. maximum; see below) your answers must be complete

(approximately 3-5+ sentences) and not be as simple as "I agree," "Yes," etc., and must be submitted by the due date. No points will be given for late assignments.

#### Points for Discussions

- 4 points - Your Response to the class discussion topic
- 3 points - Separate Reply to first classmate's Response
- 3 points - Separate Reply to second classmate's Response
- 0 points - Late / No posting

Discussion topics will be posted on Wednesdays. Responses and Replies will be due no later than 11:59 pm the following Tuesday. Time management is crucial in any online class. It is especially important with class discussions. It is suggested that you should post your initial response no later than Saturday and then post to others by Monday. Remember, if everyone procrastinates in posting, everyone will be scrambling on the last day. **DEADLINES WILL NOT BE EXTENDED.**

#### **ASSIGNMENTS (15%):**

Assignments will be completed either individually or as a group and must be submitted to the instructor via Lulima by the indicated due dates/times. Late assignments will not be accepted. To ensure documented receipt of assignments, it is strongly recommended that assignments be submitted before the 11:59 pm deadline. High internet traffic or slow downs may delay the delivery of your assignments.

Similar to the real-world legal environment, all deadlines must be met. **ASSIGNMENTS WILL NOT BE ACCEPTED AFTER THE STATED DUE DATE AND TIME.**

Individual assignments must be your own work and must be completed independently of other students in the course. Group work must be done collaboratively. Plagiarism is not acceptable and may result in Student Conduct proceedings and possible expulsion from the course and/or the college. If it is obvious that an assignment has been copied or plagiarized, a zero score will be given for that assignment and a memo to that effect will be placed in the student's file.

All assignments shall be completed in a professional looking manner adhering to required format rules/requirements. Assignments must be in printed form, computer generated. Assignments must be turned in via the Lulima Assignments tool. Do not submit Assignments via the Drop Box tool unless specifically instructed to do so. Assignments **may not** be turned in via e-mail, CD, or computer disk unless the student has made arrangements to do so with the instructor prior to the due date of the assignment. No assignment may be handwritten unless otherwise directed.

#### **QUIZZES (20%):**

Chapter quizzes will be made available for one week following the week of the assigned chapter and due by 11:59 pm Tuesday (i.e., Chapter 1 assigned for 01/18/12 – 01/24/12, with all assignments due by 11:59 pm 01/24/12; Chapter 1 quiz available

from 01/25/12 and due by 11:59 pm 01/31/12). Quizzes are timed and may only be taken once. There will be a quiz for each chapter. Some chapters will be covered over a two week period. See lecture notes and schedule. There will be no make-up quizzes so please plan accordingly and allow for early completion in case of technical problems or other commitments.

**MID-TERM EXAM (20%):**

The mid-term exam covers the first half of the course, readings, vocabulary, discussion topics and guest lecture topics. It is scheduled for the Class Week of February 29, 2012.

**END-TERM EXAM (20%):**

The end-term exam covers the second half of the course, readings vocabulary, discussion topics and guest lecture topics. It **may also** include one or two questions from each chapter covered in the first half of the term. It is scheduled for the week of May 2, 2012.

**NOTE: Mid-term and End-term Exams are required to be taken regardless of your average before the each exam.**

**EXTRA CREDIT**

Extra credit may be available in the form of quiz or test questions, written assignments or other exercises.

**EVALUATION:**

The final grade is determined by the student's performance in the following areas:

Reaction Papers	10%
Class Discussions	15%
Assignments	15%
Quizzes	20%
Mid-term Exam	20%
End-Term Exam	<u>20%</u>
TOTAL	100%

Each of the four areas noted above will be graded as follows:

PERCENTAGE OF TOTAL POINTS	GRADE
90-100	A
80-89	B
70-79	C
60-69	D
59 and below	F

### **ONLINE AND IN-PERSON CLASSROOM ENVIRONMENT:**

Both the online and in-person classroom environment will be conducive to the sharing of ideas and everyone is welcome to ask questions at any time. The primary objective is to maximize learning through a disciplined, yet stimulating environment for maximum exposure to the understanding of the material presented.

### **STUDENT CONDUCT:**

Students are expected to conduct themselves in an appropriate, business-like, respectful, and professional manner. Please refer to the Student Conduct Code in the most current KCC General Catalog. Any student whose speech or actions are intentionally disrespectful, offensive, and/or threatening; interferes with the learning activities of other students; impedes the delivery of College services; or has a negative impact in any learning environment may be subject to disciplinary action by the College. This includes email, chat room, and online discussions.

### **PLAGIARISM/CHEATING:**

Plagiarism is forbidden. Plagiarism is the copying of another's work either in part or whole, word-for-word, or paraphrased, without giving the author due credit. You must do your own work. If students are using another's words or ideas, they must reference them appropriately. Any student, including collaborators, who cheats or plagiarizes on any quiz, exam, or assignment will receive a "zero score" and will be asked to withdraw from class. If you turn in someone else's work or reformat another person's work as your own, it is cheating. Be honest with yourself and with others. If you have concerns, please discuss them with your instructor. For more information, please refer to "Student Conduct Code," in the most current KCC General Catalog.

### **STUDENT RIGHTS AND RESPONSIBILITIES:**

In instructional activities, students are responsible for meeting all of the instructor's "attendance" and assignment requirements. Failure to do so may affect their final grade. In all college-related activities, including instruction, they must abide by the college's codes and regulations, refraining from behavior that interferes with the rights and safety of others in the learning environment. Finally, if students decide to file a grievance, they are fully responsible for providing proof that they have been wronged.

### **QUESTIONS/PROBLEMS:**

If you have any questions about the course, including problems with deadlines or class attendance, please contact instructor via Private Messages or Message tool in Laulima as soon as the problems arise so that the issues can be resolved together in a timely manner.

If your questions pertain to general questions about the course, you are encouraged to post them to Questions under Discussion and Private Messages in Laulima. Others might have the same question and/or can assist you even before the instructor answers your question. Everyone is encouraged to help each other.

**WITHDRAWAL:**

If personal or work issues prevent you from completing the requirements for this course, please be sure to speak to your instructor and counselor for reasonable and available options. The last day to withdraw from this class April 2, 2012, and is noted on the academic calendar and deadlines at the KCC website, <http://kapiolani.hawaii.edu/page/calendars>. Please check this site for the latest updates.

It is your responsibility to withdraw via the Web or obtain the withdrawal form from the Kekaulike Information and Service Center (KISC), formerly Admission, Records, and Financial Aid offices, or from your counselor. Instructor does not sign requests for late withdrawals. A courtesy notification of withdrawal to instructor would be welcomed.

**MISCELLANEOUS:**

See Attachment A

ADDENDUM TO SYLLABUS, LEGAL EDUCATION PROGRAM

**NOTE: THIS MATERIAL IS AVAILABLE IN ALTERNATE FORMATS UPON REQUEST.**

**LAW 105, LAW OFFICE MANAGEMENT**  
**Schedule — Spring 2012, Sec. 34558**  
<https://laulima.hawaii.edu/portal>  
 (Subject to change)

Week No.	Class Week	Chapter	Topics	Quizzes/ Exams
1	01/11/12		<b>CLASS MEETING</b> Overview of course, Introductions Laulima, Help, Email, Textbook, Syllabus, Schedule, etc.	
2	01/18/12	1	The Legal Team, Law Practices, and Law Firm Governance	Practice Quiz
3	01/25/12	2	Legal Administration and Technology	Ch 1 Quiz
4	02/01/12	2	Legal Administration and Technology (cont'd)	
5	02/08/12	3	<b>CLASS MEETING – Guest Speaker</b> <b>Ethics and Malpractice</b>	Ch 2 Quiz
6	02/15/12	4	Client Relations and Communication Skills	Ch 3 Quiz
7	02/22/12	5	Legal Fees, Timekeeping, and Billing	Ch 4 Quiz
8	02/29/12	5	Legal Fees, Timekeeping, and Billing (cont'd)	Mid-term Exam
9	03/07/12	6	<b>CLASS MEETING – Guest Speaker</b> <b>Client Trust Funds and Law Office Accounting</b>	Ch 5 Quiz
10	03/14/12	6	Client Trust Funds and Law Office Accounting (cont'd)	
11	03/21/12	7	Calendaring, Docket Control, and Case Management	Ch 6 Quiz
12	03/28/12		SPRING BREAK	
13	04/04/12	7	Calendaring, Docket Control, and Case Management (cont'd)	
14	04/11/12	8	<b>CLASS MEETING – Guest Speaker</b> <b>Legal Marketing</b>	Ch 7 Quiz
15	04/18/12	9	File and Law Library Management	Ch 8 Quiz
16	04/25/12	9	File and Law Library Management (cont'd)	
17	05/02/12		<b>CLASS MEETING –Review, Questions and Answers</b>	Ch 9 Quiz
18	05/04/12- 05/10/12		Final Exam Period End-Term Exam due no later than 05/10/12	End-term Exam

**See Laulima for lecture notes, assignments and class discussion topics.**

01/13/12 — Last day to withdraw from full-semester classes with 100% tuition refund.

01/30/12 — Last day to withdraw from full-semester classes with 50% tuition refund. Last day to withdraw without a “W” grade.

04/02/12 — Last day to withdraw from full-semester classes and change grade option. Complete withdrawals and grade option changes must be done in-person.

05/16/12 — Instructor grades due to KISC 4:30 p.m. Check final grades after this date.



## **Attachment A - Important Student Information Business, Legal & Technology (BLT) Department**

### **STUDENT RIGHTS AND RESPONSIBILITIES**

In instructional activities, students are responsible for meeting all of the instructor's attendance and assignment requirements. Failure to do so may affect their final grade. In all college related activities, including instruction, they must abide by the college's codes and regulations, refraining from behavior that interferes with the rights and safety of others in the learning environment. Finally, if they decide to file a grievance, they are fully responsible for providing proof that they have been wronged.

### **ELECTRONIC COMMUNICATION**

For the consideration of classmates, beepers must be turned to vibrate during class sessions and cell phones must be turned off. Check your messages between classes or during the break.

### **EMAIL--University of Hawai`i Policy on Email Communication**

The electronic communications policy adopted in December 2005 establishes the University of Hawai`i internet service as an official medium for communication among students, faculty, and staff. Every member of the system has an @hawaii.edu address, and the associated username and password provide access to essential web announcements and email. You are hereby informed of the need to regularly log in to UH email and web services for announcements and mail. Failing to do so will mean missing critical information from academic and program advisors, instructors, registration and business office staff, classmates, student organizations, and others. For more information go to MyUH at <http://myuh.hawaii.edu>.

### **FOOD AND DRINK**

Food and drink of any kind are not permitted in the classrooms.

### **UNINVITED GUESTS/CHILDREN**

As a courtesy to your classmates as well as to your instructor, uninvited guests and children are not allowed in the classroom. Please make special arrangements for childcare. For childcare information, see Single Parents and Displaced Homemakers Program under "STUDENT SUPPORT SERVICES."

### **WORK AREA/WORKSTATIONS**

In consideration of other classroom users, please restart computers, clear workstation area of all rubbish, and return chairs to their proper position at the end of each class session.

### **WITHDRAWAL**

The last day to withdraw from this class is noted on the academic calendar and deadlines at the Kapi`olani CC website, [www.kcc.hawaii.edu](http://www.kcc.hawaii.edu). Please check this site for the latest updates. It is your responsibility to withdraw via the web or obtain the withdrawal form from the Kekaulike Information and Service Center (KISC), formerly Admission, Records, and Financial Aid offices, or from your counselor. It is to your advantage to consult with your counselor for available options. Note: If you are enrolled in only one course at the College, withdrawing from that course also withdraws you from the College.

### **STUDENT CONDUCT CODE**

The University expects students to maintain standards of personal integrity that are in harmony with the educational goals of the institution; to respect the rights, privileges, and property of others; and to observe national, state, and local laws and University regulations. For more information, please refer to "Student Conduct Code," Kapi`olani Community College General Catalog.

### **AUDIO AND VISUAL RECORDINGS**

Prior permission of the instructor is required for audio and/or visual recordings of lectures or class presentations. Student initiated recording(s) and use of any electronic means of capturing or transmitting lectures or class presentations are prohibited and may be subject to disciplinary action by the College.

For more information, please refer to "Student Conduct Code," Kapi`olani Community College General Catalog.

### **PLAGIARISM/CHEATING**

Any student, including collaborators, who cheats or plagiarizes on any quiz, exam, or assignment will receive a "zero score" and will be asked to withdraw from class. If you turn in someone else's work or reformat another person's work as your own, it is cheating. You may not share disks, files, or printouts. Be honest with yourself and with others. If you have concerns, please discuss them with your instructor. For more information, please refer to "Student Conduct Code," Kapi`olani Community College General Catalog.

### **DISRUPTIVE BEHAVIOR**

Any student whose speech or actions intentionally are disrespectful, offensive, and/or threatening; interferes with the learning activities of other students; impedes the delivery of College services; or has a negative impact in any learning environment may be subject to disciplinary action by the College. For more information, please refer to "Student Conduct Code," Kapi`olani Community College General Catalog.

### **ILLEGAL DRUGS AND ALCOHOL ABUSE**

In conformance with existing law, students are not permitted to manufacture, distribute, possess, use dispense or be under the influence of illegal drugs and/or alcohol as prohibited by State and federal law on campus. Students found in violation of this shall be subject to the provisions of the "Student Conduct Code." The university will cooperate with law enforcement agencies. For more information, please refer to "Student Conduct Code," Kapi`olani Community College General Catalog.

### **FINAL COURSE GRADE**

Final course grades are usually posted on the web within a week after grades are due. Grade reports are not mailed to students. Check MyUH at <http://myuh.hawaii.edu> to view grades.

## **STUDENT SUPPORT SERVICES**

For more information, please refer to "Student Support Services," Kapi`olani Community College General Catalog.

**Academic Advising** counselors assist students with course selection and planning towards graduation. Melvin Jadulang advises BLT students with last names A-K, Kopiko 111, email [melvini@hawaii.edu](mailto:melvini@hawaii.edu), phone 734-9017. Cynthia Kimura advises BLT students with last names L-Z, Kopiko 109, email [ckimura@hawaii.edu](mailto:ckimura@hawaii.edu), phone 734-9107. BLT counselors email declared accounting, information technology, marketing, and paralegal majors important program/departmental/counseling information. Please read your @hawaii.edu email and use your @hawaii.edu email when contacting the counselors.

**Disability Services** provides support services to students with documented disabilities. Extended time in a distraction-free environment is an appropriate accommodation based on a student's disability. If you are a student with a documented disability and have not voluntarily disclosed the nature of your disability and the support you need, you are invited to contact the Disability Support Services Office, `Iliahi 113, email [kapdss@hawaii.edu](mailto:kapdss@hawaii.edu), or phone 734-9552 for assistance.

**Kahikoluamea** counselors and peer advisors encourage and support first-year students in their transition to college and toward the successful completion of their academic courses. Services provided include peer counseling, tutoring, academic counseling, financial aid application assistance, and connections to programs and services, `Iliahi building, phone 734-9341.

**Kekaulike Information and Service Center (KISC)** (formerly the Admission, Records, and Financial Aid offices) assists students regarding registration concerns, transfer credits, financial obligations, scholarships/ grants/loans, on campus employment, etc., `Ilima 102, email [kapinfo@hawaii.edu](mailto:kapinfo@hawaii.edu), phone 734-9555.

**Malama Hawai`i** assists all Native Hawaiian students as well as students enrolled in Hawaiian Language, Hawaiian Studies, & Pacific Island Studies with academic, social, and cultural success. Visit them in the Manele building, phone 734-9700, or check out their Facebook (Malama Hawaii).

**The Native Hawaiian Career & Technical Education Project** helps Native Hawaiian students in Business, Legal & Technology Education; Culinary; Emergency Medical Services; Health Sciences; Nursing; and Hospitality and Tourism with academic, financial, career, and cultural success. Visit them in the Manele building, email [nhctep@hawaii.edu](mailto:nhctep@hawaii.edu), phone 734-9554.

**Single Parents and Displaced Homemakers Program** assists eligible single parents and displaced homemakers to gain marketable skills. Services include academic, career and personal counseling; referral networks; career/life planning seminars; financial aid; childcare information; and workshops/club activities. You are invited to contact the program in `Iliahi 201, email [spdh@hawaii.edu](mailto:spdh@hawaii.edu), phone 734-9504.

**TRIO-Student Support Services** helps qualified low-income, first-generation students and/or students with disabilities to succeed in academics, attain their educational goals, or transfer to a four-year educational institution. You are invited to contact TRIO in `Iliahi 113, email [kaptrio@hawaii.edu](mailto:kaptrio@hawaii.edu), phone 734-9553.

This and all other course materials are available in alternative formats upon request.