

# The North Carolina Paralegal Association, Inc.

## 2012 Paralegal Utilization and Compensation Survey



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<sup>1</sup>The data for this survey was collected from July 1, 2012 through August 26, 2012, 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.

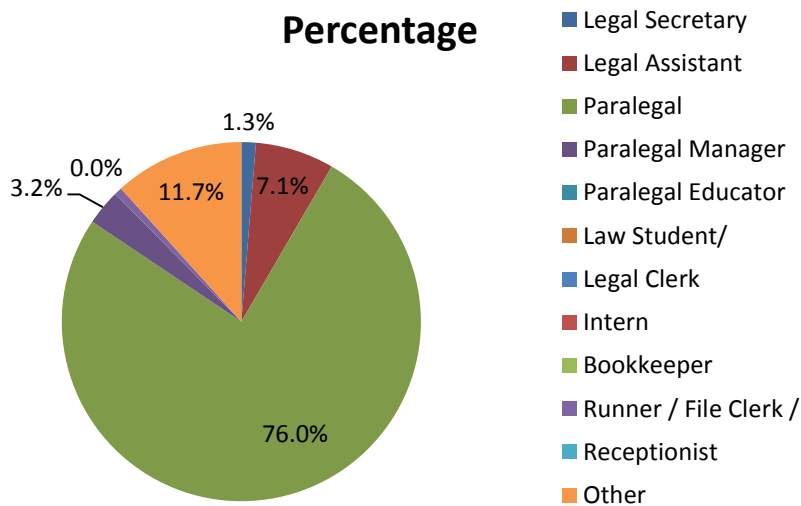
Total Number of participants in the survey was 155. Not every participant answered all questions. The number of participants who responded to each question is recorded below.

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## Job Description

	Responses	Percentage
Legal Secretary	2	1.3
Legal Assistant	11	7.1
Paralegal	117	76.00
Paralegal Manager	5	3.2
Paralegal Educator	0	0
Law Student/ Legal Clerk	0	0
Intern	0	0
Bookkeeper	0	0
Runner / File Clerk / Receptionist	1	.7
Other	18	11.7
<b>Total</b>	<b>154</b>	<b>100%</b>



## Age of Respondents

	Responses	Percentage
Under 21	0	0
21-25	2	1.3
26-30	8	5.2
31-35	15	9.8
36-40	19	12.4
41-45	21	13.8
46-50	16	10.5
51-55	44	28.7
56-60	15	9.8
Over 60	13	8.5
<b>Total</b>	<b>153</b>	<b>100%</b>

## Sex

	Responses	Percentage
Male	2	1.4
Female	140	98.6
<b>Total</b>	<b>142</b>	<b>100%</b>

In what county do you work? **(The top five counties are highlighted.)**

<u>County</u>	<u>Responses</u>	<u>Percentage</u>	<u>County</u>	<u>Responses</u>	<u>Percentage</u>
Alamance	8	5.20	Johnston	0	0
Avery	0	0	Lee	3	1.96
Brunswick	1	.66	Lenoir	0	0
Buncombe	6	3.92	Lincoln	1	.66
Burke	2	1.30	Macon	0	0
Cabarrus	1	.66	<b>Mecklenburg</b>	<b>24</b>	<b>15.68</b>
Caldwell	0	0	Moore	1	.66
Carteret	0	0	New Hanover	0	0
Catawba	3	1.96	Onslow	0	0
Chatham	1	.66	Orange	3	1.96
Cleveland	1	.66	Pitt	0	0
Craven	1	.66	Randolph	1	.66
Cumberland	2	1.30	Rockingham	0	0
Davidson	3	1.96	Rowan	1	.66
<b>Durham</b>	<b>13</b>	<b>8.50</b>	Surry	2	1.30
<b>Forsyth</b>	<b>9</b>	<b>5.88</b>	<b>Wake</b>	<b>29</b>	<b>18.95</b>
Gaston	5	3.27	Wilson	0	0
<b>Guilford</b>	<b>30</b>	<b>19.60</b>	York, SC	<u>1</u>	<u>.66</u>
Harnett	1	.66	<b>Total</b>	<b>153</b>	<b>100%</b>
Iredell	0	0			

What General Education do you have (excluding paralegal education)?

	<u>Responses</u>	<u>Percentage</u>
High School/GED	5	3.3
Some College	23	15
Associate's Degree	38	24.84
Bachelor's Degree	75	49.02
Master's Degree	11	7.19
Doctorate	1	.65
<b>Total</b>	<b>153</b>	<b>100%</b>

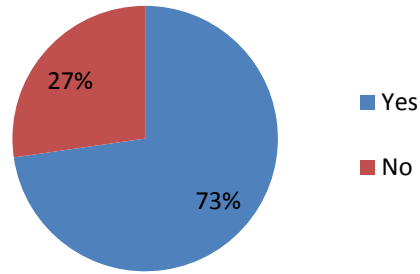
What law-related educational background do you have?

	<u>Responses</u>	<u>Percentage</u>
No formal training	0	0
On-the-job training	22	14.38
Paralegal classes (not in a formal paralegal program)	11	7.19
Paralegal certificate	44	28.76
Associate's degree paralegal program	52	33.99
Bachelor's degree paralegal program	6	3.92
Post-Baccalaureate paralegal program (earned after a Bachelor's degree in another field)	14	9.16
Master's degree paralegal program	0	0
Law School	2	1.3
Other	2	1.3
<b>Total</b>	<b>153</b>	<b>100%</b>

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

	Responses	Percentage
Yes	112	72.73
No	42	27.27
<b>Total</b>	<b>154</b>	<b>100%</b>

Percentage



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?

	Responses	Percentage
Grandfathered	95	85.6
Exam	16	14.4
<b>Total</b>	<b>111</b>	<b>100%</b>

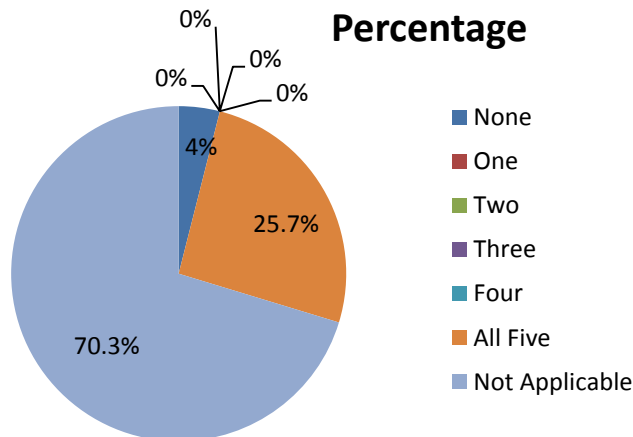
Have you ever taken the Certified Legal Assistant (CLA) or Certified Paralegal (CP) exam through the National Association of Legal Assistants (NALA)?

	Responses	Percentage
Yes	31	20.13
No	82	53.25
No, but considering it	41	26.62
<b>Total</b>	<b>154</b>	<b>100%</b>

If you have taken the exam, how many of the total five sections have you passed?

	Responses	Percentage
None	4	4
One	0	0
Two	0	0
Three	0	0
Four	0	0
All Five	26	25.7
Not Applicable	71	70.3
<b>Total</b>	<b>101</b>	<b>100%</b>

Percentage



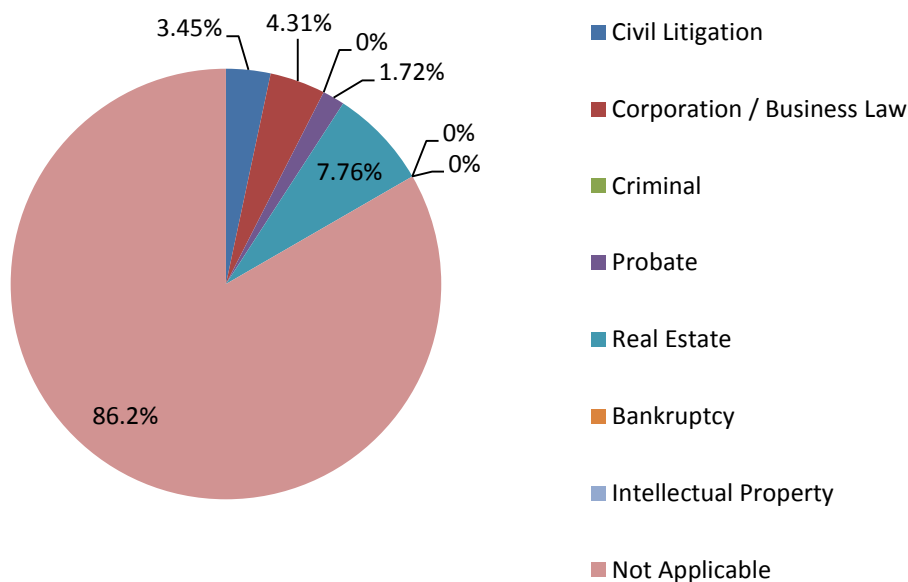
If you have obtained the CLA/CP designation, have you also achieved either the Certified Legal Assistant Specialist (CLAS) designation or the Advanced Paralegal Certification (ACP – *not* APC) designation?

	Responses	Percentage
CLAS	8	6.4
ACP	5	4
Neither, but considering it	20	16
Not Applicable	92	73.6
<b>Total</b>	<b>125</b>	<b>100%</b>

If you obtained the CLAS, in what legal specialty or specialties have you obtained this certification?  
**(116 Respondents.** *There are more responses here because each specialty was recorded as one response, but a single respondent could have chosen more than one answer.)*

	Responses	Percentage
Civil Litigation	4	3.45
Corporation and Business Law	5	4.31
Criminal	0	0
Probate	2	1.72
Real Estate	9	7.76
Bankruptcy	0	0
Intellectual Property	0	0
Not Applicable	100	86.2
<b>Total Responses</b>	<b>120</b>	<b>---</b>
<i>Percentage is based on number of Respondents, not Responses.</i>		

### Percentage



If you obtained the ACP, in what area(s) do you have advanced certification? *(110 Respondents. There are more responses here because each specialty was recorded as one response, but a single respondent could have chosen more than one answer.)*

	Responses	Percentage
Contracts Management/ Contracts Administration	1	.9
Discovery	1	.9
Trial Practice	1	.9
Alternative Dispute Resolution	0	0
Personal Injury – Core Course	0	0
Personal Injury – Eight Practice Area Courses	0	0
Criminal Litigation	1	.9
Real Estate Principles	2	1.8
Land Use	0	0
Trademarks	2	1.8
Commercial Bankruptcy	0	0
Business Organization: Incorporated Entities	1	.9
Business Organization: Non-corporate Entities	1	.9
Social Security Disability	0	0
Not Applicable	102	92.7
<b>Total Responses</b>	<b>112</b>	<b>-----</b>
<i>Percentage is based on number of Respondents, not Responses.</i>		

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

	Responses	Percentage
Yes	0	0
No	130	87.2
No, but considering it	19	12.8
<b>Total</b>	<b>149</b>	<b>100%</b>

If yes, have you ever taken the Paralegal Advanced Competency Exam (PACE)?

	Responses	Percentage
Yes	0	0
No	84	87.5
No, but considering it	12	12.5
<b>Total</b>	<b>96</b>	<b>100%</b>

Would you be interested in an NCCP/CLA/CP review course to assist in preparing for the state or national paralegal exam, as well as counting toward CLE credits?

	Responses	Percentage
Yes	81	55.5
No	65	44.5
Total	146	100%

If yes, how many times a year would you like the review course to be offered?

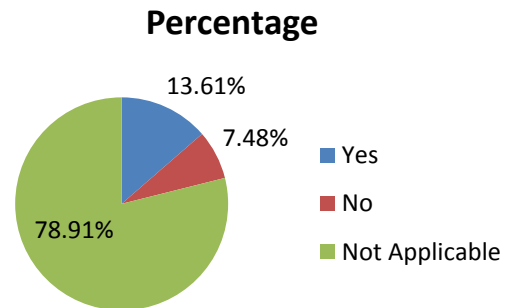
	Responses	Percentage
Once	14	16.1
Twice	53	60.9
More	20	23
Total	87	100%

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

	Responses	Percentage
Eastern NC	23	17.56
Central NC	44	33.59
Western NC	19	14.5
Other	0	0
Not Applicable	45	34.35
Total	131	100%

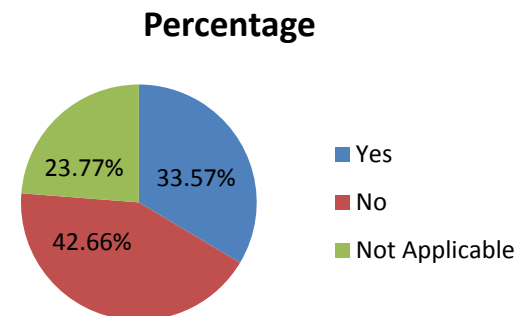
If you are a student or new paralegal, would you like a paralegal mentor?

	Responses	Percentage
Yes	20	13.61
No	11	7.48
Not Applicable	116	78.91
Total	147	100%



If you are a working paralegal or paralegal educator, would you be willing to mentor a student or new paralegal?

	Responses	Percentage
Yes	48	33.57
No	61	42.66
Not Applicable	34	23.77
Total	143	100%



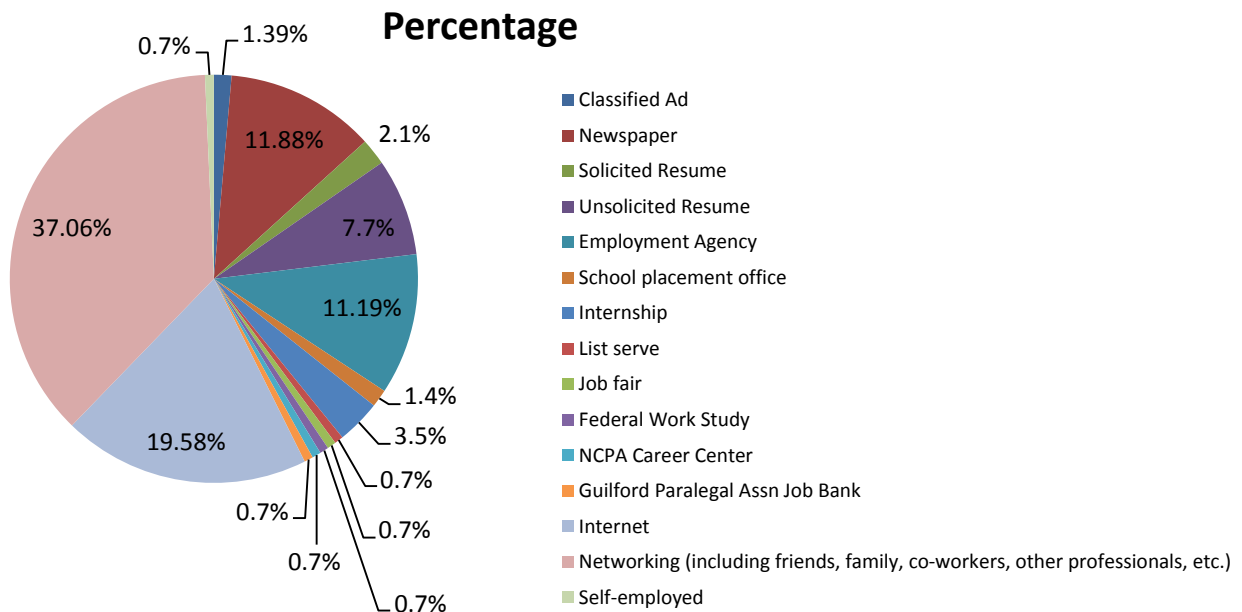


**Total year(s) of experience as a paralegal/legal assistant.**

	Responses	Percentage
Less than 1 year	11	7.69
1-5 years	18	12.59
6-10 years	18	12.59
11-15 years	21	14.68
16-20 years	22	15.38
21-25 years	24	16.78
26-30 years	14	9.8
Over 30 years	15	10.49
<b>Total</b>	<b>143</b>	<b>100%</b>

**Where did you find your current position?**

	Responses	Percentage
Classified Ad	2	1.39
Newspaper	17	11.88
Solicited Resume	3	2.1
Unsolicited Resume	11	7.7
Employment Agency	16	11.19
School placement office	2	1.4
Internship	5	3.5
List serve	1	.7
Job fair	1	.7
Federal Work Study	1	.7
NCPA Career Center	1	.7
Guilford Paralegal Association Job Bank	1	.7
Internet	28	19.58
Networking (including friends, family, co-workers, other professionals, etc.)	53	37.06
Self-employed	1	.7
<b>Total</b>	<b>143</b>	<b>100%</b>



In what environment do you work?

	Responses	Percentage
Private Firm	82	55.41
Government (Federal, State, Local)	24	16.22
Corporation	24	16.22
Non-profit	1	.68
Health/Medical Field	6	4.05
Bank	3	2.02
Insurance Company	0	0
Legal Services	3	2.02
Educational System	2	1.35
Self-Employed	2	1.35
Other	1	.68
<b>Total</b>	<b>148</b>	<b>100%</b>

In which area of law do you primarily work? (150 Respondents. There are more responses here because each area of law was recorded as one response, but a single respondent could have chosen multiple answers.) **The top five areas of law are highlighted.**

	<u>Responses</u>	<u>%age</u>		<u>Responses</u>	<u>%age</u>
Administrative	25	16.67	Intellectual Property/Patent	6	4.00
Banking/Finance/Taxes	5	3.33	International Business	1	.67
Bankruptcy	19	12.67	Legislation/Government	7	4.67
<b>Civil</b>	<b>59</b>	<b>39.33</b>	<b>Litigation</b>	<b>61</b>	<b>40.67</b>
Commercial Lending	2	1.33	Medical Malpractice	9	6.00
Consumer	3	2.00	Non-profit Corporation, Foundation, or Association	---	----
Construction	2	1.33	Personal Injury/Disability	22	14.67
<b>Contract</b>	<b>37</b>	<b>24.67</b>	Product Liability	6	4.00
<b>Corporate</b>	<b>43</b>	<b>28.67</b>	Real Estate – Residential	26	17.33
Criminal	21	14.00	Real Estate - Commercial	22	14.67
Court System	7	4.67	Securities/Antitrust	5	3.33
Defense	14	9.33	Social Security	5	3.33
Elder	7	4.67	Student	3	2.00
Employment	18	12.00	Tax	5	3.33
Environmental	8	5.33	Worker’s Compensation	10	6.67
<b>Estate/Probate/Trust</b>	<b>36</b>	<b>24.00</b>	<b>Other</b>	<b>19</b>	<b>12.67</b>
Family	20	13.33	<b>Total Responses</b>	<b>570</b>	<b>----</b>
Health Care	7	4.67	<i>(Percentage is based on number of Respondents, not Responses.)</i>		
Immigration	5	3.33			
Insurance	11	7.33			

**Time spent with your current employer.**

	<b>Responses</b>	<b>Percentage</b>
<b>Less than 1 year</b>	27	18.24
<b>1-5 years</b>	39	26.35
<b>6-10 years</b>	33	22.3
<b>11-15 years</b>	21	14.19
<b>16-20 years</b>	10	6.76
<b>21-25 years</b>	10	6.76
<b>26-30 years</b>	6	4.05
<b>Over 30 years</b>	2	1.35
<b>Total</b>	<b>148</b>	<b>100%</b>

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

	<b>Responses</b>	<b>Percentage</b>
<b>Yes</b>	27	18.24
<b>No</b>	105	70.95
<b>Don't know</b>	16	10.81
<b>Total</b>	<b>148</b>	<b>100%</b>

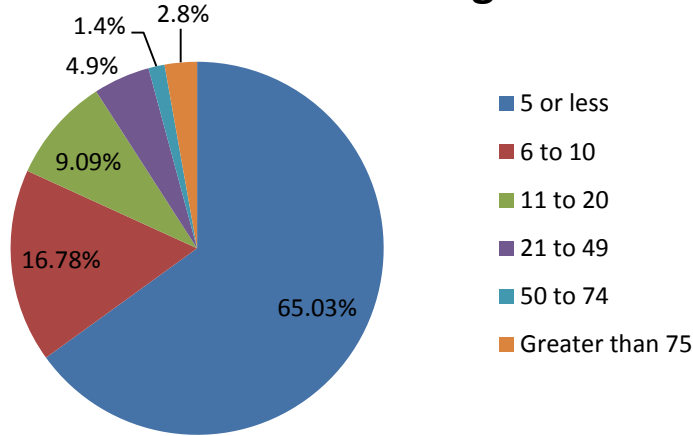
**How many attorneys work in your office?**

	<b>Responses</b>	<b>Percentage</b>
<b>5 or less</b>	65	44.83
<b>6-10</b>	26	17.93
<b>11-20</b>	20	13.79
<b>21-49</b>	18	12.41
<b>50-74</b>	3	2.07
<b>Greater than 75</b>	13	8.97
<b>Total</b>	<b>145</b>	<b>100%</b>

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

	<b>Responses</b>	<b>Percentage</b>
<b>5 or less</b>	93	65.03
<b>6 to 10</b>	24	16.78
<b>11 to 20</b>	13	9.09
<b>21 to 49</b>	7	4.9
<b>50 to 74</b>	2	1.4
<b>Greater than 75</b>	4	2.8
<b>Total</b>	<b>143</b>	<b>100%</b>

## Percentage



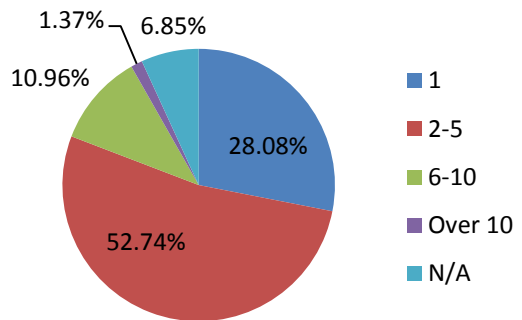
How many support staff work in your office? (*secretaries, paralegals, runners, reception, copy center, billing department, IS/IT, Human Resources, etc.*)

	Responses	Percentage
<b>5 or less</b>	74	51.75
<b>6-10</b>	24	16.78
<b>11-20</b>	18	12.59
<b>21-49</b>	9	6.29
<b>50-74</b>	11	7.69
<b>Greater than 75</b>	7	4.9
<b>Total</b>	<b>143</b>	<b>100%</b>

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

	Responses	Percentage
<b>1</b>	41	28.08
<b>2-5</b>	77	52.74
<b>6-10</b>	16	10.96
<b>Over 10</b>	2	1.37
<b>Not directly assigned to any attorney(s) or individual (s)</b>	10	6.85
<b>Total</b>	<b>146</b>	<b>100%</b>

## Percentage



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

	<b>Responses</b>	<b>Percentage</b>
<b>Personal secretary</b>	1	.68
<b>Share a secretary with paralegals</b>	1	.68
<b>Share a secretary with attorneys</b>	30	20.3
<b>Word processing/secretarial pool</b>	3	2.02
<b>None</b>	110	74.3
<b>Other</b>	3	2.02
<b>Total</b>	<b>148</b>	<b>100%</b>

**What is your office space?**

	<b>Responses</b>	<b>Percentage</b>
<b>Open area</b>	14	9.59
<b>Cubicle in open area</b>	41	28.08
<b>Partitioned space only</b>	3	2.05
<b>Share office with another</b>	11	7.53
<b>Private office with window</b>	42	28.77
<b>Private office with no window</b>	29	19.87
<b>Work from home</b>	2	1.37
<b>Work from home and office</b>	2	1.37
<b>Other</b>	2	1.37
<b>Total</b>	<b>146</b>	<b>100%</b>

**Are you in a supervisory position?**

	<b>Responses</b>	<b>Percentage</b>
<b>Yes, over other paralegals</b>	5	3.42
<b>Yes, over other staff</b>	10	6.85
<b>Yes, over other paralegals and staff</b>	4	2.74
<b>I am in law office management</b>	3	2.06
<b>No</b>	124	84.93
<b>Total</b>	<b>146</b>	<b>100%</b>

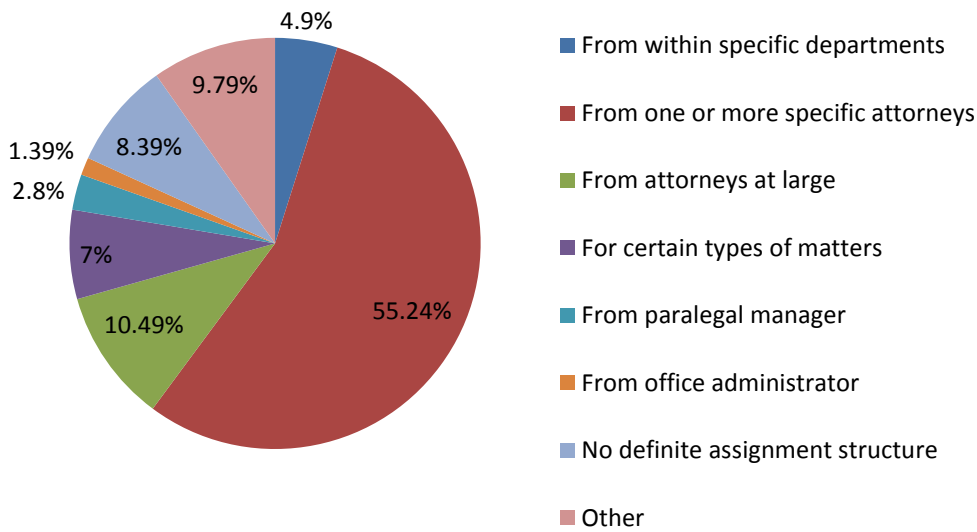
**By whom are you supervised?**

	<b>Responses</b>	<b>Percentage</b>
<b>One or more attorneys</b>	106	73.1
<b>Office administrator</b>	10	6.9
<b>Paralegal manager</b>	3	2.07
<b>Management committee</b>	0	0
<b>Department head</b>	12	8.28
<b>General Counsel</b>	4	2.76
<b>No overall supervision</b>	4	2.76
<b>Other</b>	6	4.13
<b>Total</b>	<b>145</b>	<b>100%</b>

**Describe how you receive work assignments.**

	<b>Responses</b>	<b>Percentage</b>
<b>From within specific departments</b>	7	4.9
<b>From one or more specific attorneys</b>	79	55.24
<b>From attorneys at large</b>	15	10.49
<b>For certain types of matters</b>	10	7
<b>From paralegal manager</b>	4	2.8
<b>From office administrator</b>	2	1.39
<b>No definite assignment structure</b>	12	8.39
<b>Other</b>	14	9.79
<b>Total</b>	<b>143</b>	<b>100%</b>

**Percentage**



Which of the following job duties do you perform? (**146 Respondents**. *There are more responses here because each task was recorded as one response, but a single respondent could have chosen multiple tasks.*) **The top five job duties are highlighted.**

	<u>Responses</u>	<u>Percentage</u>
<b>Documentation preparation, drafting, and/or review</b>	132	90.41
<b>Drafting correspondence</b>	133	91.09
Client conferences/witness interviews	74	50.68
Deposition preparation, scheduling and/or attendance	62	42.46
<b>Legal, medical, or general research</b>	100	68.49
Title searches/legal descriptions	48	32.87
Trial preparation, including exhibits and/or attendance at court hearings and conferences	66	45.20
	---	----
<b>Word processing</b>	115	78.76
<b>File maintenance</b>	118	80.82
Preparation of billing	43	29.45
Timekeeping for self and/or attorney(s)	69	47.26
Library maintenance	20	13.69
Tracking legislation	19	13.01
Prepare closing packages	23	15.75
Travel arrangements	31	21.23
Secretarial support	57	39.04
Messenger runs	33	22.60
Courthouse or other filings	77	52.73
Training	35	23.97
Negotiations/settlements	26	17.80
Underwriting	2	1.36
Preparation of tax returns	5	3.42
UCC searches	36	24.65
Obtaining EINs	27	18.49
Information Systems/Information Technology support	27	18.49
Database Maintenance	46	31.50
Other	8	5.47
<b>Total Responses</b>	<b>1,432</b>	-----

(Percentage is based on number of Respondents, not Responses.)

Does your employer provide a receptionist?

	<u>Responses</u>	<u>Percentage</u>
<b>Yes</b>	81	55.86
<b>Yes, but not their primary task</b>	18	12.41
<b>No</b>	46	31.73
<b>Total</b>	<b>145</b>	<b>100%</b>

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

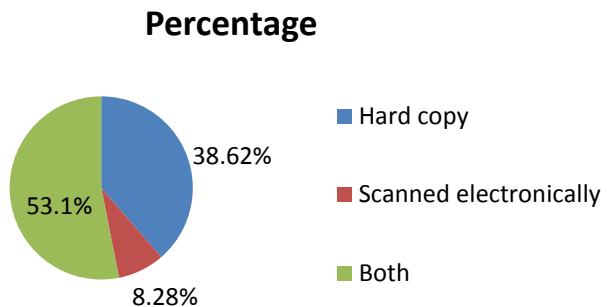
	Responses	Percentage
Yes	44	30.14
Yes, but not their primary task	14	9.59
No	88	60.27
<b>Total</b>	<b>146</b>	<b>100%</b>

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

	Responses	Percentage
Yes	31	21.23
Yes, but not their primary task	29	19.86
No	86	58.91
<b>Total</b>	<b>146</b>	<b>100%</b>

**How are your closed files maintained?**

	Responses	Percentage
Hard copy	56	38.62
Scanned electronically	12	8.28
Both	77	53.10
<b>Total</b>	<b>145</b>	<b>100%</b>



**Does your employer provide an in-house copy center with specific staff hired to manage and/or work only in the copy center?**

	Responses	Percentage
Yes	26	17.93
No	119	82.07
<b>Total</b>	<b>145</b>	<b>100%</b>

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

	Responses	Percentage
Yes	57	43.85
No	73	56.15
<b>Total</b>	<b>130</b>	<b>100%</b>



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

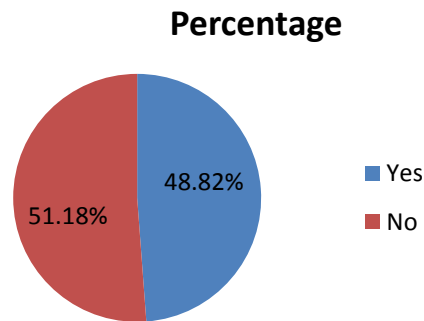
	Responses	Percentage
Yes, frequently	30	20.41
Yes, occasionally	68	46.26
No	49	33.33
<b>Total</b>	<b>147</b>	<b>100%</b>

**Do you represent clients at administrative hearings?**

	Responses	Percentage
Yes, frequently	1	.69
Yes, occasionally	3	2.08
No	140	97.23
<b>Total</b>	<b>144</b>	<b>100%</b>

**Do you bill your time?**

	Responses	Percentage
Yes	62	48.82
No	65	51.18
<b>Total</b>	<b>127</b>	<b>100%</b>

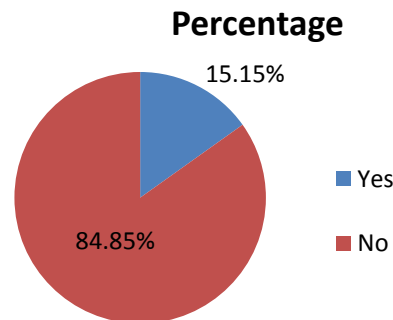


**If so, what is your hourly billing rate?**

	Responses	Percentage
Less than \$50.00	1	1.64
\$50.00 - \$75.00	13	21.31
\$76.00 - \$100.00	8	13.11
\$101.00 - \$125.00	20	32.79
\$126.00 - \$150.00	13	21.31
Over \$150.00	6	9.84
<b>Total</b>	<b>61</b>	<b>100%</b>

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

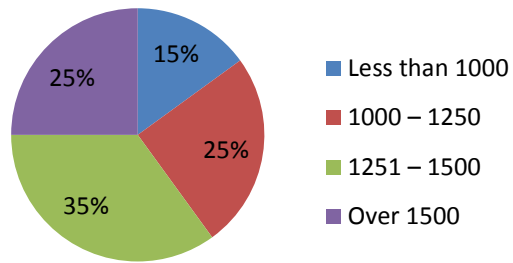
	Responses	Percentage
Yes	20	15.15
No	112	84.85
<b>Total</b>	<b>132</b>	<b>100%</b>



If yes, what is the required goal?

	Responses	Percentage
Less than 1000	3	15
1000 – 1250	5	25
1251 – 1500	7	35
Over 1500	5	25
<b>Total</b>	<b>20</b>	<b>100%</b>

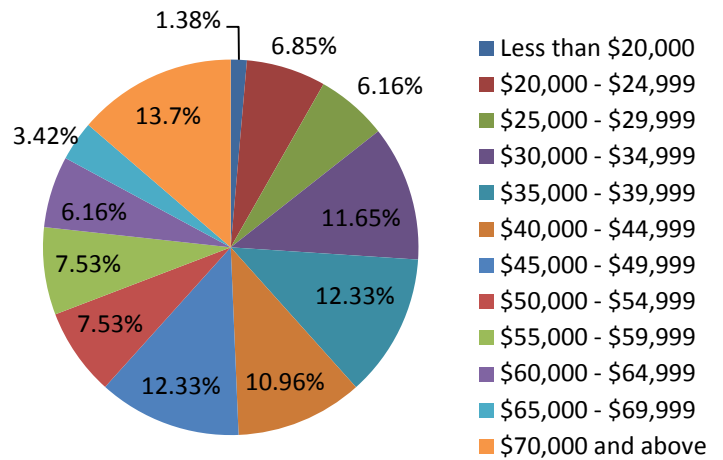
Percentage



What is your gross salary?

	Responses	Percentage
Less than \$20,000	2	1.38
\$20,000 - \$24,999	10	6.85
\$25,000 - \$29,999	9	6.16
\$30,000 - \$34,999	17	11.65
\$35,000 - \$39,999	18	12.33
\$40,000 - \$44,999	16	10.96
\$45,000 - \$49,999	18	12.33
\$50,000 - \$54,999	11	7.53
\$55,000 - \$59,999	11	7.53
\$60,000 - \$64,999	9	6.16
\$65,000 - \$69,999	5	3.42
\$70,000 and above	20	13.7
<b>Total</b>	<b>146</b>	<b>100%</b>

Percentage



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

	Responses	Percentage
Under 35 a week	11	7.53
35-40	89	60.96
41-50	41	28.09
51-60	5	3.42
61 or more	0	0
<b>Total</b>	<b>146</b>	<b>100%</b>

How frequently do you work in excess of employer's normal working hours?

	Responses	Percentage
Almost every day	17	11.72
At least once weekly	28	19.31
At least once monthly	43	29.66
Rarely or never	57	39.31
<b>Total</b>	<b>145</b>	<b>100%</b>

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

	Responses	Percentage
<b>Exempt</b>	44	32.6
<b>Non-exempt</b>	91	67.4
<b>Total</b>	<b>135</b>	<b>100%</b>

**Are you compensated for overtime?**

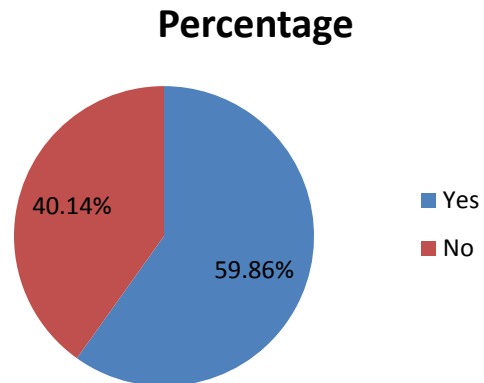
	Responses	Percentage
<b>Always</b>	80	54.42
<b>Sometimes</b>	11	7.48
<b>Never</b>	39	26.53
<b>Not Applicable</b>	17	11.57
<b>Total</b>	<b>147</b>	<b>100%</b>

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

	Responses	Percentage
<b>Money</b>	48	48.98
<b>Time off</b>	21	21.43
<b>Combination of money and time off</b>	27	27.55
<b>Other</b>	2	2.04
<b>Total</b>	<b>98</b>	<b>100%</b>

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

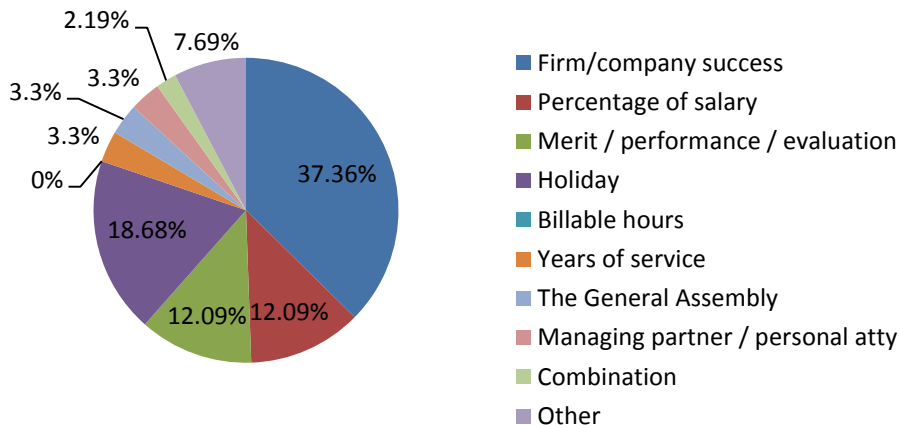
	Responses	Percentage
<b>Yes</b>	88	59.86
<b>No</b>	59	40.14
<b>Total</b>	<b>147</b>	<b>100%</b>



**If yes, what is your bonus based on?**

	<b>Responses</b>	<b>Percentage</b>
<b>Firm/company success</b>	34	37.36
<b>Percentage of salary</b>	11	12.09
<b>Merit/performance/evaluation</b>	11	12.09
<b>Holiday</b>	17	18.68
<b>Billable hours</b>	0	0
<b>Years of service</b>	3	3.3
<b>The General Assembly</b>	3	3.3
<b>Managing partner/personal attorney</b>	3	3.3
<b>Combination of company and/or personal performance and/or years of service</b>	2	2.19
<b>Other</b>	7	7.69
<b>Total</b>	<b>91</b>	<b>100%</b>

**Percentage**



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

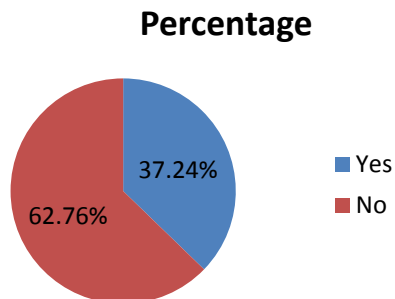
	<b>Responses</b>	<b>Percentage</b>
<b>Less than \$500</b>	26	31.71
<b>\$500 - \$999</b>	9	10.98
<b>\$1000 - \$1499</b>	10	12.19
<b>\$1500 - \$2999</b>	9	10.98
<b>\$3000 - \$4999</b>	24	29.26
<b>\$5000 and above</b>	4	4.88
<b>Total</b>	<b>82</b>	<b>100%</b>

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

	Responses	Percentage
Gift card	7	44.44
Extra vacation time	8	38.89
Other	3	16.67
<b>Total</b>	<b>18</b>	<b>100%</b>

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

	Responses	Percentage
Yes	54	37.24
No	91	62.76
<b>Total</b>	<b>145</b>	<b>100%</b>



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

	Responses	Percentage
Less than 3%	47	52.22
3-5%	29	32.22
5-9%	7	7.78
10-15%	6	6.67
Above 15%	1	1.11
<b>Total</b>	<b>90</b>	<b>100%</b>

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

	Responses	Percentage
Less than \$1000	29	32.22
\$1000 - \$2999	38	42.23
\$3000 - \$4999	18	20
\$5000 - \$6999	2	2.22
\$7000 and above	3	3.33
<b>Total</b>	<b>90</b>	<b>100%</b>

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

	Responses	Percentage
Yes	37	25.17
No	110	74.83
<b>Total</b>	<b>147</b>	<b>100%</b>

What benefits are paid in whole or in part by your employer? *(146 Respondents. There are more responses here because each benefit was recorded as one response, but a single respondent could have chosen multiple answers.)* **The top five benefits are highlighted.**

	Responses	%age
<b>Health insurance</b>	124	84.93
<b>Dental insurance</b>	75	51.40
<b>Vision insurance</b>	63	43.15
<b>Life insurance</b>	94	64.38
Maternity leave	42	28.77
Short-term disability	59	40.41
Long-term disability	54	36.99
Parking	36	24.66
Child care	4	2.74
Exercise/wellness facility	17	11.64
Pension/profit sharing	45	30.82
<b>401(k) or IRA</b>	94	64.38
Employee stock purchase plan (ESPP)	---	----
Stock options	4	2.74
Flexible Spending plan	42	28.77
Tuition reimbursement	36	24.66

	Responses	%age
Free representation on personal legal matters	24	16.44
Leased or firm-owned vehicle	0	0
Laptop	25	17.12
Cell phone	9	6.16
Blackberry	9	6.16
SmartPhone (iPhone, Droid, etc.)	---	----
iPad	3	2.05
Kindle	0	0
Family benefits (Health insurance, etc.)	41	28.08
Flexible schedule	54	36.99
Work from home	30	20.55
Other	4	2.74
<b>Total Reponses</b>	<b>1007</b>	<b>----</b>

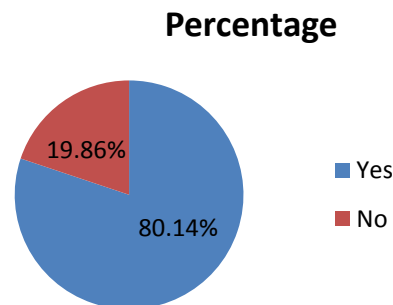
*(Percentage is based on number of Respondents, not Responses.)*

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

	Responses	Percentage
Yes	108	83.08
No	12	9.23
No, but plan to	10	7.69
<b>Total</b>	<b>130</b>	<b>100%</b>

Does your employer contribute to a pension, profit sharing, 401(k), IRA, or other savings plan on your behalf?

	Responses	Percentage
Yes	113	80.14
No	28	19.86
<b>Total</b>	<b>141</b>	<b>100%</b>

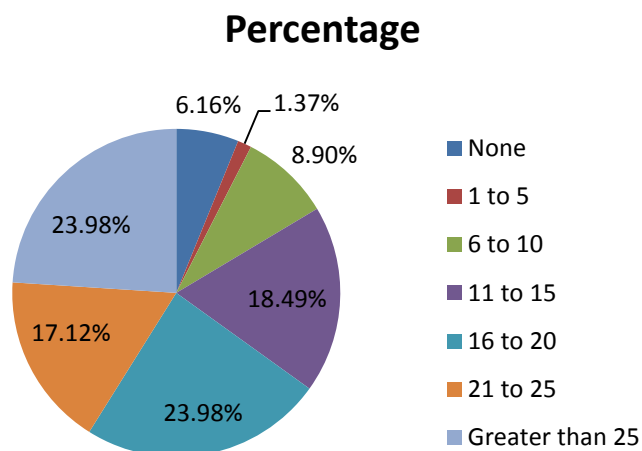


If your employer does contribute, what percentage of your salary is their contribution based on?

	Responses	Percentage
A percentage of my salary	34	28.81
Flat amount	3	2.54
Matches a portion of my own contribution	64	54.24
Other	17	14.41
<b>Total</b>	<b>118</b>	<b>100%</b>

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

	Responses	Percentage
None	9	6.16
1-5	2	1.37
6-10	13	8.9
11-15	27	18.49
16-20	35	23.98
21-25	25	17.12
Greater than 25	35	23.98
<b>Total</b>	<b>146</b>	<b>100%</b>



Is this paid time off accruable?

	Responses	Percentage
Yes	88	64.71
No	48	35.29
<b>Total</b>	<b>136</b>	<b>100%</b>

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

	Responses	Percentage
1-5	17	17.89
6-10	13	13.69
Greater than 10	65	68.42
<b>Total</b>	<b>95</b>	<b>100%</b>

Which of the following are provided by your employer?  
(122 Respondents. There are more responses here because each category was recorded as one response, but a single respondent could have chosen multiple answers.)

	Responses	Percentage
In-house CLE/seminars	50	40.98
Outside CLE/seminars	2	1.64
Career path programs	10	8.2
Paralegal retreat	8	6.56
Paralegal and staff retreat	9	7.38
Gift and/or lunch for Admin. Professionals Day	57	46.72
Holiday luncheons	70	57.38
Personal Days	52	42.62
Part-time employment	21	17.21
Other	4	3.28
<b>Total Responses</b>	<b>283</b>	<b>-----</b>
<i>Percentage is based on number of Respondents, not Responses.</i>		

For what expenses are you reimbursed, in whole or in part, relating to association meetings and seminars? **(140 Respondents. There are more responses here because each category was recorded as one response, but a single respondent could have chosen multiple answers.)**

	Responses	Percentage
Membership dues	90	64.29
Certification testing fee(s)	44	31.43
Seminar Registration	97	69.29
Lodging	66	47.14
Transportation	53	37.86
Mileage	87	62.14
Meals	58	41.43
None	29	20.71
Other	3	2.14
<b>Total Responses</b>	<b>527</b>	<b>-----</b>

*Percentage is based on number of Respondents, not Responses.*

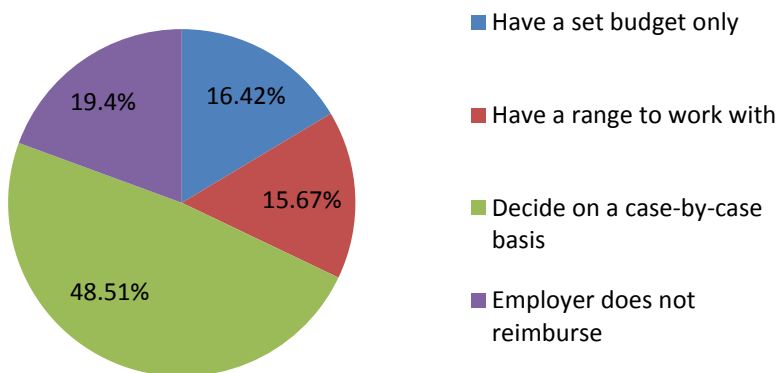
When attending seminars, are you required to take personal days?

	Responses	Percentage
Yes	11	8.03
No	126	91.97
<b>Total</b>	<b>137</b>	<b>100%</b>

In providing reimbursement for seminars, does your employer:

	Responses	Percentage
Have a set budget only	22	16.42
Have a range to work with	21	15.67
Decide on a case-by-case basis	65	48.51
My employer does not reimburse for seminars	26	19.40
<b>Total</b>	<b>134</b>	<b>100%</b>

**Percentage**





**Do you travel on the job?**

	Responses	Percentage
Yes, frequently	5	3.42
Yes, occasionally	61	41.78
No	80	54.8
<b>Total</b>	<b>146</b>	<b>100%</b>

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

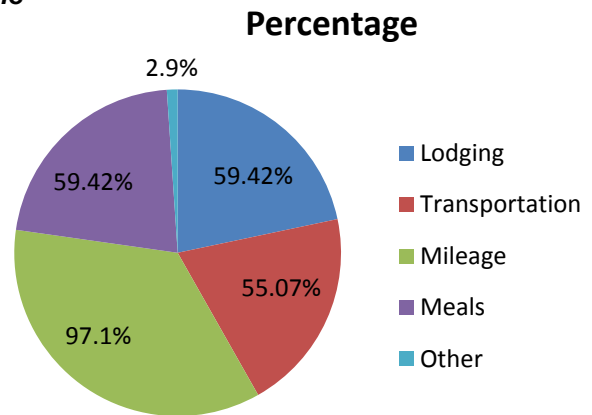
	Responses	Percentage
1-5	30	46.15
6-10	18	27.7
Over 10	17	26.15
<b>Total</b>	<b>65</b>	<b>100%</b>

**Where do you travel?**

	Responses	Percentage
Within NC only	50	71.43
Throughout the southeast	4	5.71
Throughout the U.S.	16	22.86
Internationally	0	0
<b>Total</b>	<b>70</b>	<b>100%</b>

**When traveling, for which expenses are you reimbursed?**  
**(69 Respondents. There are more responses here because each category was recorded as one response, but a single respondent could have chosen multiple answers.)**

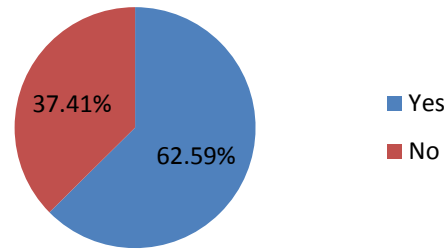
	Responses	Percentage
Lodging	41	59.42
Transportation	38	55.07
Mileage	67	97.1
Meals	41	59.42
Other	2	2.9
<b>Total Responses</b>	<b>189</b>	<b>-----</b>
<i>Percentage is based on number of Respondents, not Responses.</i>		



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

	Responses	Percentage
Yes	92	62.59
No	55	37.41
Total	147	100%

Percentage



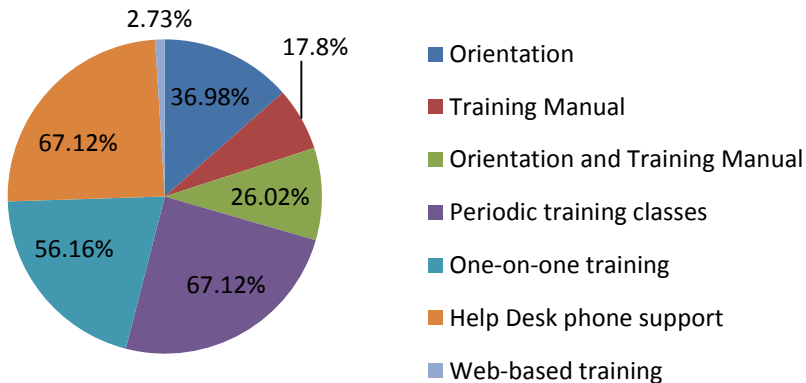
If so, do they offer training?

	Responses	Percentage
Yes	71	70.3
No	30	29.7
Total	101	100

If yes, what kind of training is offered? **(73 Respondents.** *There are more responses here because each category was recorded as one response, but a single respondent could have chosen multiple answers.)*

	Responses	Percentage
Orientation	27	36.98
Training Manual	13	17.80
Orientation and Training Manual	19	26.02
Periodic training classes	49	67.12
One-on-one training as needed	41	56.16
Help Desk phone support	49	67.12
Web-based training	2	2.73
Total	200	-----
<i>Percentage is based on number of Respondents, not Responses.</i>		

Percentage



Does your employer provide you remote access from home?

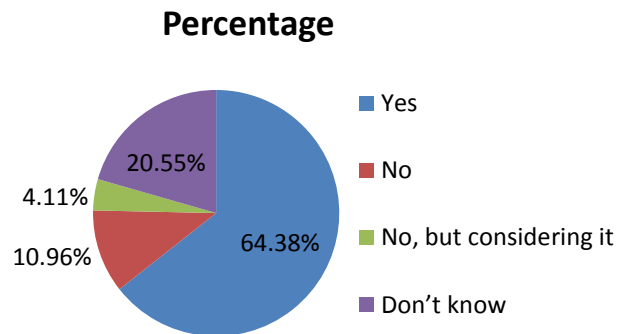
	Responses	Percentage
Yes	85	57.82
No	54	36.74
No, but considering it	8	5.44
<b>Total</b>	<b>147</b>	<b>100%</b>

Does your employer have an internal Intranet website?

	Responses	Percentage
Yes	96	67.13
No	43	30.07
No, but considering it	4	2.8
<b>Total</b>	<b>143</b>	<b>100</b>

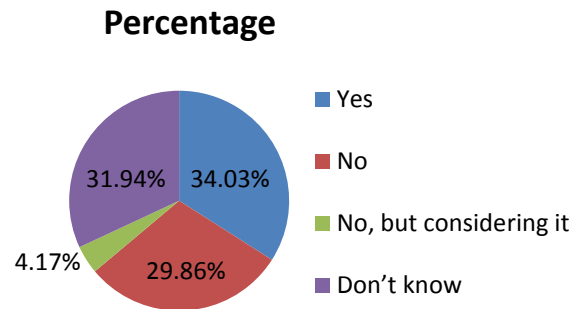
Does your employer keep backups of electronic files in an off-site location, such as a disaster recovery building and/or through an Internet “cloud” software, such as Carbonite, Mozy, or another external backup program?

	Responses	Percentage
Yes	94	64.38
No	16	10.96
No, but considering it	6	4.11
Don't know	30	20.55
<b>Total</b>	<b>146</b>	<b>100%</b>



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?

	Responses	Percentage
Yes	49	34.03
No	43	29.86
No, but considering it	6	4.17
Don't know	46	31.94
<b>Total</b>	<b>144</b>	<b>100%</b>



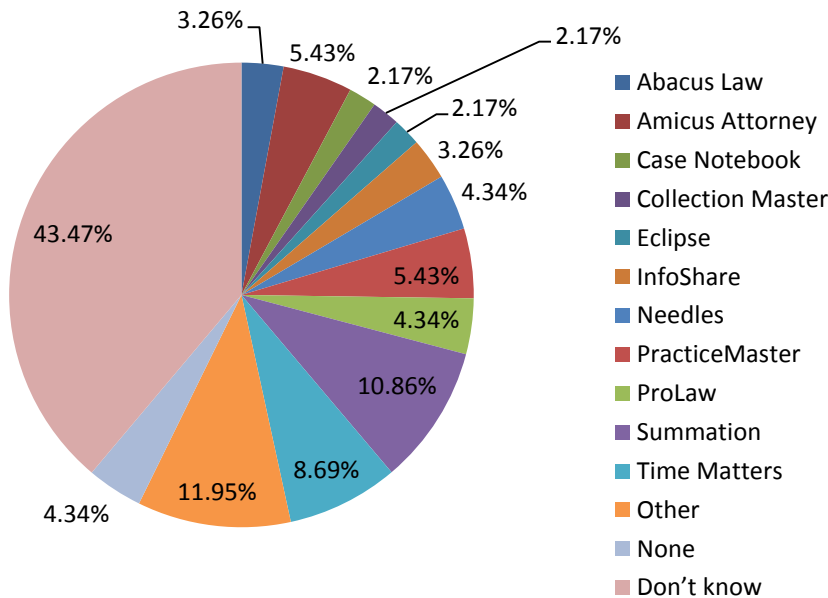
Does your employer use any of the following office management software, and if so, which program(s)?

	Responses	Percentage
Elite Information Systems	5	6.67
Other	9	12.00
None	4	5.33
Don't Know	57	76.00
<b>Total Responses</b>	<b>75</b>	<b>100%</b>
<i>Categories with only one response are included in Other.</i>		

Does your employer use any of the following case management software, and if so, which program(s)? **(92 Respondents.**  
*There are more responses here because each program was recorded as one response, but a single respondent could have chosen multiple answers.)*

	Responses	Percentage
Abacus Law	3	3.26
Amicus Attorney	5	5.43
Case Notebook	2	2.17
Collection Master	2	2.17
Eclipse	2	2.17
InfoShare	3	3.26
Needles	4	4.34
PracticeMaster	5	5.43
ProLaw	4	4.34
Summation	10	10.86
Time Matters	8	8.69
Other	11	11.95
None	4	4.34
Don't know	40	43.47
<b>Total Responses</b>	<b>103</b>	<b>-----</b>
Percentage is based on number of Respondents, not Responses. Categories with only one response are included in Other.		

### Percentage



Does your employer use any of the following document management software, and if so, which programs(s)?

	Responses	Percentage
HotDocs	2	2.86
Hummingbird DM / PC DOCS	9	12.86
Worldox	7	10.00
Other	5	7.14
None	3	4.28
Don't know	44	62.86
<b>Total Responses</b>	<b>70</b>	<b>100%</b>

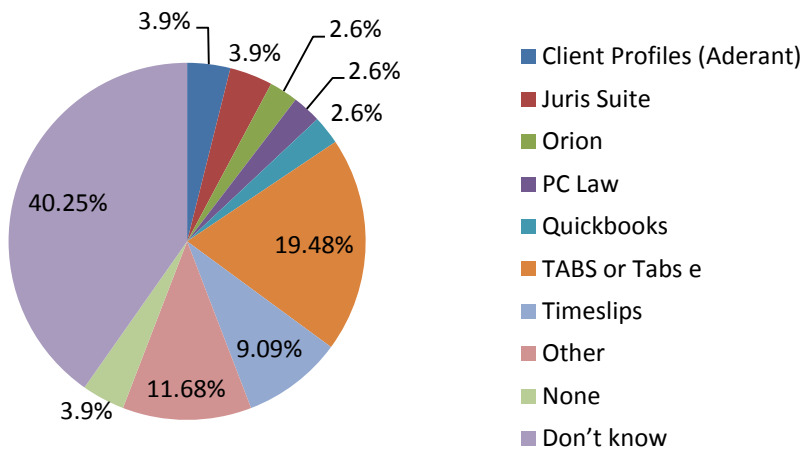
*Categories with only one response are included in Other.*

Does your employer use any of the following timekeeping software, and if so, which programs(s)?

	Responses	Percentage
Client Profiles (Aderant)	3	3.9
Juris Suite	3	3.9
Orion	2	2.6
PC Law	2	2.6
Quickbooks	2	2.6
TABS or Tabs e	15	19.48
Timeslips	7	9.09
Other	9	11.68
None	3	3.9
Don't know	31	40.25
<b>Total Responses</b>	<b>77</b>	<b>100%</b>

*Categories with only one response are included in Other.*

### Percentage

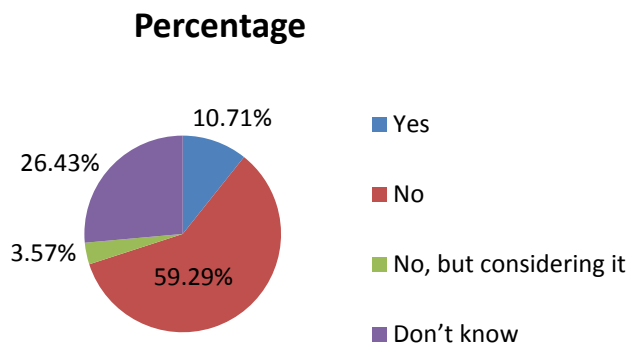


Does your individual department use practice specific software; i.e., bankruptcy, real estate, estate planning, litigation, corporate, etc.?

	Responses	Percentage
Yes	35	25.00
No	76	54.29
No, but considering it	6	4.29
Don't know	23	16.42
<b>Total</b>	<b>140</b>	<b>100%</b>

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

	Responses	Percentage
Yes	15	10.71
No	83	59.29
No, but considering it	5	3.57
Don't know	37	26.43
<b>Total</b>	<b>140</b>	<b>100%</b>



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

	Responses	Percentage
Yes	113	77.93
No	32	22.07
<b>Total</b>	<b>145</b>	<b>100%</b>

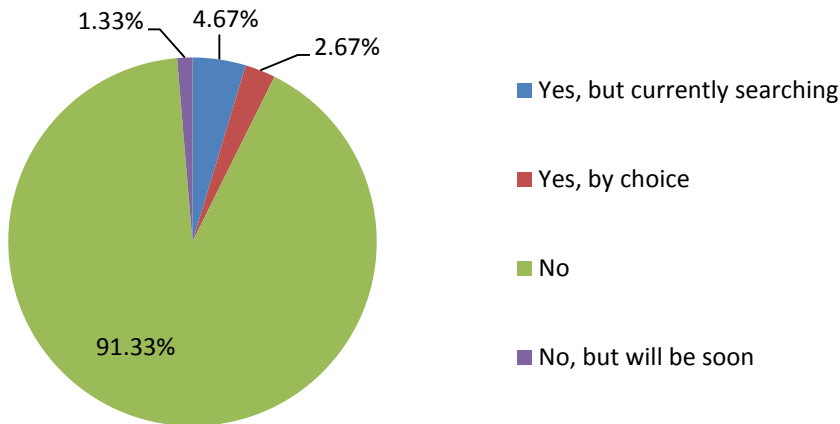
If yes, does your employer provide training to these programs?

	Responses	Percentage
Yes	70	56.91
No	53	43.09
<b>Total</b>	<b>123</b>	<b>100%</b>

**Are you currently unemployed?**

	Responses	Percentage
<b>Yes, but currently job searching</b>	7	4.67
<b>Yes, by choice</b>	4	2.67
<b>No</b>	137	91.33
<b>No, but will be soon</b>	2	1.33
<b>Total</b>	<b>150</b>	<b>100%</b>

**Percentage**



**Do you have a current, updated resume?**

	Responses	Percentage
<b>Yes</b>	119	77.27
<b>No</b>	35	22.73
<b>Total</b>	<b>154</b>	<b>100%</b>

**Do you use LinkedIn?**

	Responses	Percentage
<b>Yes</b>	84	55.26
<b>No</b>	68	44.74
<b>Total</b>	<b>152</b>	<b>100%</b>

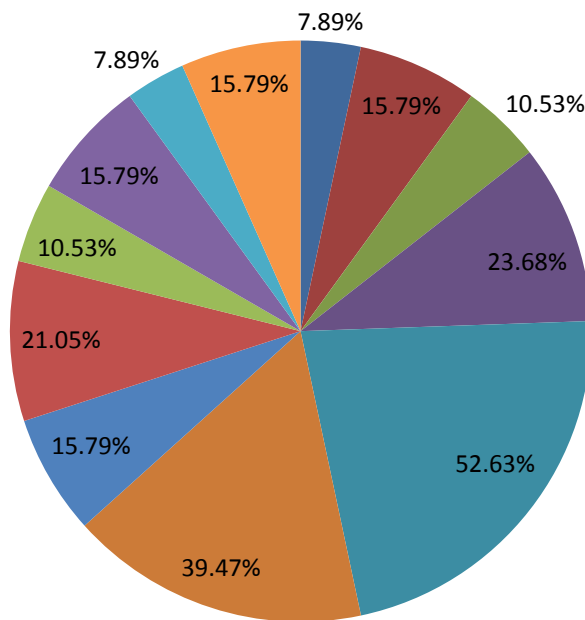
**In the next 12 months, do you plan to look for a new job within the paralegal profession?**

	Responses	Percentage
<b>Yes</b>	40	27.03
<b>No</b>	108	72.97
<b>Total</b>	<b>148</b>	<b>100%</b>

If yes, please indicate why you are planning to leave your current paralegal position. **(38 Respondents. There are more responses here because each category was recorded as one response, but a single respondent could have chosen multiple answers.)**

	Responses	Percentage
Firm merger/ impending layoffs	3	7.89
General loss of job security	6	15.79
Changing specialties	4	10.53
Contributions not recognized	9	23.68
Low pay	20	52.63
Not challenged	15	39.47
Relocating	6	15.79
Unhappy with employer	8	21.05
Unhappy with supervisor	4	10.53
Unhappy with coworker(s)	6	15.79
Unhappy with specific responsibilities	3	7.89
Other	6	15.79
<b>Total</b>	<b>90</b>	<b>-----</b>
Percentage is based on number of Respondents, not Responses. Categories with only one response are included in Other.		

### Percentage



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



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

	Responses	Percentage
Yes	124	80.52
No	30	19.48
<b>Total</b>	<b>154</b>	<b>100%</b>

**Note:** *NCPA does not administer the NCCP exam. The North Carolina State Bar Board of Paralegal Certification ([www.nccertifiedparalegal.org](http://www.nccertifiedparalegal.org)) administers this exam. You do not need to be an NCCP to become an NCPA member.*

**Would you be interested in volunteering with NCPA?**

	Responses	Percentage
Yes, please contact me	20	14.39
No	24	17.27
Already a volunteer	95	68.34
<b>Total</b>	<b>139</b>	<b>100%</b>

**Note:** *Those that responded with an interest in volunteering will be contacted by someone from NCPA.*

**If yes, what type of position would you be interested in? (24 Respondents. There are more responses here because each position was recorded as one response, but a single respondent could have chosen multiple answers.)**

	Responses	Percentage
Board Member	6	25.00
District Director	2	8.33
Finance	1	4.16
Technology	0	0
Seminar planning	7	29.16
Public Relations/Editor	1	4.16
NC Bar or NALA liaison	6	25.00
Ethics	4	16.66
Survey	2	8.33
Historian	1	4.16
Pro Bono	7	29.16
Mentoring	9	37.5
Long-range planning	0	0
Other	0	0
<b>Total Responses</b>	<b>46</b>	<b>-----</b>
<i>Percentage is based on number of Respondents, not Responses.</i>		

Have you attended any NCPA seminars in the past three years?

	Responses	Percentage
Yes	77	50.00
No	77	50.00
Total	154	100%

Are you a member of any other paralegal or legal assistant association(s)? (103 Respondents. There are more responses here because each association was recorded as one response, but a single respondent could have chosen multiple answers.) **The top five associations are highlighted.**

	Responses	Percentage
American Bar Association	10	9.7
Alamance County Paralegal Association	2	1.94
American Association for Paralegal Education	0	0
Asheville Area Paralegal Association	3	2.91
Catawba County Paralegal Association, Inc.	6	5.82
Coastal Carolina Community College Paralegal Society	0	0
Cumberland County Paralegal Association	1	.97
<b>Guilford County Paralegal Association</b>	<b>15</b>	<b>14.56</b>
<b>Metrolina Paralegal Association</b>	<b>13</b>	<b>12.62</b>
NALS...the Association for Legal Professionals	2	1.94
<b>National Association of Legal Assistants (NALA)</b>	<b>29</b>	<b>28.15</b>
National Federation of Paralegal Associations Inc.	3	2.91
North Carolina Advocates for Justice Legal Assistants Division	9	8.73
<b>North Carolina Bar Association's Paralegal Division</b>	<b>52</b>	<b>50.48</b>
North Carolina Legal Support Staff	1	.97
<b>North Carolina Notary Public Association</b>	<b>13</b>	<b>12.62</b>
Pitt County Paralegal Association	0	0
Research Triangle Paralegal Association	5	4.85
Raleigh-Wake Paralegal Association	4	3.88
Other	0	0
<b>Total Responses</b>	<b>168</b>	<b>-----</b>

*Percentage is based on number of Respondents, not Responses. Categories with no response or only one response are shown so that all known associations are represented.*

What Long Range planning suggestions do you have for NCPA?

*(No responses were provided to this question.)*



Judy F. Reins, CLA, NCCP  
2012 Survey Chair