



**Clemson University - Center for Corporate Learning**  
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**Education & Training Plan**  
**Law Office Technology Specialist Certificate Program with Externship**

Student Full Name: \_\_\_\_\_

Start Date: \_\_\_\_\_ End Date: \_\_\_\_\_

**Program includes National Certification & an Externship Opportunity**  
**Mentor Supported**

**Law Office Technology Specialist Certificate Program with Externship**

Course Code: CLEM-L-TECH  
Program Duration: 6 Months  
Course Contact Hours: 375  
Student Tuition: \$3,799

**The Law Office Technology Specialist**

Legal assistants with a focus on technology play one of the most important roles in the legal industry. Advances in technology are revolutionizing today's legal landscape at a faster pace than ever before. Along with it, the role of the legal professional continues to evolve. The automation of various legal processes has forced lawyers, paralegals, legal secretaries and other legal professionals to become proficient with a constantly growing array of word processing, database, telecommunications, spreadsheet, presentation and legal research software. For better or worse, new technology impacts every aspect of the legal field, making the law office more efficient, but also more complex from traditional law firms and corporate practices to courtroom operations and document management.

**The Law Office Technology Specialist Program**

This program offers an in-depth view of the role of legal assistants play within the American legal system, specifically with respect to technology in the law office. Examining the myriad of skills legal assistants use everyday alongside the typical legal working environment, students will explore technology that helps to advance the goals of large law firms and individual attorneys. This program provides an introduction to computer hardware and software fundamentals necessary to the successful operation of a law office, including an overview of traditional legal software, specialty law office and case management software, and litigation support software. From electronic research to eDiscovery and electronic database discovery (EDD), official eFiling and case management software, students will explore all of the different technological advances that have become standard in the legal industry.

## Education and National Certifications

- Students should have or be pursuing a high school diploma or GED.
- There are no state approval and/or state requirements associated with this program.
- There is a National Certification exam available to students who successfully complete this program:
  - **Microsoft Office Specialist (MOS) Certification Exam.**

## Program Objectives

At the conclusion of this program, students will be able to:

- Produce a checklist of technology needs for a law office
- Prepare a plan for setting up technology systems for a new law firm
- Research legal issues using the Internet
- Describe security and ethical issues related to the use of the Internet in a law office
- Use word processing software to prepare documents for a law office
- Use electronic spreadsheet software to prepare documents for a law office
- Use a database to store, sort and present client and/or case information
- Create a basic office management system using law office management software
- Create a case notebook using case management software
- Prepare a response to a discovery request
- Create an electronic presentation to use at trial
- Investigate the advantages and disadvantages of a paperless office
- Analyze the impact of federal and court rules on electronic discovery
- Review court rules on the use of technology
- Use Microsoft Office

## National Certification

Upon successful completion of this Clemson University program, students would be eligible to sit for the Microsoft Office Specialist (MOS) exam. Although there are no state approval, state registration or other state requirements for this program, students who complete this program at Clemson University will be prepared and are eligible to sit for this national certification exam. Students who complete this program are encouraged to complete the externship option with their program. Students who complete this program can and do sit for the MOS national certification exams and are qualified, eligible and prepared to do so. Clemson University works with each student to complete the exam application and register the student to take their national certification exam.

## Externship / Hands on Training / Practicum

Although not a requirement, once students complete the program, they have the ability to participate in an externship and/or hands on practicum so as to practice the skills necessary to perform the job requirements of a professional in this field. Students will be assisted with completing a resume and/or other requirements necessary to work in this field. All students who complete this program are eligible to participate in an externship and will be placed with a participating organization near their location. Clemson University works with national organizations and has the ability to place students in externship opportunities nationwide.

**Clemson University contact:** If students have any questions regarding this program including national certification and externships, **they should call Juanita Durham of Clemson University at 864.656.3984 or via email at [jdrhm@clemson.edu](mailto:jdrhm@clemson.edu).**

Note: No refunds can be issued after the start date published in your Financial Award document.



## About Clemson University!

Clemson Online, a unit reporting directly to the Provost, works closely with leadership teams across the University to develop, market, and deliver top-quality courses and programs in blended and online formats. The office provides vision, leadership, coordination, and expertise in support of faculty design, delivery, and evaluation of technology-enhanced, blended, and fully online courses and instructional materials. Dynamic, transformative, and unique eLearning opportunities characterize Clemson's approach to online teaching and learning.

**Our Mission:** Clemson Online provides strategic leadership for online education, emphasizing innovative teaching and superior learning outcomes to maximize student success in 21st-century academic and professional contexts.

**Our Vision:** Clemson Online will define the public web-grant university through measurable achievements in online education, research, and service.

The office is committed to pursuing strategic opportunities, providing supportive resources, promoting superior educational quality, and ensuring faculty involvement and responsibility in shaping Clemson's online future.



## Clemson University and Pearson Education

The Clemson University's Office of Professional and Continuing Education eLearning programs were developed in partnership with Pearson Education to produce the highest quality, best-in-class content and delivery necessary to enhance the overall student learning experience, boost understanding and ensure retention. Pearson Education is the premier content and learning company in North America offering solutions to the higher education and career training divisions of colleges and universities across the country aimed at driving quality education programs to ensure student success. Please visit us at [www.pearson.com](http://www.pearson.com).

## About Pearson Education

Welcome to Pearson. We have a simple mission: to help people make more of their lives through learning. We are the world's leading learning company, with 40,000 employees in more than 80 countries helping people of all ages to make measurable progress in their lives. We provide a range of education products and services to institutions, governments and direct to individual learners, that help people everywhere aim higher and fulfil their true potential. Our commitment to them requires a holistic approach to education. It begins by using research to understand what sort of learning works best, it continues by bringing together people and organizations to develop ideas, and it comes back round by measuring the outcomes of our products.

## **Law Office Technology Specialist Program Detailed Student Objectives:**

### **TECHNOLOGY IN THE LAW OFFICE**

- Identify types of technology that are often used to complete specific tasks in a law office
- Describe how the Federal Rules of Civil Procedure affect technology use in a law office
- Articulate ethical issues that must be considered when employing technology in a law office
- Prepare a list of emerging technologies that could be used to improve operations within a law office

### **COMPUTER HARDWARE AND SOFTWARE**

- Identify types of computer systems used in a law office
- Indicate differences between applications and specialty applications software
- Describe the basic components of computer networks
- Prepare a checklist for installation and licensing requirements to consider when purchasing technology components
- Summarize computer and network security issues that must be considered when planning technology needs in a law office

### **THE INTERNET AND ELECTRONIC MAIL**

- Summarize security issues related to Internet use in law offices
- Identify ethical issues related to Internet use in law offices
- Describe precautions for using the Internet in law offices

### **ELECTRONIC RESEARCH**

- Prepare a research plan for a specific legal issue
- Identify online resources appropriate for locating legal information
- Locate information about a specific legal issue using search queries

### **WORD PROCESSING SOFTWARE**

- Describe how word processing software is used in law offices
- Identify help resources for word processor software
- Describe potential ethical issues related to the use of word processor software in a law office
- Prepare documents for a law office using word processing software

### **ELECTRONIC SPREADSHEETS**

- Describe how spreadsheet software is used in law offices
- Identify help resources for electronic spreadsheet software
- Describe potential ethical issues related to the use of electronic spreadsheet software in a law office
- Prepare graphics using electronic spreadsheet software
- Prepare documents for a law office using electronic spreadsheet software

### **ELECTRONIC DATABASES**

- Describe how a database is used in law offices
- Identify the components of a database
- Identify help resources for database software
- Describe potential ethical issues related to the use of database software in a law office
- Perform basic tasks in a database including data entry, sorting data, and data presentation

### **THE PAPERLESS OFFICE**

- Describe how a law office can become a "paperless office"
- Describe the process of filing legal documents electronically

- Outline ethical considerations related to a paperless office
- Compare procedures for disseminating electronic versus hardcopy documents to clients and courts
- Research the pros and cons of implementing a paperless office

#### **OFFICE MANAGEMENT SOFTWARE**

- Describe potential ethical issues related to the use of office management software in a law office
- Set up basic office management functions for a law office using law office management software
- Perform calendaring tasks using law office management software
- Perform accounting tasks using law office management software
- Describe how law office management software is used in law offices

#### **CASE MANAGEMENT SOFTWARE**

- Describe potential ethical issues related to the use of case management software in a law office
- Compile a case notebook using case management software

#### **ELECTRONIC DISCOVERY**

- Analyze how recent changes in the Federal Rules of Civil Procedure affect electronic discovery
- Describe the susceptibility of electronic evidence to spoliation
- Identify ethical issues related to electronic discovery
- Prepare a discovery plan for electronic evidence as required under the Federal Rules of Civil Procedure

#### **LITIGATION SUPPORT**

- Describe ethical methods for processing documents for delivery to an opposing legal team
- Explain how various types of software can be used to facilitate electronic discovery efforts of the legal team
- Develop a plan to respond to a discovery request

#### **PRESENTATION AND TRIAL GRAPHICS**

- Describe how presentation and graphics software are used in law offices
- Identify help resources for presentation and graphics software
- Describe potential ethical issues related to the use of presentation software in a law office
- Create graphic exhibits to be presented at trial
- Prepare an electronic presentation for trial

#### **THE ELECTRONIC COURTHOUSE**

- Explain the purpose of back-up plans when using technology in the courtroom
- List the electronic courtrooms, resources, and technology staff in your jurisdiction

#### **TECHNOLOGY REVIEW**

- Identify types of technology that are often used to complete specific tasks in a law office
- Describe how the Federal Rules of Civil Procedure affect technology use in a law office
- Identify types of computer systems used in a law office
- Indicate differences between applications and specialty applications software
- Describe the basic components of computer networks
- Summarize computer and network security issues that must be considered when planning technology needs in a law office

- Identify online resources appropriate for locating legal information
- Define common terms associated with the Internet
- Describe common uses of the Internet in law offices
- Summarize security issues related to Internet use in law offices
- Identify ethical issues related to Internet use in law offices
- Describe how word processing software is used in law offices
- Describe the functions of menus, tools, and commands in word processor software that are used to create, edit, and save documents
- Identify help resources for word processor software
- Describe potential ethical issues related to the use of word processor software in a law office
- Describe how spreadsheet software is used in law offices
- Identify the components of an electronic spreadsheet
- Describe the functions of menus, tools, and commands in spreadsheet software that are used to create, edit, and save documents
- Identify help resources for electronic spreadsheet software
- Describe potential ethical issues related to the use of electronic spreadsheet software in a law office
- Describe how a database is used in law offices
- Identify the components of a database
- Describe the functions of menus, tools, and commands in database software that is used to enter, sort, search, and save records
- Identify help resources for database software
- Describe potential ethical issues related to the use of database software in a law office
- Describe how a law office can become a "paperless office"
- Describe the process of filing legal documents electronically
- Outline ethical considerations related to a paperless office
- Describe common functions of law office management software
- Identify help resources for law office management software
- Describe potential ethical issues related to the use of office management software in a law office
- Describe common functions of case management software
- Identify help resources for case management software
- Describe how law office management software is used in law office
- Describe potential ethical issues related to the use of case management software
- Analyze how recent changes in the FRCP affect electronic discovery
- Describe the susceptibility of electronic evidence to spoliation
- Identify ethical issues related to electronic discovery
- Describe the electronic discovery process
- Identify appropriate file formats for a response to a discovery request
- Describe ethical methods for processing documents to deliver to an opposing legal team
- Describe how presentation and graphics software are used in law offices
- Describe the functions of menus, tools, and commands in presentation software that is used to create, edit, and save a presentation
- Identify help resources for presentation and graphics software
- Describe potential ethical issues related to the use of presentation software
- Describe the elements of an electronic courtroom
- Identify technology tools used to present cases

**Note: This program can be completed in 6 months. However, students will have online access to this program for a 24-month period.**

## **MICROSOFT OFFICE Module**

- Use an integrated software package, specifically the applications included in the Microsoft Office suite
- Demonstrate marketable skills for enhanced employment opportunities
- Describe proper computer techniques for designing and producing various types of documents
- Demonstrate the common commands & techniques used in Windows desktop
- List the meaning of basic PC acronyms like MHz, MB, KB, HD and RAM
- Use WordPad and MSWord to create various types of documents
- Create headings and titles with Word Art
- Create and format spreadsheets, including the use of mathematical formulas
- Demonstrate a working knowledge of computer database functions, including putting, processing, querying and outputting data
- Define computer terminology in definition matching quizzes
- Use the Windows Paint program to alter graphics
- Use a presentation application to create a presentation with both text and graphics
- Copy data from one MS Office application to another application in the suite
- Use e-mail and the Internet to send Word and Excel file attachments
- Demonstrate how to use the Windows Taskbar and Windows Tooltips
- Explain how copyright laws pertain to data and graphics posted on the Internet
- Take the college computer competency test after course completion
- Follow oral and written directions and complete assignments when working under time limitations

**Note:** Although the Microsoft Office Module is not required to successfully complete this program, students interested in pursuing free Microsoft MOS certification may want to consider completing this Microsoft Office Module at no additional cost.

### **System Requirements:**

#### **Windows Users:**

- Windows 8, 7, XP or Vista
- 56K modem or higher
- Soundcard & Speakers
- Firefox, Chrome or Microsoft Internet Explorer

#### **Mac OS User:**

- Mac OS X or higher (in classic mode)
- 56K modem or higher
- Soundcard & Speakers
- Apple Safari

#### **iPad Users:**

- Due to Flash limitations, eLearning programs are NOT compatible with iPads

#### **Screen Resolution:**

- We recommend setting your screen resolution to 1024 x 768 pixels.

#### **Browser Requirements:**

- System will support the two latest releases of each browser. When using older versions of a browser, users risk running into problems with the course software.
- Windows Users: Mozilla Firefox, Google Chrome, Microsoft Internet Explorer
- Mac OS Users: Safari, Google Chrome, Mozilla Firefox

#### **Suggested Plug-ins:**

- Flash Player
- Real Player
- Adobe Reader
- Java