Instructor: Nicole Spiros Tuori
E-mail: nicole.tuori@utoledo.edu
Office Hours: Mon/Wed: 11:00 a.m.-2:00 p.m.
Tue/Thur: 12:30 p.m-2:30 p.m.
Credit Hours: 3 Hours
Office: HH3022

COURSE DESCRIPTION

This course exposes students to various management structure within, and the administration of, the law office and other legal environments. Critical thinking will be applied to the management theories and applications.

STUDENT LEARNING OUTCOMES

Students will learn the different types of law offices, accounting systems, and marketing strategies. The student will also learn the role of technology in the law firm and the various administrative systems used in the law practice for client relations, conflict management, calendar systems and fee and billing systems.

Students will learn the duties and functions of a paralegal working in a law office.

TEACHING STRATEGIES

A variety of teaching methods will be used, including lecture, discussion, exercises, and instructional videos.

PREREQUISITES AND COREQUISITES

None.

REQUIRED TEXT

*Fundamentals of Law Office Management* by Pamela Everett Nollkamper (West Publishing Co. – 5th edition)
TECHNOLOGY REQUIREMENTS

Blackboard via Firefox

UNIVERSITY POLICIES

Policy Statement on Non-Discrimination on the basis of Disability (ADA). The University is an equal opportunity educational institution. Please read The University’s Policy Statement on Nondiscrimination on the Basis of Disability Americans with Disability Act Compliance.

ACADEMIC ACCOMODATIONS

The University of Toledo is committed to providing equal access to education for all students. If you have a documented disability or you believe you have a disability and would like information regarding academic accommodations/adjustments in this course please contact the Student Disability Services Office.

COMMUNICATION GUIDELINES

Open lines of communication among students and between students and professor are an integral part of the learning experience. Professor Tuori will be glad to meet with students by appointment during office hours and accept email communications regarding this course at nicole.tuori@utoledo.edu. Email will be checked daily and responded to within 24 hours. Students should check their email accordingly.

STUDENT SUPPORT SERVICES

Students who have accessibility needs should feel free to discuss those needs with the Office of Accessibility and the Instructor in private. A student’s accessibility needs will be accommodated in accordance with University policy.

Any student requiring accommodations for purposes of class, quizzes, exams or assignments must contact the Office of Accessibility and notify the Instructor by the second class of the semester. Any student wishing to discuss such issues with the Instructor should do so privately before or after class.

ACADEMIC POLICIES

- All written assignments must be the student’s own work product. As such, students may not consult one another about the written assignments. If you have questions, ask your instructor.

- All assignments must be solely the student’s own work. Collaboration on assignments with other students, unless expressly authorized by the instructor, is not allowed.

- Cheating is against school policy. Any student caught cheating will receive a “0” for the activity involved. Any student submitting a project that contains the work of another person
will receive a grade of “0” for that project. Examples include:

- Plagiarizing or representing the words, ideas or information of another person as one’s own and not offering proper document;
- Giving or receiving, prior to an examination, (or project) any unauthorized information concerning the content of that examination (or project);
- Referring to or displaying any unauthorized materials inside or outside of the examination room during the course of an examination;
- Giving or receiving substantive aid during the course of an examination (or project);
- Commencing an examination before the stipulated time or continuing to work on an examination after the announced conclusion of the examination period;
- Taking, converting, concealing, defacing, damaging or destroying any property related to the preparation or completion of assignments, research or examination (or project);
- Consult the University of Toledo’s “Policy on Academic Dishonesty” in the General Catalog for more information.

**COURSE EXPECTATIONS**

**On-Line Participation:**

This course is offered on-line, over the Internet, using the University Online computer service. Students are expected to devote a minimum of three hours per class week logged on to the computer working on this class, the same amount of time you would spend in the physical classroom. See “Ground Rules for On-Line Participation” for additional information. A class week is defined as the period of time between Monday and Sunday. The first week begins the first day of the semester and ends midnight the following Sunday. Assignments scheduled for completion during a class week should be completed by Sunday of the week assigned. Writing assignments and formal papers should be completed and successfully submitted, or postmarked, so that they are in my hands on the due date. This applies to mailed assignments submitted through the postal service, as well as to assignments and papers submitted on-line. NOTE: Because this is an online course designed to get feedback on assignments to you directly via the Internet, you must make prior arrangements with me before submitting a paper via fax or the postal service. If you ever have problems transmitting your assignments to me, e-mail me, using the Blackboard e-mail, immediately, and we will get the problem solved.
1. Students should use E-Mail for private messages to the instructor and other students. The “Main” Discussion Forum is for general public messages.

2. Students are expected to complete 3 hours per week of discussion and appropriate on-line activities, including assigned readings, sending/receiving e-mails, preparing assignments and navigating and conducting internet research.

3. All students will participate in the discussion rooms. Conventions of “on-line etiquette” which include courtesy to all users will be observed.

4. Students may get assistance with computer-related problems through technical assistance at Distance Learning.

5. Students will normally submit papers as a word processing attachment to a e-mail. Assigned papers may be submitted via the postal service or fax only if arrangements are made with the instructor beforehand.

Late Assignment/Exams:

Exams will be given only on the dates on which they are scheduled unless prior arrangements have been made with the instructor.

One of the goals of the Paralegal Studies Program is to prepare students for the realities of the legal profession. One of these realities is the deadline. In order to accustom the student to meeting deadlines, a penalty will be imposed for late assignments as outlined below.

Unless otherwise noted, all assignments are due by midnight of the assigned due date. Ten (10) points will be deducted for any assignments turned in late. The instructor reserves the right to determine if a late assignment will be accepted.

Only severe emergencies constitute an excuse for submitting a late assignment. If an emergency occurs that will prevent you from turning in an assignment on time, you must notify me as soon as possible so that we can make other arrangements.

No assignment will be accepted if it is more than 24 hours overdue.

All writing assignments must be typed using a word processing program that is compatible with Microsoft Word and must follow the format announced in class for the particular assignment. Assignments must be emailed directly to the instructor and not submitted via Blackboard.

The original of every assignment must be turned in to the instructor, and the student must retain a photocopy of the assignment in case the original is lost or stolen.
Completion of Assignments

Completion of all tests and the assignment is a course requirement. All assignments must be individual work of the student.

GRADING

Two exams (essay, short answer, definitions, multiple choice, matching and true/false) based on lecture, handouts and text material. Five assignments are planned. Other projects may be assigned as this course progresses. There will be seven discussion questions posted in the Discussion Rooms throughout the semester worth 5 points each. 

*Your participation in the discussion questions is mandatory and you cannot pass the class if you do not participate.*

Your final grade will be based upon the following:

**GRADE CALCULATIONS**

<table>
<thead>
<tr>
<th>Assignment</th>
<th>Points</th>
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<tbody>
<tr>
<td>Exam 1</td>
<td>100</td>
</tr>
<tr>
<td>Exam 2</td>
<td>100</td>
</tr>
<tr>
<td>7 On-line Discussions (5 points each)</td>
<td>35</td>
</tr>
<tr>
<td>Assignment 1</td>
<td>50</td>
</tr>
<tr>
<td>Assignment 2</td>
<td>15</td>
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<td>Assignment 3</td>
<td>15</td>
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<tr>
<td>Assignment 4</td>
<td>20</td>
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<tr>
<td>Assignment 5</td>
<td>15</td>
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Total points possible 350 points

Final grading scale is 90-100% for an A, 80-89% for a B, 70-79% for a C, 60-69% for a D and 59% or below for an F.

<table>
<thead>
<tr>
<th>Week</th>
<th>Topic</th>
<th>Reading</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>The Legal Marketplace</td>
<td>Chapter 1</td>
</tr>
<tr>
<td>2</td>
<td>The Legal Team</td>
<td>Chapter 2</td>
</tr>
<tr>
<td></td>
<td>Discussion 1 posted</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Personnel Relations</td>
<td>Chapter 3</td>
</tr>
<tr>
<td></td>
<td>Discussion 2 posted</td>
<td></td>
</tr>
</tbody>
</table>
4  The Attorney-Client Relationship  Chapter 4

   Assignment 1 posted

5  Paralegal Ethics and Client Relations  Chapter 5
   Discussion 3 posted
   Assignment 2 posted

6  Legal Fees  Chapter 6
   Assignment 3 posted

7  Timekeeping  Chapter 7

8  Billing and Financial Management  Chapter 8
   Discussion 4 posted

9  Midterm Exam
   Open on October 19 from 8:00 a.m. until 11:59 p.m.

10  Managing the Client Funds Trust
    Account  Chapter 9

11  Technology in the Law Office  Chapter 10
    Discussion 5 posted
    Assignment 4 posted

12  Law Office Systems  Chapter 11

13  Docket Control Systems  Chapter 12
    Discussion 6 posted

14  Docket Control Systems  Chapter 12

15  File and Records Management  Chapter 13
    Assignment 5 posted

16  Law Library Organization and Mgt.  Chapter 14
    Discussion 7 posted

   Final Exam:
   Open on Monday, December 12 from 8:00 a.m. through 11:59 p.m.

THIS SYLLABUS IS SUBJECT TO CHANGE