

# The North Carolina Paralegal Association, Inc.

## 2015 Paralegal Utilization and Compensation Survey



The data for this survey was collected from August 1, 2015 through September 30, 2015, via a web based survey form. Data from the survey form was compiled and analyzed electronically. Responses are anonymous.

This survey has been compiled from information provided by members of the North Carolina Paralegal Association, Inc. ("NCPA") and other paralegals in the State of North Carolina who are not members of NCPA. No attempt has been made by NCPA to independently verify the information provided to it by such persons. The information contained herein may or may not be representative of the salaries, benefits, or other job related aspects of work as a paralegal in North Carolina.

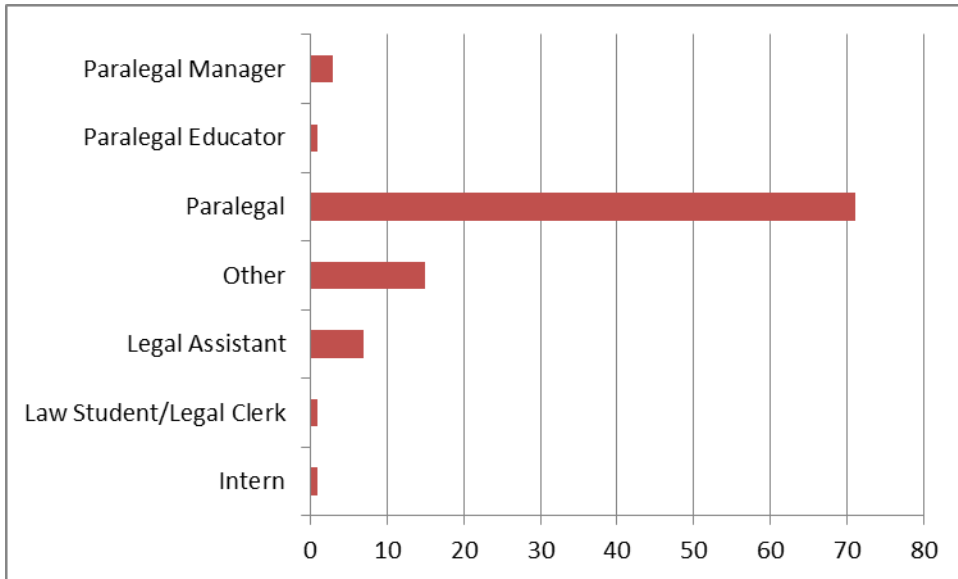
The survey is based upon information supplied to NCPA by paralegals who responded to the Survey Questionnaire. No expressed or implied representation, warranty, or guarantee is made by NCPA concerning the accuracy, completeness, statistical sampling method, or use for any particular purpose of the data presented in this survey.

Total Number of participants in the survey was 97. Not every participant answered all questions. The number of participants who responded to each question is recorded below.

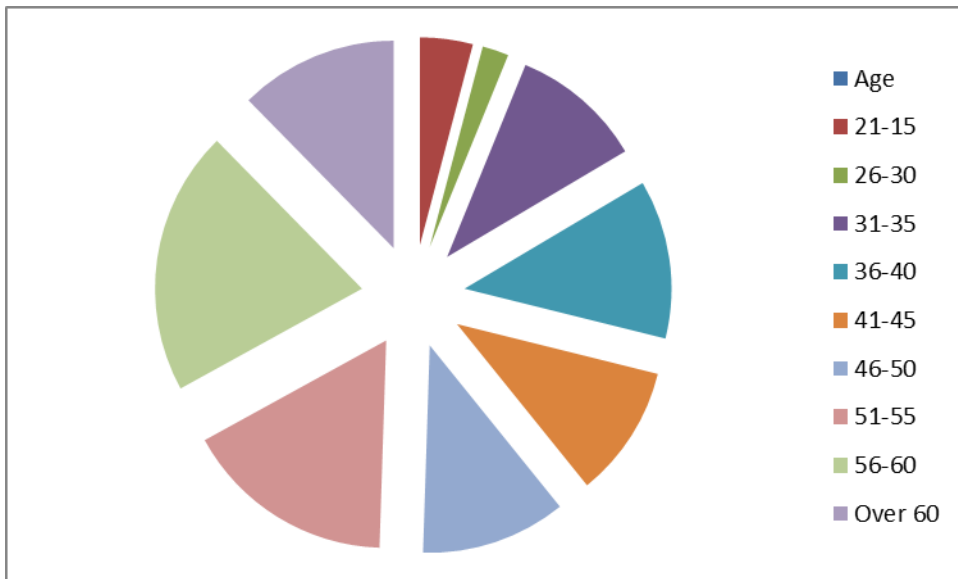
Any questions about this survey can be sent to [info@ncparalegal.org](mailto:info@ncparalegal.org).

# NCPA 2015 SURVEY QUESTIONNAIRE

## 1. What is your job description?



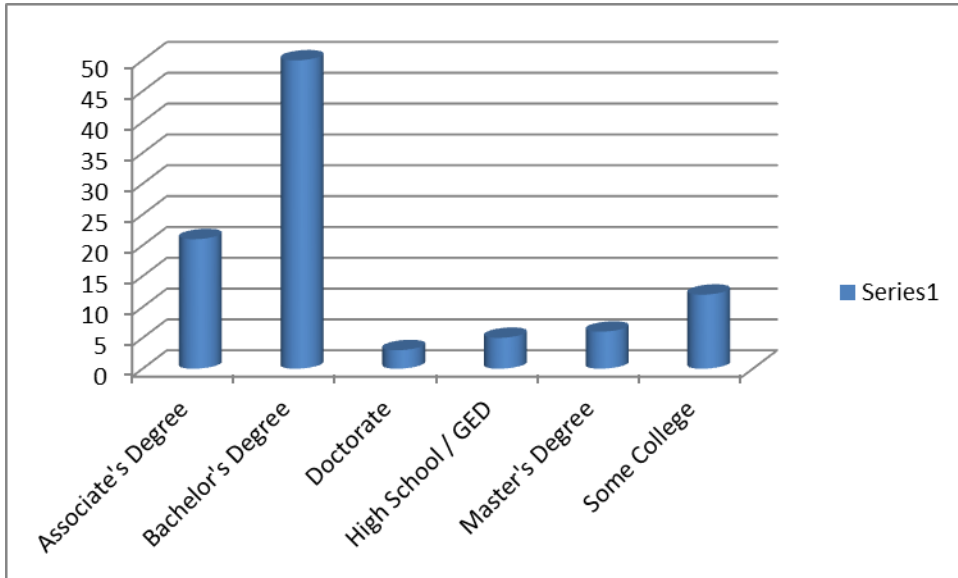
## 2. What is your age?



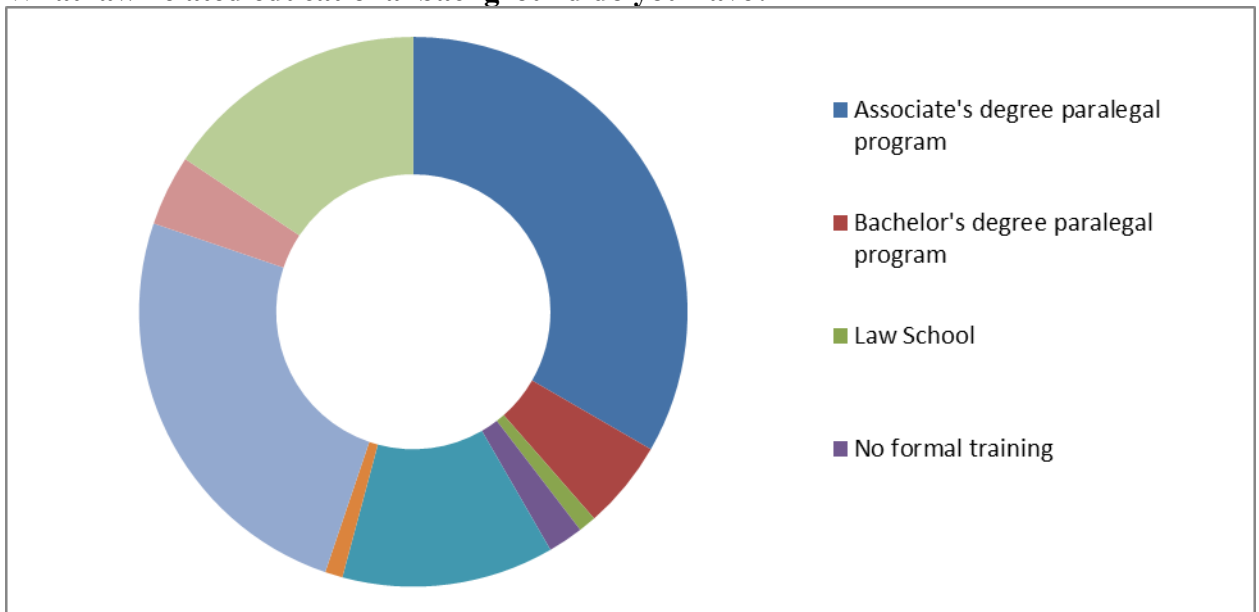
## 3. Gender

Male	7
Female	90

4. **What general education do you have (excluding paralegal education)?**



5. **What law-related educational background do you have?**



6. **Are you a North Carolina Certified Paralegal (NCCP), certified by the North Carolina State Bar Board of Paralegal Certification?**

Yes 74  
No 23

7. **If you answered yes, did you pass the first time you took it?**

Yes 52  
No 4

8. **If yes, were you grandfathered in through education and/or experience or did you take the NCCP exam through the NC State Board of Paralegal Certification?**

Grandfathered 51  
Exam 20

9. **Have you ever taken the Certified Legal Assistant (CLA) or Certified Paralegal (CP) exam through the National Association of Legal Assistants (NALA)?**

Yes 20  
No 48  
No, but considering it 28

10. **If you answered yes, did you pass the first time you took it?**

Yes 17  
No 4

11. **If you have obtained the CLA/CP designation, have you also achieved either the Certified Legal Assistant Specialist (CLAS) designation or the Advanced Paralegal Certification (ACP – not APC) designation?**

ACP	5
CLAS	2
Neither, but considering	17

12. **If you obtained the CLAS, in what legal specialty or specialties have you obtained this certification?**

Civil Litigation	2
Real Estate	2
Corporation and Business Law	2
Probate	1

13. **If you obtained the ACP, in what area(s) do you have advanced certification?**

Business Organization	1
Incorporated Entities	1
Contracts Management/Contracts Administration	2
Social Security Disability	1
Trademarks	1
Trial Practice	1

14. **Have you ever taken the Paralegal Core Competency Exam (PCCE) through the National Federation of Paralegal Associations Inc.?**

No, but considering it 9

15. **If yes, have you ever taken the Paralegal Advanced Competency (PACE) exam?**

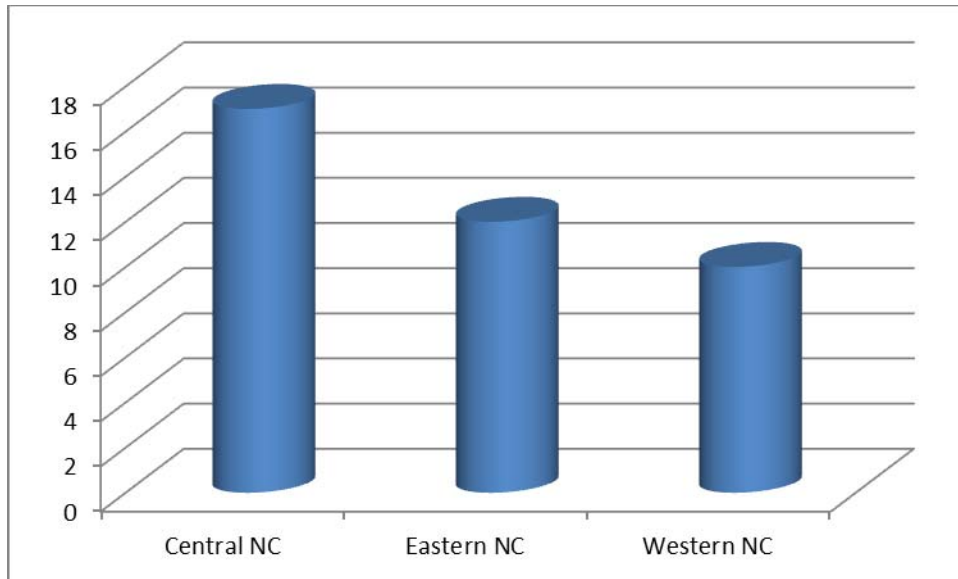
No, but considering it            6

16. **Would you be interested in an NCCP review course to assist in preparing for the state exam, as well as counting toward CLE credits?**

Yes    21

No     15

17. **In what location would you prefer to attend a review course?**



18. **Would you be interested in joining a CLA/CP study group to assist in preparing for NALA's national exam?**

Yes    15

No     23

19. **In what location would you prefer to attend a study group?**

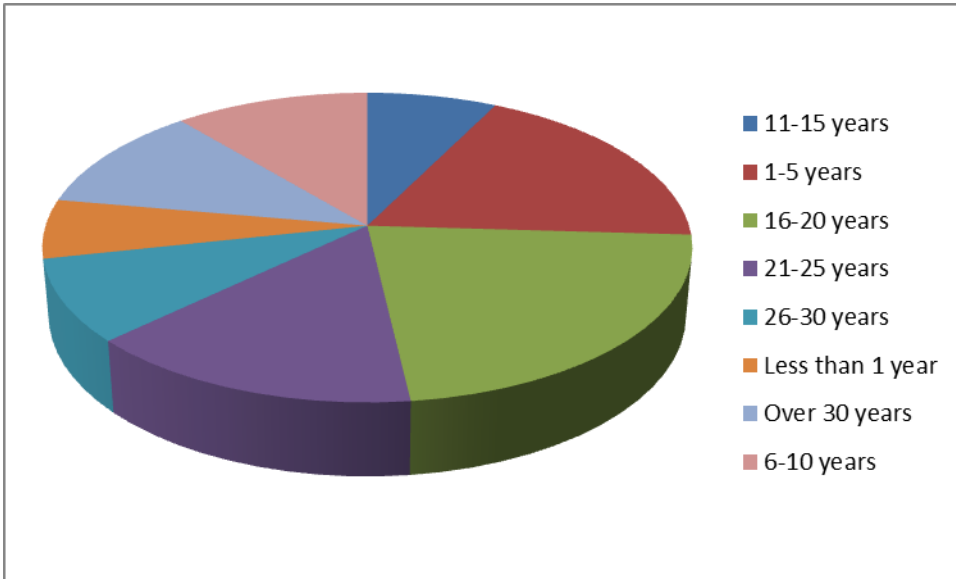
Central NC	17
Eastern NC	12
Western NC	10

20. **If you are a student or new paralegal, would you like a paralegal mentor?**

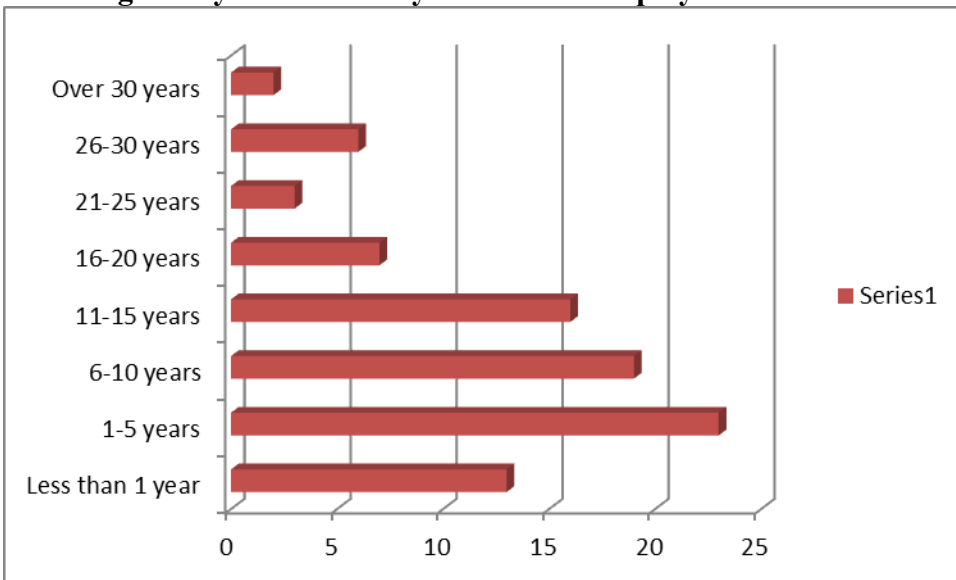
Yes                    16

No                     10

21. If you are working as a paralegal/legal assistant, how many total year(s) of experience do you have as a paralegal/legal assistant?



22. How long have you been with your current employer?



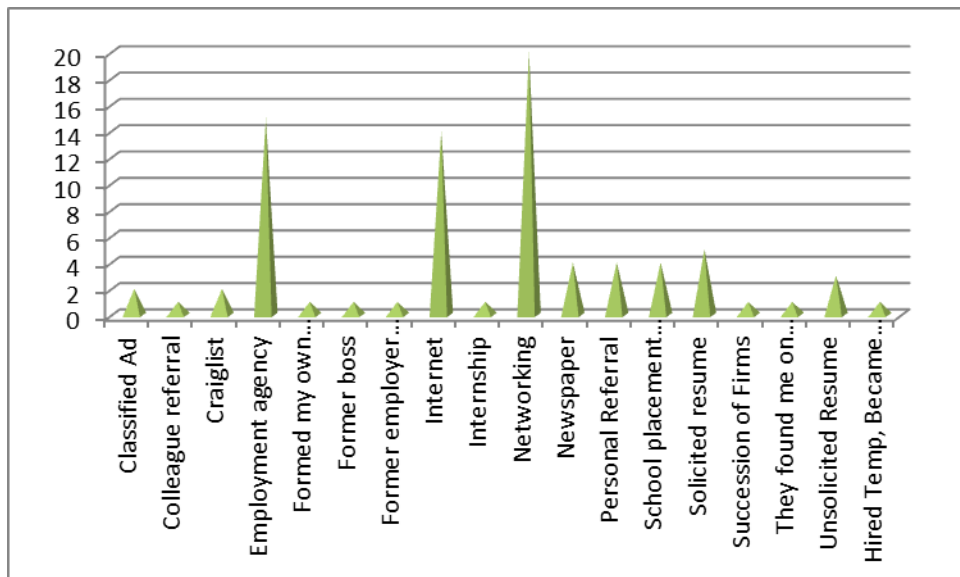
23. Do you have promotion potential in your present firm or company?

No	73
Yes	13

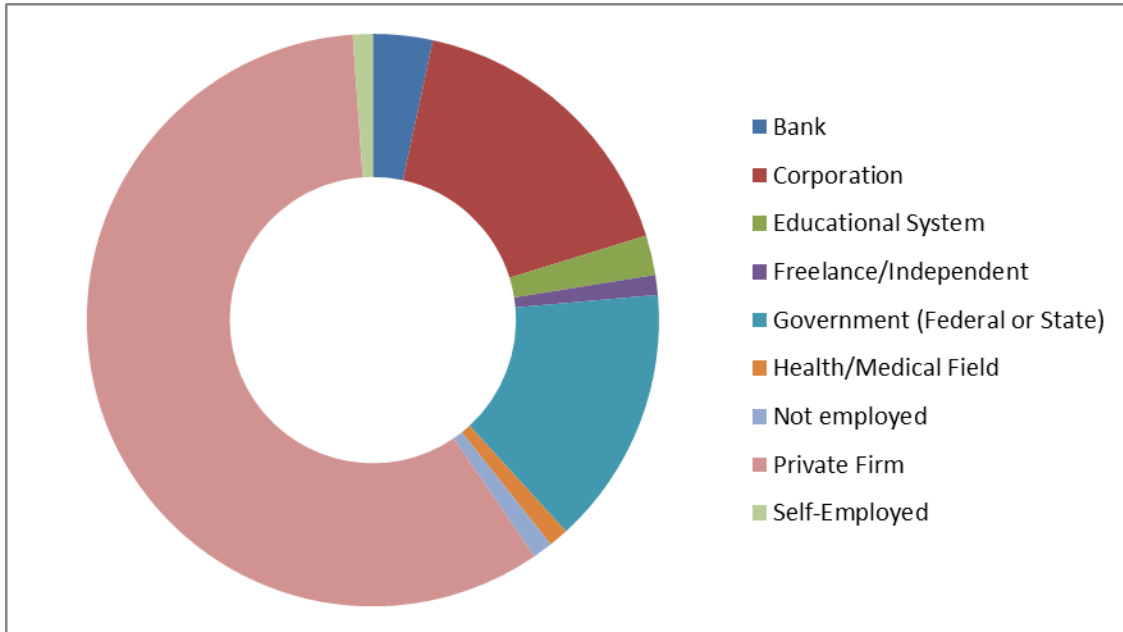
24. In what County do you work?

Alamance	9
Cabarrus	1
Catawba	1
Cumberland	2
Durham	9
Forsyth	5
Gaston	3
Guilford	15
Harnett	1
Johnston	1
Macon	1
Mecklenburg	22
New Hanover	5
Onslow	3
Orange	1
Out of State	1
Rowan	3
Wake	14

25. How did you find your current position?



**26. In what environment do you work?**

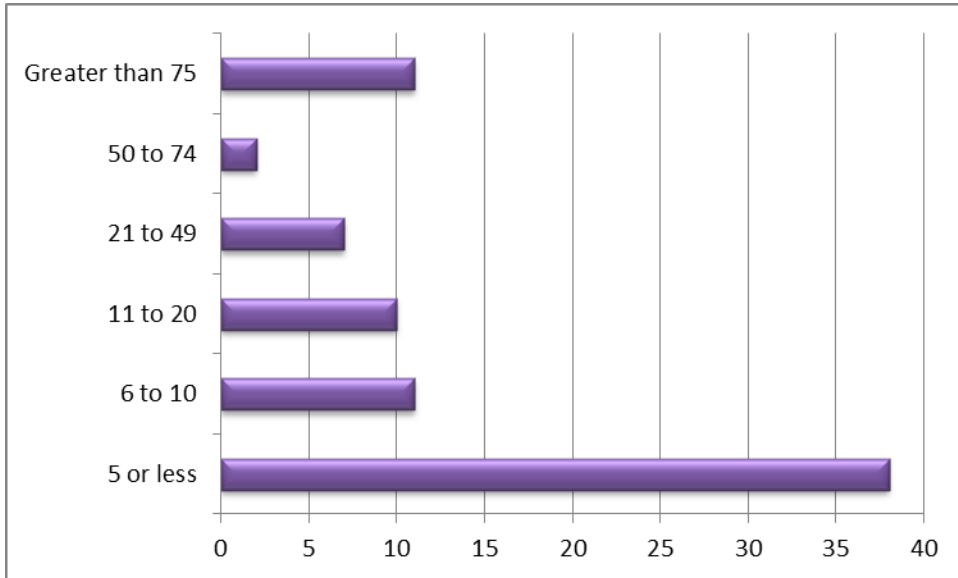


**27. In which area(s) of law do you currently work? (check all that apply)**

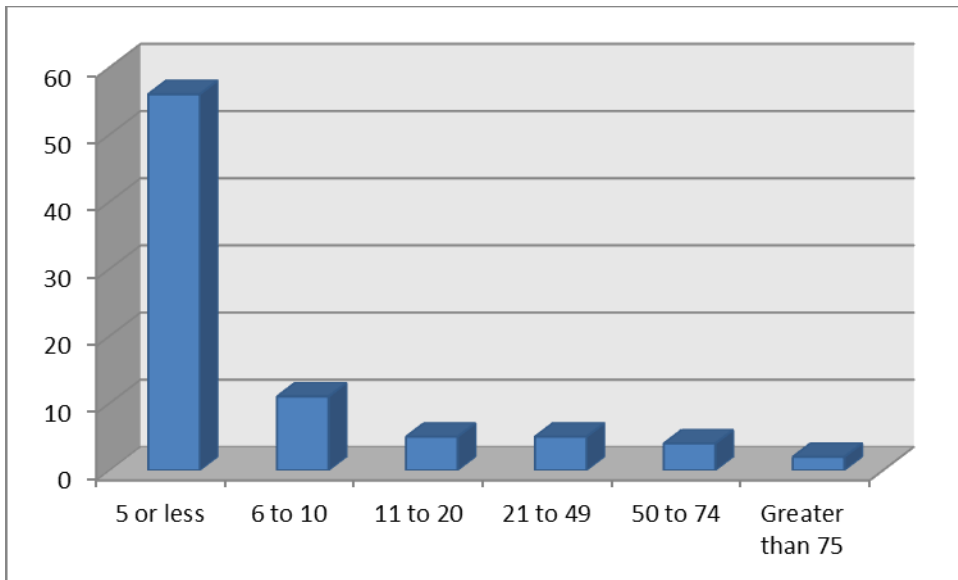
Administrative	7	Insurance	11
Banking/Finance/Taxes	4	Intellectual Property/Patent	6
Bankruptcy	11	International Business	1
Civil	34	Legislation/Governmental	5
Commercial Lending	3	Litigation	30
Construction Law	2	Medical Malpractice	6
Consumer	2	Medicare/Medicaid	1
Contract	22	Mergers and Acquisitions	1
Corporate	19	Non-profit Corporation/Foundation or Association	6
Court System	3	Personal Injury/Disability	15
Creditor's Rights	4	Probate/Trust/Estates	6
Criminal	11	Product Liability	4
Defense	12	Real Estate - Commercial	20
Employment	10	Real Estate - Residential	12
Environmental	3	Securities/Antitrust	3
Estate/Probate	12	Social Security	3
Family	10	Student	1
Health Care	2	Workers' Compensation	12
HOA law	1		



**28. How many attorneys work in your office?**



**29. How many paralegals work in your office?**



**30. How many support staff work in your office? (secretaries, paralegals, runners, reception, copy center, billing department, IS/IT, Human Resources, etc.)**

5 or less	40
6 to 10	18
11 to 20	7
21 to 49	5
50 to 74	1
Greater than 75	10

**31. How many attorneys or individuals do you report to or regularly assist?**

1	28
2 to 5	44
6 to 10	4
Over 10	3
Not directly assigned to any attorney(s) or individual(s)	6
Other	2

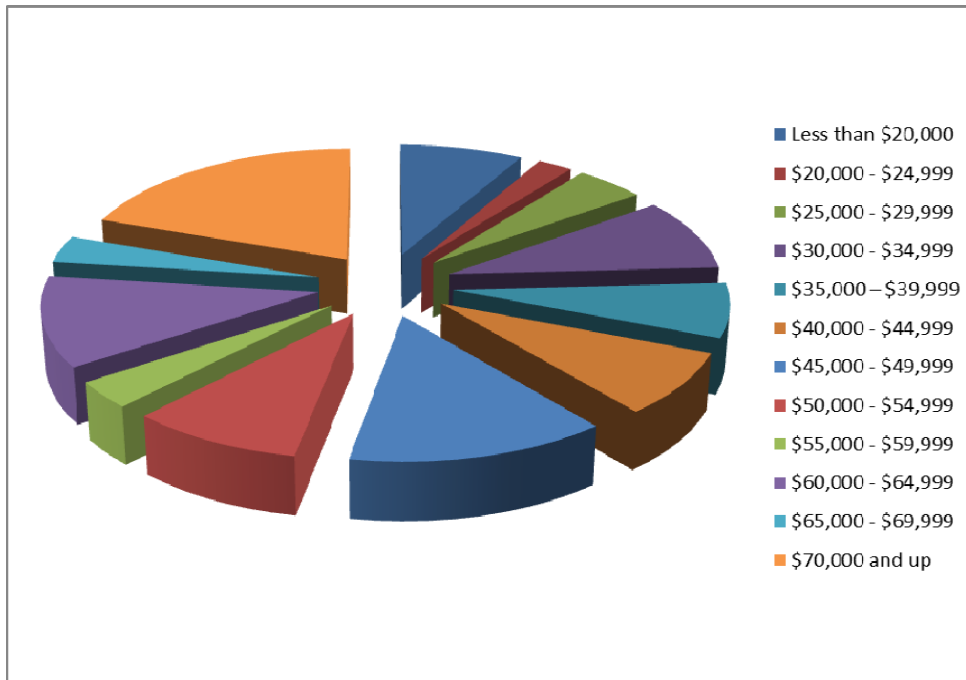
**32. What type of secretarial support do you have?**

Personal secretary	7
Share a secretary with paralegals	9
Share a secretary with attorneys	21
Word processing/secretarial pool	4
None	44
Other	1

**33. What is your office space?**

Open area	10
Cubicle in open area	14
Partitioned space only	3
Share office with another	10
Private office with window	29
Private office with no window	15
Work from home	3
Work from home and office	2

**34. What is your Gross Salary?**



**35. What is the average number of hours you work per week?**

Under 35 a week	9
35-40	48
41-50	25
51-60	4
61 or more	1

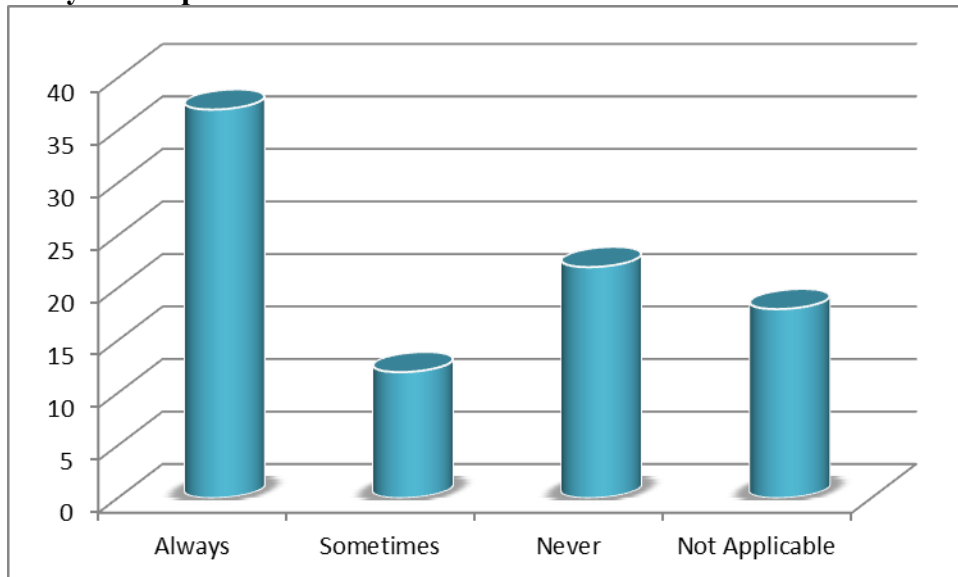
**36. How frequently do you work in excess of your employer's normal working hours?**

Almost every day	16
At least once weekly	22
At least once monthly	12
Rarely or never	35

**37. Are you classified as exempt or non-exempt?**

Exempt	34
Non-exempt	44

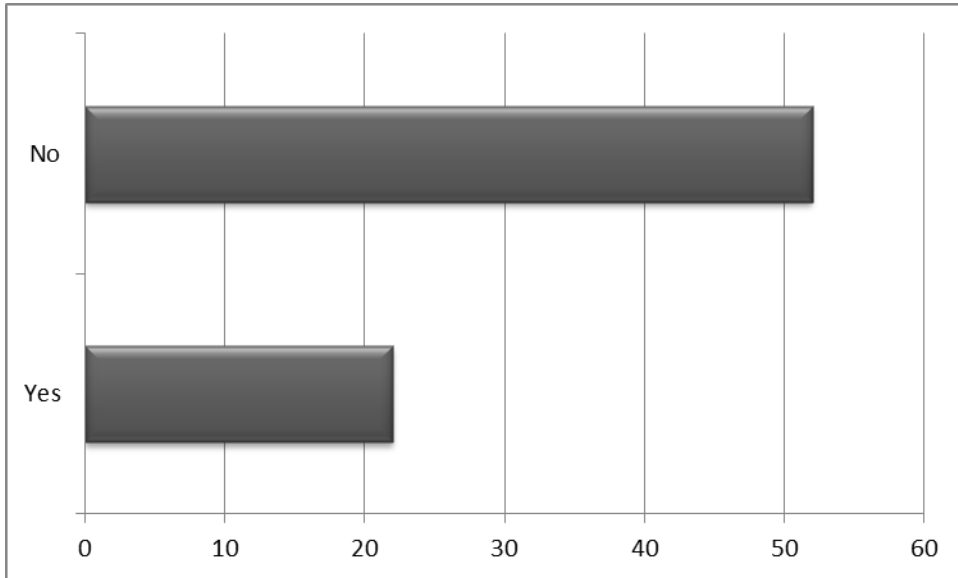
**38. Are you compensated for overtime?**



**39. If you answered “always” or “sometimes” to the previous question, is the compensation in the form of:**

Money	24
Time off	12
Combination of money and time off	15
Other	1

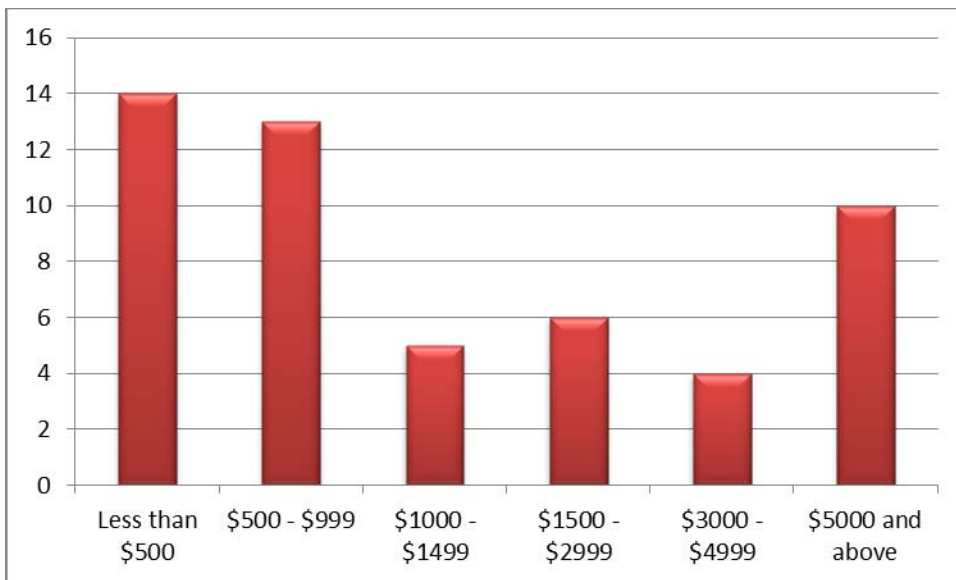
**40. Do you receive an annual bonus, monetary or otherwise?**



**41. If yes, is your bonus based on**

Firm/company success	14
Percentage of salary	3
Merit/performance/evaluation	12
Holiday	17
Years of service	1
Managing partner/personal attorney	1

**42. If you receive a bonus, what is the average amount of your bonus?**



**43. If you receive a non-monetary bonus, what type of bonus is it?**

Gift card	7
Extra vacation time	4

**44. Have you received a raise in the past year?**

No	36
Yes	51

**45. If yes, what was the percentage increase?**

Less than 3%	29
3-5%	17
6-9%	2
10-15%	2
Over 15%	1

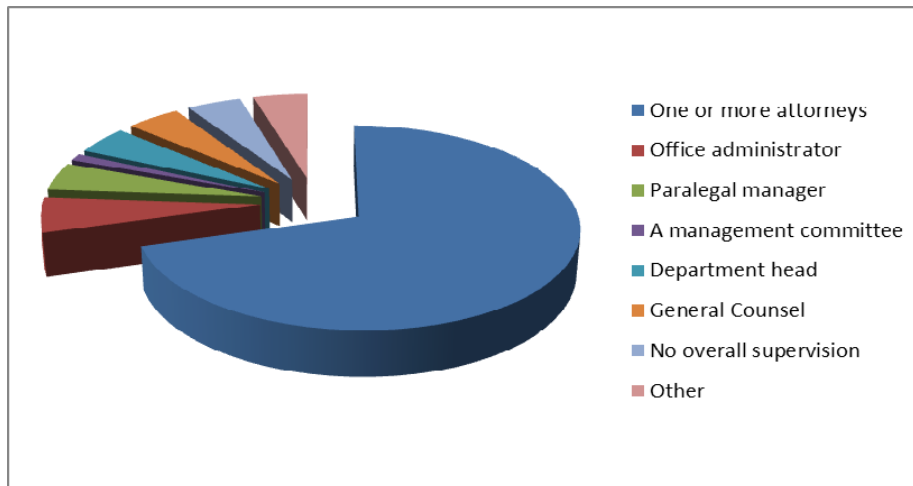
**46. If you have received a raise in the last year, what was the dollar amount increase?**

Less than \$1000	13
\$1000 - \$2999	27
\$3000 - \$4999	6
\$5000 - \$6999	0
\$7000 and above	3

**47. Are you in a supervisory position?**

Yes, over other paralegals	1
Yes, over other staff	3
Yes, over other paralegals and staff	5
I am in law office management	4
No	75

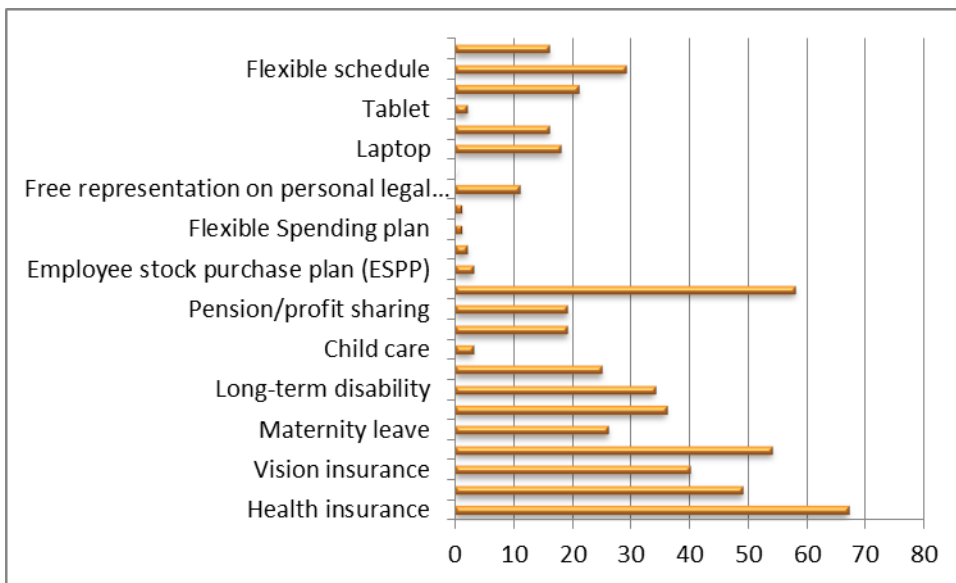
**48. By whom are you supervised?**



**49. Describe how you receive work assignments.**

From within specific departments	4
From one or more specific attorneys	51
From attorneys at large	7
For certain types of matters	9
From paralegal manager	2
From office administrator	1
No definite assignment structure	8
Other	5

**50. What benefits are provided, in whole or in part, by your employer? (check all that apply)**



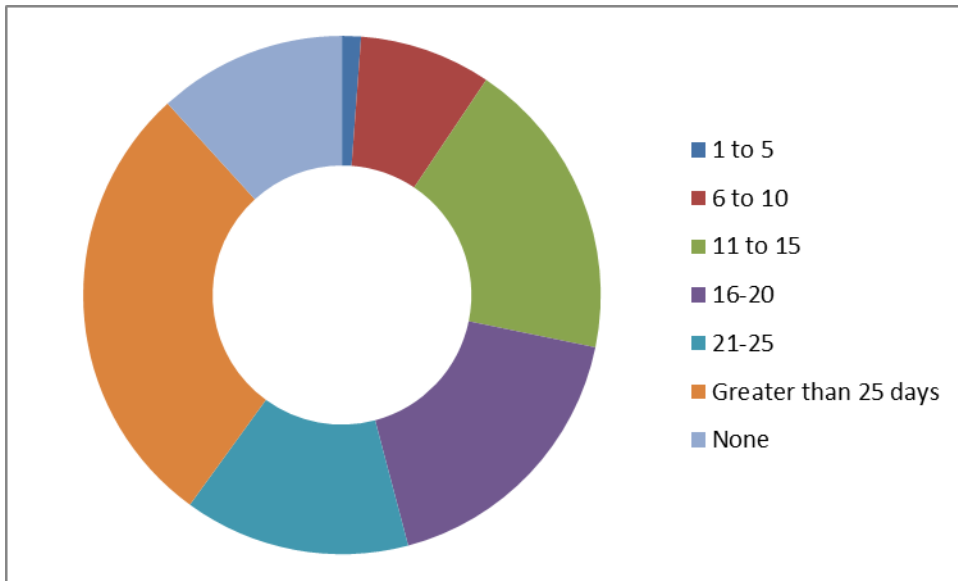
**51. If your firm offers a pension, profit sharing, 401(k), IRA, or other savings plan, do you participate in it?**

Yes	56
No	13
No But Plan To	2

**52. If your employer contributes, what percentage of your salary is their contribution based on?**

A percentage of my salary	23
Flat amount	3
Matches a portion of my own contribution	34
Other	3

53. How many paid all purpose days off per year do you receive? *(including vacation, sick, personal, holidays, etc.)*



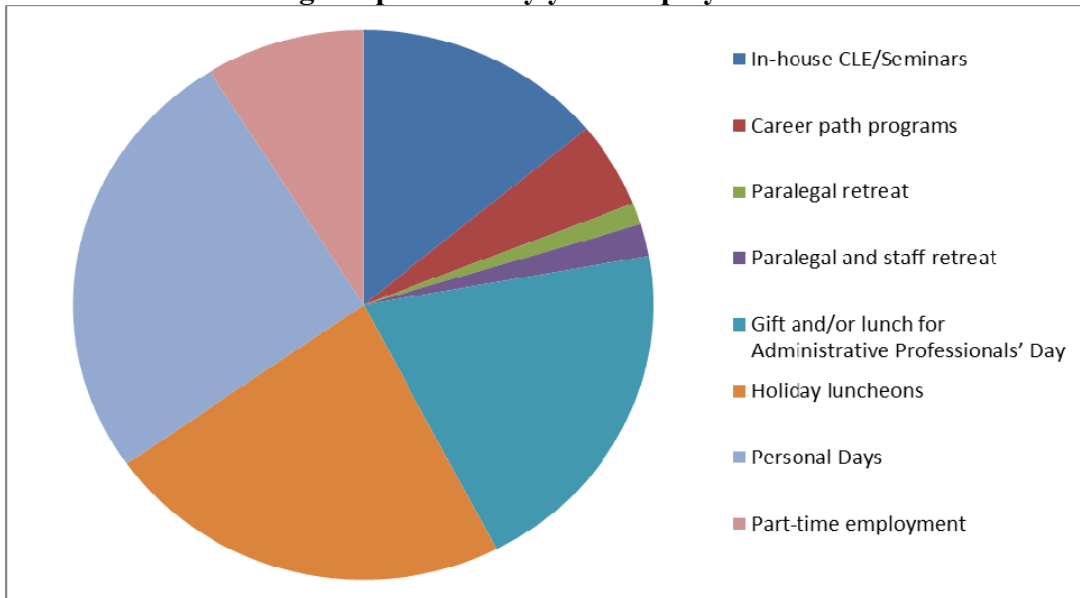
54. Is this paid time off accruable?

Yes 42  
No

55. If yes, what is the maximum number of days that are accruable?

1 to 5	7
6 to 10	7
Greater than 10 days	31

56. Which of the following are provided by your employer?



**57. For what expenses are you reimbursed, in whole or in part, relating to association meetings and seminars?**

Membership dues	60
Certification testing fees	32
Seminar Registration	56
Lodging	30
Transportation	21
Mileage	42
Meals	28
None	14
Other	1

**58. When attending seminars, are you required to take personal days?**

Yes 8  
No 73

**59. In providing reimbursement for seminars, does your employer:**

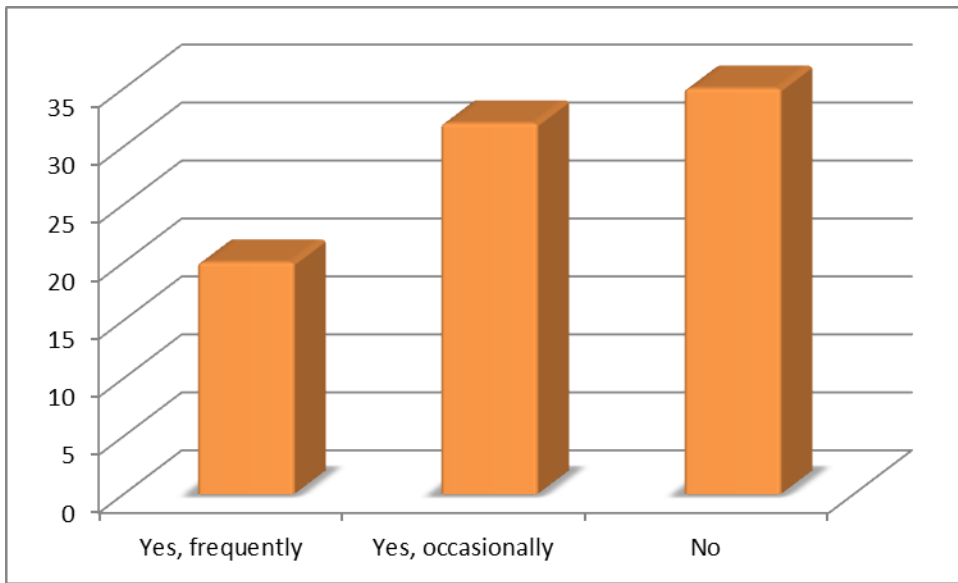
Have a set budget only	11
Have a range to work with	12
Decide on a case-by-case basis	44
My employer does not reimburse for seminars	14

**60. Which of the following job duties do you perform? (check all that apply)**

Documentation preparation, drafting, and/or review	79	Travel arrangements	14
Drafting correspondence	77	Secretarial support	22
Client conferences/witness interviews	47	Messenger runs	13
Deposition preparation, scheduling and/or attendance	32	Courthouse or other filings	40
Legal, medical, or general research	55	Training	20
Title searches/legal descriptions	27	Negotiations/settlements	15
Trial preparation, including exhibits and/or attendance in court or other hearings	32	Underwriting	1
Word processing	63	Preparation of tax returns	2
File maintenance	69	UCC searches	17
Preparation of billing	22	Obtaining EINs	13
Timekeeping for self and/or attorney(s)	39	Information Systems/IT	11
Library maintenance	15	Database maintenance	26
Tracking legislation	7	Other	54
Prepare closing packages	12		



61. Do you attend client meetings, depositions, hearings, mediations, or trials?



62. Do you travel on the job?

Yes, frequently	2
Yes, occasionally	31
No	54

63. If you travel, what is the average number of days per year that you travel?

1 to 5	14
6 to 10	10
Over 10	9

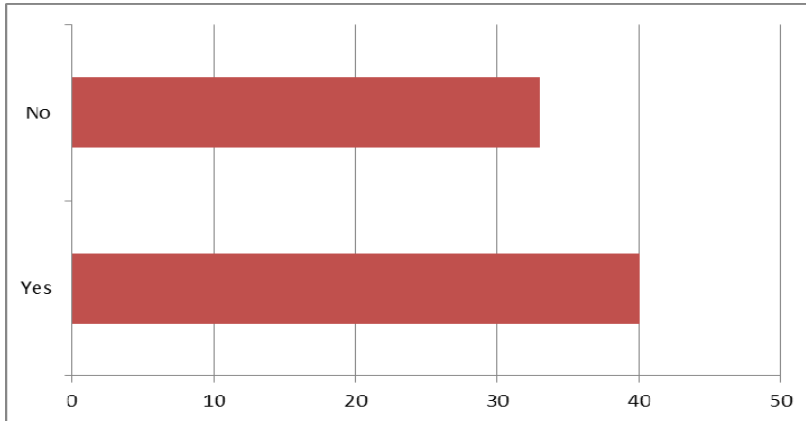
64. Where do you travel?

Within NC only	23
Throughout the southeast	2
Throughout the U.S.	8
Internationally	2

65. When traveling, for which expenses are you reimbursed? (*check all that apply*)

Lodging	19
Transportation	16
Mileage	34
Meals	19

**66. Do you bill for your time?**



**67. If so, what is your hourly billing rate?**

Less than \$50.00	3
\$50.00 - \$75.00	4
\$76.00 - \$100.00	10
\$100.00 - \$125.00	5
\$125.00 - \$150.00	8
Over \$150.00	5

**68. Are you required to bill a certain number of hours per year?**

Yes	14
No	54

**69. If yes, what is the required goal?**

Less than 1000	0
1000 - 1250	2
1250 - 1500	5
Over 1500	7

**70. Does your employer provide a receptionist?**

Yes	47
Yes, but not their primary task	9
No	25

**71. Does your employer provide a runner/messenger?**

Yes	50
Yes, but not their primary task	2
No	29

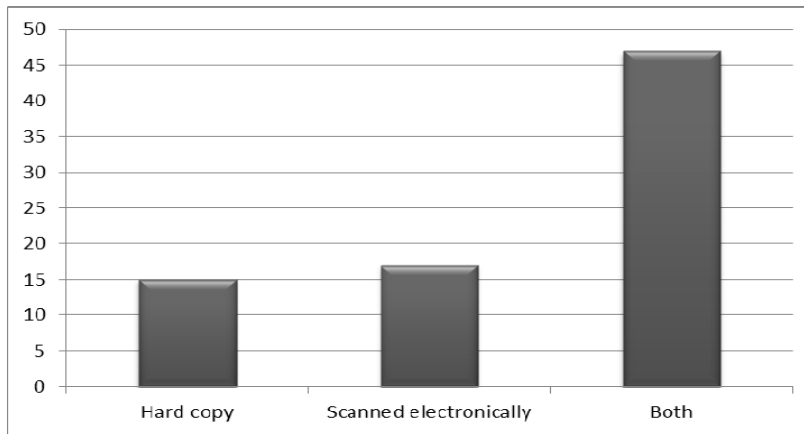
**72. Does your employer provide an in-house copy center or dedicated staff for copying?**

No	44
Yes	59
Yes, but not their primary task	22

**73. Does your employer provide a person to manage closed files?**

Yes	59
Yes, but not their primary task	22
No	44

**74. How are your closed files maintained?**



**75. Does your employer provide a fireproof safe for original wills and estate planning documents?**

Yes	34
No	39

**76. Does your employer have an internal Information Systems/Information Technology person or department?**

Yes	55
No	30

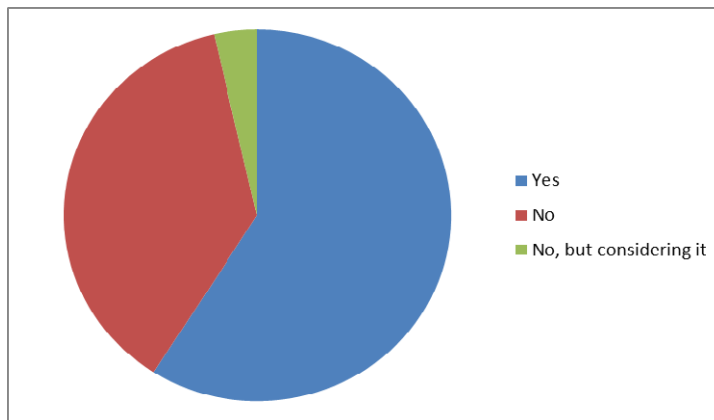
**77. If yes, do they offer training?**

Yes	40
No	21

**78. If yes, what kind of training is offered?**

Orientation	13
Training Manual	7
Orientation and Training Manual	15
Periodic training classes	32
One-on-one training as needed	37
Help Desk phone support	35

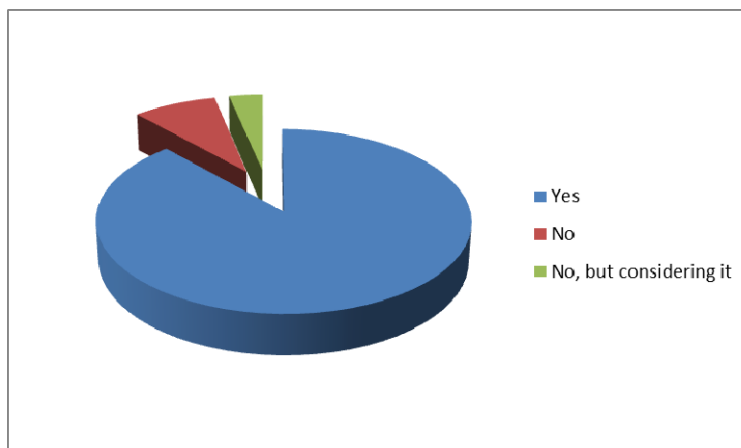
**79. Does your employer provide you remote access from home?**



**80. Does your employer have an internal Intranet website?**

Yes	44
No	36
No, but considering it	1

**81. Does your employer keep backups of electronic files in an off-site location, such as a disaster recovery building, and/or through an Internet “cloud” software, such as Carbonite, Mozy, or another external backup program?**



82. Does your employer use a metadata software program that strips identifying information and all draft versions from electronic documents to maintain confidentiality and integrity before sending files via email?

Yes	26
No	18
No, but considering it	8

83. What case or office management software program(s) does your office use?

Abacus Law	1	MyCase	1
Amicus Attorney	4	Needles	1
CaseMaster	1	PCDocs	2
Docket	1	PCLaw	1
eDocs	1	PracticeMaster	1
Eclipse	1	ProLaw	4
Elite Information Systems	6	Software Technology	1
FileMaker	2	Summation	4
FileSite	1	Time Matters	4
LegalFiles	2	Trialworks	1
LegalKM	1	Worldox	7
Microlaw	1		

84. What time keeping software program(s) does your office use?

Advalogix	1
Amicus	1
APS RollCall 2008	1
Client Profiles (Aderant)	1
Elite	1
ExpertTime	1
Freshbooks	1
Juris Suite	1
PC Law	3
Quickbooks	1
TABS or Tabs3	10
Timeslips	4

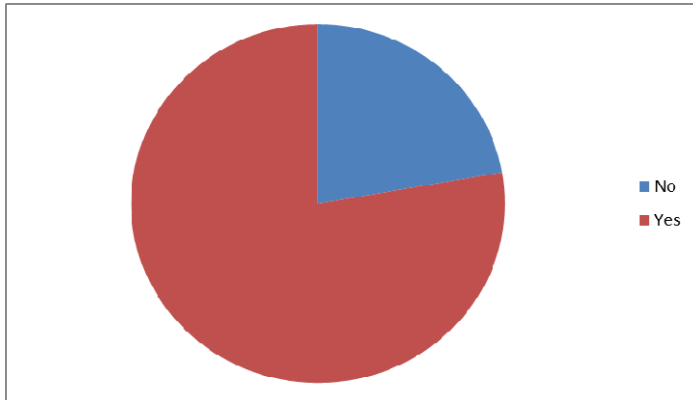
85. Does your individual department use practice specific software; i.e., bankruptcy, real estate, estate planning, litigation, corporate, etc.?

Yes	17
No	41
No, but considering it	3

**86. Does your firm use digital forensic analysis to recover evidence from electronic documents for use in e-Discovery?**

Yes	11
No	45
No, but considering it	2

**87. Do you have access to Westlaw, Lexis, or other software-based research tools?**



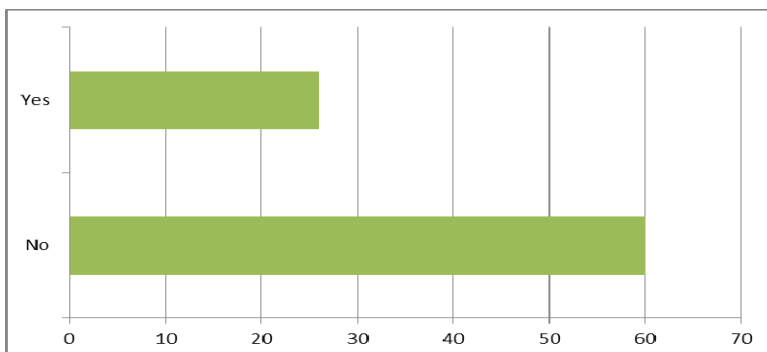
**88. If yes, does your employer provide training for these programs?**

No	34
Yes	38

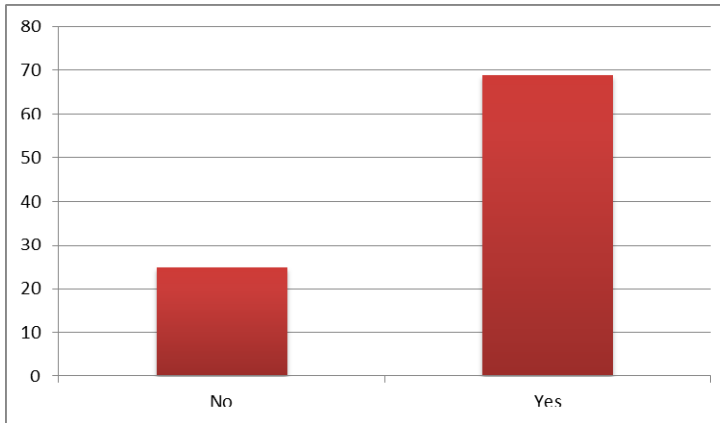
**89. Are you currently unemployed?**

No	81
No, but will be soon	2
Yes, but currently job searching	10
Yes, by choice	2

**90. Do you participate in pro bono work?**



**91. Do you have a current, updated resumé?**



**92. Do you use LinkedIn?**

Yes 65  
No 28

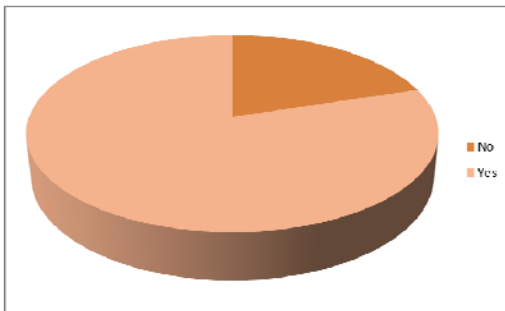
**93. In the next twelve months, do you plan to look for a new job within the paralegal profession?**

Yes 21  
No 72

**94. If yes, please indicate why you are planning to leave your current position. Firm merger/impending layoffs**

Firm merger/impending layoffs	1	Relocating	1
General loss of job security	3	Unhappy with employer	4
Changing specialties	3	Unhappy with supervisor	1
Contributions not recognized	4	Unhappy with coworker(s)	1
Low pay	9	Unhappy with specific responsibilities	3
Not challenged	5	Other	4

**95. Are you a member of the North Carolina Paralegal Association, Inc. (NCPA)?**



**96. Have you attended an NCPA seminar in the past three years?**

No	38
Yes	46

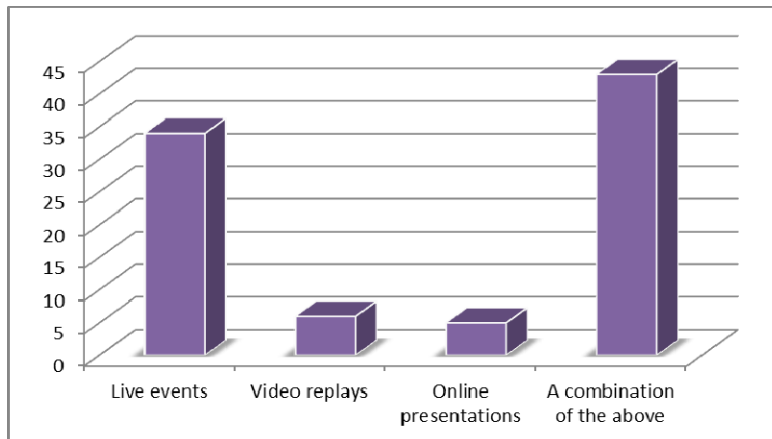
**97. If the answer to the preceding question was “no,” why not?**

Cost	4
Location/distance	10
Unable to obtain time off from work	4
Not interested in the topics offered	4
Was unaware of opportunity	10

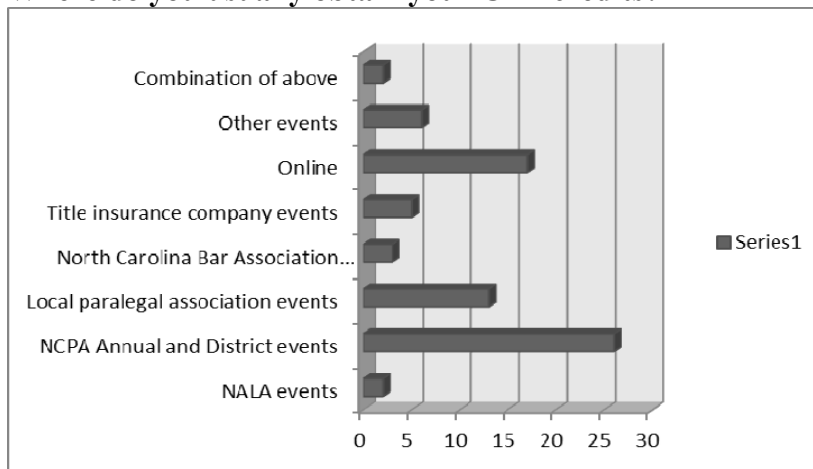
**98. If the answer to question 101 was “yes,” would you prefer having future NCPA Annual Meetings at the same location or at a different location than previous events?**

Same location            30  
 Different location      12

**99. How do you prefer to obtain your CPE credits?**



**100. Where do you usually obtain your CPE credits?**





**101. Are you a member of other paralegal or legal assistant association(s)?**

<b>American Bar Association</b>	<b>5</b>	<b>NALS...the Association for Legal Professionals</b>	<b>1</b>
<b>Alamance County Paralegal Association</b>	<b>2</b>	<b>National Association of Legal Assistants</b>	<b>23</b>
<b>American Association for Paralegal Education</b>	<b>0</b>	<b>National Federation of Paralegal Associations Inc.</b>	<b>0</b>
<b>Asheville Area Paralegal Association</b>	<b>1</b>	<b>North Carolina Advocates for Justice Legal Assistants Division</b>	<b>5</b>
<b>Catawba County Paralegal Association, Inc.</b>	<b>5</b>	<b>North Carolina Bar Association's Paralegal Division</b>	<b>35</b>
<b>Coastal Carolina Community College Paralegal Society</b>	<b>1</b>	<b>North Carolina Notary Public Association</b>	<b>5</b>
<b>Cumberland County Paralegal Association</b>	<b>1</b>	<b>Pitt County Paralegal Association</b>	<b>0</b>
<b>Guilford County Paralegal Association</b>	<b>9</b>	<b>Research Triangle Paralegal Association</b>	<b>0</b>
<b>Legal Support Staff of North Carolina</b>	<b>1</b>	<b>Raleigh-Wake Paralegal Association</b>	<b>0</b>
<b>Metrolina Paralegal Association</b>	<b>9</b>		