

Course Objectives/Course Outline
Spokane Community College

Course Title: Law Office Procedures and Technology
Prefix and Course Number: LA 125

Course Learning Outcomes:

By the end of this course, a student should be able to:

- Demonstrate effective communication and critical thinking skills utilizing appropriate legal analysis and vocabulary
- Describe key paralegal duties, such as time management/prioritizing, timekeeping and the Calendar/Tickle System
- Manage a Client Trust Account
- Identify various legal software currently used in practice
- Explain the integration of Word, Excel, Outlook, and databases/trial software into the legal practice
- Describe the e-filing process
- Explain the necessity and process of protecting client information
- Manage relations with clients, lawyers and other professionals
- Discuss issues involving ethics and social responsibility

Course Outline:

I. The Legal Marketplace

- A. Structure and Organization
- B. Private Law Firms
- C. Private Industry
- D. Government Agencies
- E. Changing Marketplace

- 1. Nonlawyer ownership of Law Firms

II. The Legal Team

- A. History
- B. Team Members
 - 1. Attorney
 - 2. Law Office Manager
 - 3. Paralegal
 - 4. LLLT
 - 5. Law Clerk
 - 6. Other

III. Personnel Relations

- A. Management Objectives and Employee Relations
- B. Employee Objectives and Management Relations

C. Team Approach

IV. Legal Fees

- A. Types of Fees
- B. Division of Fees
- C. Other Fees and Charges
- D. Statutory and Judicial Guidelines
- E. Fee Agreements

V. Timekeeping

- A. Timekeeping Requirements
- B. Timekeeping Records and Reports
- C. Elements of Timekeeping
- D. Timekeeping Systems
- E. Timekeeping Ethics
- F. Common Timekeeping Problems

VI. Billing and Financial Management

- A. Art of Billing
- B. Billing Process
- C. Billing Styles
- D. Collection
- E. Billing Ethics
- F. Financial Management

VII. Managing Client Funds and Trust Accounts

- A. Types of Funds Held in Trust
- B. Maintenance
- C. Interest on Lawyers' Client Trust Accounts
- D. Trust Account Abuses

VIII. Technology in the Law Office

- A. Common Software
- B. The Internet
- C. Intranets and Extranets
- D. Electronic Mail
- E. Technology Ethics

IX. Law Office Systems

- A. Types
 - B. System Development
 - C. System Evolution
 - D. Third-Party Systems
- X. Docket Control Systems
- A. Calendaring Systems
 - B. "Tickler" Systems
 - C. Computerized Docketing Systems
 - D. File Review System
- XI. File and Record Management
- A. Systems
 - B. File Opening
 - C. Maintenance
 - D. File Closing and Retention
 - E. Records Ethics
- XII. Law Library Organization and Management