Student Workbook to Accompany

**BASIC ADMINISTRATIVE LAW FOR PARALEGALS**

Sixth Edition

Anne Adams

Robert E. Mongue

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Exercise 1-1: GETTING TO KNOW AN AGENCY

DEPARTMENT OF HOMELAND SECURITY

## Includes FEMA and IMMIGRATION

***Abbreviation***: **DHS**

***URL***: [www.dhs.gov](http://www.dhs.gov)

**To see the website, Key in the URL in the above line** or click the link while holding down the Ctrl key.

***Home Page***: What the agency wants people to know about DHS. Notice the different pictures and topics in the headline banner.

***GUIDE :*** [**www.dhs.gov**](http://www.dhs.gov)

1. READ the DHS home page. Write the date on the Home Page.

2. List three topics from the Home Page

(a)

(b)

(c)

3. Summarize one of these topics: (what it’s about, how it relates to DHS)

Exercise 1-2: Features of An Agency’s Website

Department of Homeland Security

A unique feature of this agency is its **National Threat Advisory System**. Navigate the website to locate information on DHS’ role in countering terrorism.

KEY IN THE DHS URL ([www.dhs.gov](http://www.dhs.gov)) and type “National Threat Advisory” into the search box at the top of the home page to see information about the system.

***GUIDE*** [www.dhs.gov](http://www.dhs.gov)

The Department of Homeland Security (DHS) has a **Topics** page showing the range of DHS areas of activity.

1. LIST what you think the highest priority topics are given the focus of the home page.

1)

2)

3)

4)

5)

2. CLICK on “Topic” at the top left of the home page.

# Are you surprised topics listed? Why?

# 3. Review the “How do I” questions list by clicking on “How do I?” at the top of the home page. This is a type of FAQ (frequently asked questions) page. LIST the FAQ of most interest to you:

1)

2)

3)

4)

5)

Exercise 1-3: GETTING TO KNOW AN AGENCY’S SITE MAP

***GUIDE*** [www.dhs.gov](http://www.dhs.gov)

1. CLICK on “About DHS” at the top of the main page.

All of the titles in the menu on the left hand side will supply information when clicked.

DHS is vast. Let’s look at the “Careers”

2. FILL IN this Chart with facts from the Careers. (The first letter is provided to help you.)

|  |  |
| --- | --- |
| Types of Jobs | Veteran Opportunities |
| L | D |
| I | B |
| P | S |
| M | A |
| Recent Grad Opportunities | Component Careers |
| S | U.S. S S |
| A | U.S. C G |
| P | F |

Word Bank:

Create a word bank using the ten most significant words from the Topics page on the DHS website:

Exercise 1-4: A NEW AGENCY WORKING WITH FUNCTIONS OF ESTABLISHED AGENCIES

You will discover that DHS, a relatively recently created agency, is composed of functions from 22 already existing agencies. Read through the history of this agency by clicking on “History” on the “About DHS” page.

***GUIDE*** [www.dhs.gov](http://www.dhs.gov)

*DHS Organization*

*Department Structure*

*History*

DHS uses resources from federal, state and local agencies.

1. CLICK on “Who Joined Us.”

2. LIST 4 of the agencies that became part of DHS.

a)

b)

c)

d)

3. LOCATE information on FEMA using the “Topics” link and then clicking on “Diasters – Summarize 5 topics.

a)

b)

c)

d)

e)

4. EXPLAIN the Surge Capacity Force.

Exercise 1-5: DHS AGENCIES—COMPONENTS and SECTIONS

***GUIDE*** [www.dhs.gov](http://www.dhs.gov)

The DHS main webpage has a search function in the upper right-hand area. Use the search function to locate information on DACA, Deferred Action for Child Arrivals. (Type “DACA” in to the search box.) DACA was started through an executive order signed by President Obama directing the Secretary of Homeland Security to create the program. That order was changed by a new executive order by President Trump directing the new Secretary of Homeland Security to rescind the program. President Trump’s order was counter-acted in part by the courts. Congress has been considering and may pass legislation formalizing authority for the program. President Biden has issued an Executive Action preserving DACA.

1. Determine from the DHS DACA webpage the current status of DACA.
2. Using <https://www.dhs.gov/keywords/daca> review the changes in the DHS’ approach to DACA. Summarize your thoughts on these changes.

Exercise 1-6: LAWS OF GOVERNMENT AGENCIES

The United States Congress creates government agencies. It tells them their mission and which laws to enforce. The agencies make rules and regulations to enforce these laws.

When Congress creates an agency, it calls that law an act. Let’s look at the reorganization that resulted through the Act that created DHS, “*Homeland Security Act of 2002*”.

***GUIDE*** [www.dhs.gov](http://www.dhs.gov)

*DHS Organization*

1. CLICK on*:* *About DHS,* then of “Mission” in the box on the left.

What is DHS’s mission?

2. CLICK on *Organization,* then on *Organizational Chart.* Outline the present component and support services within DHS.

Exercise 1-7: REGULATIONS OF GOVERNMENT AGENCIES

Congress states which of the laws each agency will enforce. The agencies make rules and regulations to further enforce these laws. In this exercise we look at how the agency communicates with the public about its activities.

***GUIDE*** [www.dhs.gov](http://www.dhs.gov)

*News*

1. CLICK on *News* in the top menu on the DHS Homepage.

List the ways that DHS communicates with the public about its activities. Which of the ways is likely to be of the most use to a paralegal seeking employment in a law firm that represents private firms that serve DHS?

1. LISTEN to the most recent podcast. Summarize the podcast discussion.
2. CLICK on “Social Media Directory.” List the social media on which citizens can follow DHS.

# *Exercise 1-8:* *WEBQUEST*

# *INTRODUCTION*

The **Department of Homeland Security (DHS)** was created on January 23, 2002,

after the September 11, 2001, attacks on the nation. While the threat of terrorism remains a major focus of DHS, it no longer occupies the amount of DHS attention it once did. DHS now focuses more on border security, immigration, and disaster preparation and relief. Let’s see what the agency has been

doing since that time.

The **Task** will tell you what to read and what questions to answer.

The **Resources** will show you how to find your way to the Home Pages.

## Task

1. In May of 2021 much of the DHS’ focus was on an increase in border crossings along the southern border. Read the press releases from DHS posted in that month.

What are the major topics? Write down your answers.

***Resources:*** Go to the DHS website ([www.dhs.gov](http://www.dhs.gov).) Click on “News,” then on “Press Releases.” Use the filter buttons to search for the month and year.

1. On June 23, 2018 DHS issued aFact Sheet – Zero-tolerance and Family Reunification. Locate that fact sheet.

What us DHS’ primary concern in this fact sheet. How does it differ from the concerns that led to the creation of DHS in 2002?

Write down your answers.

How does the approach of that fact sheet differ from the press releases regarding family reunions issued in May of 2021?

***Resources:***Same as for 1.

1. In June of 2016, DHS’ focus was on different topics than June of 2018.

Check the News Archive for June 2016

What are the major topics? Write down your answers.

***Resources:*** Go to the DHS website ([www.dhs.gov](http://www.dhs.gov).) Click on “News,” then on “Press Releases.” Click on “News Archive” in the menu on the left-hand side of the page. Set the buttons for the month and year.

### Process

Look at the given Website Pages and answer the Task’s questions.

## Evaluation

Look to see the changes in DHS focus over time. Summarize those changes. Write down your answers.

## Your Conclusion

Review news stories from the spring and summer of 2016 and the spring and summer of 2018 using a general search engine such as Google. Why do you think the changes you noted have occurred?

Exercise 1-9: MY NICHE

Are you interested in the Department of Homeland Security (DHS)?

There is information for jobseekers and volunteers, as well as information about

DHS employees, on the website.

# CLICK on *”About DHS*.”

CLICK on “Careers*.”*

CLICK on the titles that interest you.

Which topics interest you?

What information did you find?

Exercise 2-1: GETTING TO KNOW AN AGENCY

DEPARTMENT OF LABOR

***Abbreviation***: **DOL**

***URL***: [www.dol.gov](http://www.dol.gov)

To see the website, key in the URL in the above line or click the link while holding down the Ctrl key.

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***Home Page***: what the agency wants people to know about **DOL**

The website focuses on jobs, worker safety, and helping workers.

***GUIDE*** [www.dol.gov](http://www.dol.gov)

1. READ the DOL home page. Write the date on the Home Page.

2. List three topics from the Home Page.

a)

b)

c)

3. Summarize one of these topics. (What it is about, how it relates to DOL).

Exercise 2-2: Features of An Agency’s Website

Department of Labor

The Department of Labor’s website is loaded with statistics.

***GUIDE*** [www.dol.gov](http://www.dol.gov)

1. KEY in the DHS URL ([www.dol.gov](http://www.dol.gov)) for the Department of Labor (DOL) or click the link while holding down the Ctrl key.

Not many of its statistics are on the home page which focuses instead on current projects and concerns of the agency However, most links ultimately lead to statistical information.

2. CLICK on “Bureau of Labor Statistics” under the *Agencies* link. Then CLICK on “Employment by Occupation” in the *Subjects* dropdown menu. Next CLICK on the link in the “Next Release” box, then “Occupational Profiles” and “Legal Occupations.” CLICK through to *Paralegals and Legal Assistants.* Locate the National Mean Hourly Wage and Mean Annual Wage for paralegals. Now CLICK on “Geographical Profiles” and your home state.COMPARE the mean hourly wage and mean annual wage for your state to the national statistics.

NOTE: It may be helpful to do an internet search for “mean” and “average” to refresh you memory on the difference.

3. SCROLL over to *Trending Topics*

Summarize one of the bulleted topics.

4. SCROLL to the top of the page. CLICK on *Frequently Asked Questions (FAQ).* List three of them.

a)

b)

c)

Exercise 2-3: Finding Information at an Agency’s Website

***GUIDE*** [www.dol.gov](http://www.dol.gov)

*Search Function*

1. USE the search box at the top of the webpage to find information about workplace accidents of the home page. (Type “workplace accidents” into the box and press “Enter.”)

What part of the DOL is most concerned with workplace accidents?

1. USE the search box again to find information on hazards associated with COVID-19 at work. (Type “COVID workplace hazards” into the search box. Click on the Protecting Workers link in responses to the search.) Summarize or list the protections employers should provide to workers to prevent the spread of COVID-19 in the workplace.
2. Use the search box to find information on how to file a claim regarding a workplace accident with OSHA. Outline the process for filing a claim.

***Exercise 2-4: AN AGENCY WORKING WITH FUNCTIONS OF OTHER AGENCIES***

DOL’s interest in workers and job safety links its organization with many fields.

One of these is Mine Safety.

***GUIDE*** [www.dol.gov](http://www.dol.gov)

[www.msha.gov](http://www.msha.gov)

1. CLICK on the Department of Mine Safety

You can find it on the DOL site under “Agencies” or at its web address: [www.msha.gov](http://www.msha.gov)

2. CLICK on Alerts/Hazards under the News & Media links section of the home page. Then, CLICK on Equipment Hazards Alerts.

List 4 Equipment Hazards MSHA warns about:

a)

b)

c)

d)

3. CLICK on Forms and Online Filing in the Quick Links box on the lower right-hand side of the Home Page.

List the three most requested forms.

a)

b)

c)

Are the descriptions of the forms clear and understandable? Why or why not?

Exercise 2-5: AGENCIES – COMPONENTS and SECTIONS

DOL’s delegates procedures that take into consideration the impact on citizens. These include functions, guidelines, and standards.

***GUIDE*** [www.dol.gov](http://www.dol.gov)

1. CLICK on *Compliance and Enforcement.*

List three policy and procedure resources available to assist businesses in complying with mine safety regulations.

1.

2.

3.

2. Explain how the listed resources might be helpful to a paralegal student interested in employment in a business that conducts mining operations.

3. CLICK ON *Contesting citations* in the menu on the left-hand side of the page. Outline the information on contesting citations.

How does the discretion discussed in the textbook apply to these citations? Are they formal or informal proceedings?

Exercise 2-6: LAWS OF GOVERNMENT AGENCIES

The United States Congress creates government agencies. It tells them their mission and which laws to enforce. The agencies make rules and regulations to enforce these laws.

When Congress creates an agency, it calls that law an act. Let’s look at the Act that created OSHA, *OSHA Act of 1970*. OSHA can be accessed through the DOL

website by clicking on “Agencies” in the top menu bar or the OSHA website directly--www.osha.gov.

***GUIDE*** [www.dol.gov](http://www.dol.gov)

[www.osha.gov](http://www.osha.gov)

1. LOCATE OSHA’s Mission Statement by clicking on *OSHA* and then *About OSHA* in menu bar at the top of the OSHA website homepage.

## What is OSHA’s mission?

# 2. CLICK on *O* in the *A-Z Index* located under the search box in the upper left—hand corner of OSHA’s website’s home page.

# CLICK on *OSHA Act of 1970*.

# CLICK on *Section 1--Introduction.*

a) What Session of Congress created the agency?

b) What date?

c) Outline, then Summarize the Introduction.

Exercise 2-7: REGULATIONS OF GOVERNMENT AGENCIES

Congress states which of the laws each agency will enforce. The agencies make rules and regulations to further enforce these laws.

***GUIDE*** [www.osha.gov](http://www.osha.gov)

*A to Z Index, O*

*OSHA Regulations 71, 71.1, 71.7*

1. CLICK on OSHA web page ([www.osha.gov](http://www.osha.gov)), then CLICK on *O* in *A-Z Index*. Then, CLICK on *OSHA Regulations- Part 71, Part 71.1 -General Provisions, Part 71.7*

In *Part 71.1, General Provisions*, what is the Purpose of Part 71?

2. CLICK <*Back*>. CLICK on *71.7*.

Summarize 71.7. What is its purpose?

3. Choose a section of the Act that you are interested in and tell what you learned.

## 

***Exercise 2-8: WEBQUEST***

***INTRODUCTION***

The **Department of Labor** is involved in the recent hurricane recovery projects.

The **Task** will tell you what to read and what questions to answer.

The **Resources** will show you where to find your answers on the website.

## TASK

## FIND information on whistle blower protection.

What is whistle blower protection?

### RESOURCES

TYPE “whistleblower protection” in the search bar on the top of the DOL website ([www.dol.gov](http://www.dol.gov)).

Then click on *Whistleblower Protection Program* in the search results.

Note that the address in the URL box is now for [www.whistleblower.gov](http://www.whistleblower.gov). The entire site is about whistleblower protection.

2. LOCATE and OUTLINEthe procedure for filing a whistle blower’s complaint.

**Process**

Look at the required Website Pages and answer the Task’s questions.

## Evaluation

What is the rationale for giving protection to whistleblowers?

## Your Conclusion

Are the protections afforded whistleblowers sufficient to accomplish this rationale?

Exercise 2-9: MY NICHE

Are you interested in the Department of Labor (DOL)? There is information for jobseekers and volunteers, as well as information about DOL employees, on the website.

# 1. CLICK on *Topics* and then *Careers at DOL* at [www.dol.gov](http://www.dol.gov).

# 2. CLICK on the titles that interest you

Which topics interest you?

What information did you find?

Exercise 3-1: GETTING TO KNOW AN AGENCY

SOCIAL SECURITY ADMINISTRATION

***Abbreviation***: **SSA**

***URL***: [www.ssa.gov](http://www.ssa.gov)

**To see the website, key in the URL in the above line**

***Home Page***: What the agency wants people to know about SSA

Social Security focuses on the changes in the lives of people – illness, retirement, disability.

***GUIDE*** [www.ssa.gov](http://www.ssa.gov)

1. READ the DHS home page.

2. LIST three topics from the Home Page:

(a)

(b)

(c)

3. SUMMARIZE one of these topics: (What it’s about, how it relates to SSA)

Exercise 3-2: Features of An Agency’s Website

Social Security Agency

The Social Security website has a quite a few links on its Home Page. Some are designed to lead to useful tools such as retirement estimators. Others are designed to communicate with the public.

***GUIDE*** [www.ssa.gov](http://www.ssa.gov)

Newsletter

KEY in the SSA URL. (www.ssa.gov)

The Social Security Administration communicates with the public through its Home Page links.

1.CLICK on *Newsletter* in the *Newsroom* block on the Home Page.

What are some of the topics in this example of an e-mail newsletter?

2. CLICK on *Press Releases in the News* block on the Home Page.

List three of the topics.

a)

b)

c)

3. What appears to be the difference in the types of items posted in the *Newsletter* and those posted in the *Press Releases*?

Exercise 3-3: GETTING TO KNOW AN AGENCY

***GUIDE*** [www.ssa.gov](http://www.ssa.gov)

1. CLICK on “Retirement” on the Home Page. After reviewing the information there, CLICK on “Disability.” These are the two main categories of SSA activities.

EXPLAIN the difference in the nature of these two areas.

2. REVIEW the other links on the Home Page. To which of the two areas do they relate?

3. REVIEW the other links on the Home Page. Based on this review, which of the two areas of activities do you think is the primary concern for SSA? Why?

Exercise 3-4: AN AGENCY WORKING WITH FUNCTIONS OF OTHER AGENCIES

SSA has a vast set of programs. Its policies and procedures for each of those programs is change frequently. SSA, more so than some other agencies because it works directly with large numbers of members of the public, must keep the public informed of those changes. So, in this exercise, we further explore its website’s mechanism for communicating with the public.

***GUIDE*** [www.ssa.gov](http://www.ssa.gov)

*Social Security Newsroom*

1. CLICK on each of the links in the SSA Newsroom on the Home Page.

a) Select a topic and explore it.

b) Why is this topic in the Newsroom, i.e., what makes it “news” as opposed to general information available in other parts of the website?

c) List the different ways SSA uses the Newsroom to communicate with the public.

1.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

2.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

4. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

d) Are these different ways of communicating the same information or do they convey different information?

Exercise 3-5: AGENCIES – COMPONENTS and SECTIONS

The major components or sections of SSA include administration of Medicare.

***GUIDE*** [www.ssa.gov](http://www.ssa.gov)

*Medicare*

1. CLICK on *Menu* at the top of the webpage then *Medicare*.

a) What information did you find on Medicare?

b) Who is eligible for Medicare?

c) Persons who qualify for Social Security Disability benefits are entitled to Medicare two years after their entitlement for SSD benefits. Is that clear from the information on the Medicare website?

### 2. SCROLL down to Appling for Medicare.

a) How do you apply for Medicare benefits?

b) Can you apply for Medicare without also applying for Social Security?

3. LIST the ways a person can complete and submit an application for Medicare.

a) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

b) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

c) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

d) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Exercise 3-6: LAWS OF GOVERNMENT AGENCIES

The United States Congress creates government agencies. It tells them their mission and which laws to enforce. The agencies make rules and regulations to enforce these laws.

When Congress creates an agency, it calls that law an enabling act.

***GUIDE*** [www.ssa.gov](http://www.ssa.gov)

*Mission*

*Laws and Legislation*

1. CLICK on *About Us* at the bottom of the Home Page. Unlike some of the other agencies we have reviewed, the *About Us* link is not a prominent link and there is no specific mission statement.

a) What does the information obtained by following the About Us link tell us about what SSA views to be the main aspects of its mission?

b) If you were to draft a mission statement for SSA what would it say?

# 2. CLICK on *Menu* at the top of the Home Page, then scroll down to *Program Rules* in the “Research, Policy and Planning” block.

a) How convenient is this location for someone interested in the agency’s rules or the laws the agency is charged with administering?

b) Why do you think they are located here rather than in a more prominent place?

c) Is this helpful to you if you are a paralegal doing legal research for a law firm on a Social Security issue?

d) CLICK on Social Security Handbook. Is this helpful to you, if you are a paralegal doing legal research for a law firm on a Social Security issue? What type of research resource is this, primary or secondary?

Exercise 3-7: GOVERNMENT AGENCY REGULATIONS

Congress states which of the laws each agency will enforce. The agencies make rules and regulations to further enforce these laws.

***GUIDE*** [www.ssa.gov](http://www.ssa.gov)

*Regulations*

# 1. CLICK on *Menu* at the topic of the Home Page, then scroll down to *Program Rules* in the “Research, Policy and Planning” block. Then click on *The Regulations* and *Code of Federal Regulations for Social Security.*

Select two rules and summarize them. (Give the correct cites)

a)

b)

2. CLICK on*Menu* at the topic of the Home Page, then scroll down to *Program Rules* in the “Research, Policy and Planning” block. Then click on *The Regulations* and then *SSI Law and Regulations Finder.*

a) Is this resource helpful in finding specific laws if you are a paralegal in a law firm doing research on a specific legal topic?

# *Exercise 3-8: WEBQUEST*

# *INTRODUCTION*

The **Social Security Administration** handles many programs.

The **Task** will tell you what to read and what questions to answer.

The **Resources** will show you where to find your answers on the website.

## Task

1. Access information on benefits to family members of the person entitled to Social Security either through the *Retirement* link or using the Search box.

OUTLINE those benefits. Write down your answers.

### Resources

### [www.ssa.gov](http://www.dsh.gov)

CLICK on *Retirement*

CLICK on *Benefits for your Family*

Or

[www.ssa.gov](http://www.ssa.gov)

Type “Benefits for family members” into the search box.

2. Access information on appealing a Social Security Administration decision denying disability benefits. OUTLINE the appeal process. Write down your answers.

### Resources

### [www.ssa.gov](http://www.dsh.gov)

Click on *Disability*

Click on *Appeal a Decision* in the menu on the right-hand side.

Or

[www.ssa.gov](http://www.ssa.gov)

Type “Appeal disability decision” into the search box

### Process

Look at the required Website Pages and answer the Task’s questions.

## Evaluation

Does the appeals process seem sufficient to protect the rights of clients applying for SSD? Is the process too onerous?

## Your Conclusion

Should a person seeking SSD apply for it on their own and seek legal counsel only if they are denied and have to appeal?

Exercise 3-9: MY NICHE

Are you interested in the Social Security Administration (SSA)?

There is information for jobseekers and volunteers, as well as information about SSA employees, on the website.

# Click on *About Us* at the bottom of the Home Page, then click on *Careers* and then on *Career Paths.*

# Click on the titles that interest you

Which topics interest you?

What information did you find?

Exercise 4-1: GETTING TO KNOW AN AGENCY

CONSUMER PRODUCT SAFETY COMMISSION

***Abbreviation***: **CPSC**

***URL***: [www.cpsc.gov](http://www.cpsc.gov)

To see the website, key in the URL in the above line

***Home Page***: what the agency wants people to know about **CPSC**

--This agency website is definitely about safety

***GUIDE*** [www.cpsc.gov](http://www.cpsc.gov)

1. READ the CPSC home page.

List three topics from the Home Page:

a)

b)

c)

2. Summarize one of these topics. (What it’s about, how it relates to CPSC)

Exercise 4-2: Features of an Agency’s Website

Consumer Product Safety Commission

A unique feature of this agency is its **Neighborhood Safety Network**. This program is explained on the website.

***GUIDE*** [www.cpsc.gov](http://www.ssa.gov)

*Neighborhood Safety Program*

1. KEY in the CPSC URL ([www.cpsc.gov](http://www.dhs.gov)).

2. CLICK on “Safety Education” on the Home Page and then the *Join Our Neighborhood Safety* *Network* link. Notice the assistance asked of the nation’s neighborhood groups.

Summarize the Neighborhood Safety Network Program.

# CLICK on *NSN Resources* and review the posters. What are the five topics in the posters?

# a)

# b)

# c)

# d)

# e)

# 3. CLICK on *FAQ*. Choose 3 topics and explain each.

a)

b)

c)

Exercise 4-3: GETTING TO KNOW AN AGENCY’S SITE MAP

***GUIDE*** [www.cpsc.gov](http://www.ssa.gov)

*Site Guide*

1. CLICK on Menu to reveal the “site guide” for the site.

All these titles will supply information when clicked on

2. Based on the Menu listing of topics, what are the three main activities on which CPSC focuses? Summarize each of those three activities.

a)

b)

c)

3. Locate the links to agency regulations and the laws that the agency is charged with enforcing. Note that these links are also on the Home Page. Compare the ease or difficulty of locating this information on this website to the ease or difficulty of locating it on the Social Security website. What do think is the reason for this difference?

Exercise 4-4: AN AGENCY WORKING WITH FUNCTIONS OF OTHER AGENCIES

CPSC, like other agencies, uses a variety of resources to communicate with the public about its activities. This exercise looks at some of the website resources utilized for this communication.

***GUIDE*** [www.cpsc.gov](http://www.ssa.gov)

*Menu*

*Newsroom*

1. CLICK on Menu and then scroll to the Newsroom

Summarize the ways CPSC communicates new information to the public.

2. CLICK on Research and Statistics in the “What We Do” block on the Home Page.

a) What is the purpose of the information at this link?

b) Who are the intended beneficiaries of this information?

c) Summarize the information found by clicking this link.

3. CLICK on Recent Recalls on the home page. Select two recalls and summarize them. What is the reason for the recall? How many items are the subject of the recall?

a)

b)

Exercise 4-5: AGENCIES – COMPONENTS and SECTIONS

The major components or sections of CPSC are listed in the *Organization Chart* found through *About CPSC* on the Home Page.

***GUIDE*** [www.cpsc.gov](http://www.ssa.gov)

*Home Page*

*About CPSC*

1. CLICK on *Menu* at the top of the Home Page, then on “About CSPC” or access “About CSPC” directly through a link at the bottom of the Home Page. Click on *CPSC Organizational Chart.*

LIST the Offices that comprise CSPC. Note that some are devoted directly to safety operations and some are operations support.

a) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Operations or operation support (circle one)

b) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Operations or operation support (circle one)

c) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Operations or operation support (circle one)

d) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Operations or operation support (circle one)

e) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Operations or operation support (circle one)

f) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Operations or operation support (circle one)

g) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Operations or operation support (circle one)

h) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Operations or operation support (circle one)

2. Based on the offices in each category, how would you describe the difference between safety operations offices and operation support offices? Write down your answer.

Exercise 4-6: LAWS OF GOVERNMENT AGENCIES

The United States Congress creates government agencies. It tells them their mission and which laws to enforce. The agencies make rules and regulations to enforce these laws.

When Congress creates an agency, it calls that law an act. CPSC was created by an enabling Act.

***GUIDE*** [www.cpsc.gov](http://www.ssa.gov)

*Consumer Product Safety Act*

1. CLICK on *] Statutes* in t in the Home Page Menu and then on the Consumer Product Safety Act.

What is the purpose of this Act (law)?

What is the USC of this Act (law)?

What date?

2. SCROLL down to *Findings and Purpose*.

Summarize Sections 2 (a) (1) , (2), and (3).

3. CLICK on *Advisory Opinions*, then *Amusement Rides*.

Summarize this section.

Exercise 4-7: REGULATIONS OF GOVERNMENT AGENCIES

Congress states which of the laws each agency will enforce. The agencies make rules and regulations to further enforce these laws.

The Regulations guide a citizen’s way through the agency process to appealing decisions. This process can be explored on the website.

***GUIDE*** [www.cpsc.gov](http://www.ssa.gov)

*Site Guide*

*Library*

1. CLICK on *Regulations, Mandatory Standard, and Bans* in the “Statutes, Laws, and Regulations” section of the Menu Site Guide on the Home Page. Notice that at this agency’s site the regulations are organized around specific product. This is a different presentation method than other agencies we have studied.
   1. Is one of these methods better than another or does each agency’s method seem to be the best for that agency?
   2. We tend to ask, “Is this method useful to legal professionals?” What question do the agencies ask when deciding on a method for presentation of regulations
2. USE normal legal research databases and search methods to find

*Title 16 of the Code of Federal Regulations (16 CFR).*

*16 CFR 1025*: Rules of Practice

*16 CFR 1025.53*: Appeal

Appeal from Initial Decision

After you read through these, answer: What steps are taken to appeal a decision?

Is this information easy to find on the agency’s website? Should it be?

# Exercise 4-8: *WEBQUEST*

# *INTRODUCTION*

The **Consumer Product Safety Commission (CPSC)** was created on October 27, 1972.

The **Task** will tell you what to read and what questions to answer.

The **Resources** will show you where to find your answers on the website.

## Task

On the *Menu* there are a variety of links in the *Newsroom* box.

CLICK on *News Releases*. Choose two of these links that interest you. Jot down some of the subjects presented.

Why did these links interest you? Did you find the information you expected to find?

### Resources

### [www.cpsc.gov](http://www.dsh.gov)

CLICK on *Menu.*  Scroll over to the *Newsroom*.

CLICK on *New Releases*

### Process

Look at the required Website Pages and answer the Task’s questions.

## Evaluation

Compare this method of communicating with the public with the methods you have seen at other agencies in previous exercises.

## Your Conclusion

Is there a better way to present this information? Should all agencies use the same method of presenting this type of information or is it better for each agency to choose its own method?

Exercise 4-9: MY NICHE

Are you interested in the Consumer Product Safety Commission (CPSC)?

There is information for jobseekers and volunteers, as well as information about CPSC employees, on the website.

CLICK on *Menu* for the Site Guide.

SCROLL down to *Employment Opportunities* at CPSC.

CLICK on the titles that interest you/

Which topics interest you?

What information did you find?

Exercise 5-1: GETTING TO KNOW AN AGENCY

NUCLEAR REGULATORY COMMISSION

Formerly the Atomic Energy Commission

***Abbreviation***: **NRC**

***URL***: [www.nrc.gov](http://www.nrc.gov)

**To see the website, Key in the URL in the above line**

***Home Page***: what the agency wants people to know about **NRC**

The agency website stresses safety through regulation of nuclear energy.

***GUIDE*** [www.nrc.gov](http://www.ssa.gov)

*Home Page*

1. READ the NRC home page. List three topics from the Home Page:

a.

b.

c.

2. SUMMARIZE one of these topics. (What it’s about, how it relates to NRC)

Exercise 5-2: Features of an Agency’s Website

Nuclear Regulatory Commission

A unique feature of this agency is its oversight of nuclear materials and radioactive waste. Its relationship to the public is a bit different than other agencies with which we have become familiar.

***GUIDE*** [www.nrc.gov](http://www.ssa.gov)

*Pubic Involvement*

1. KEY in the NRC URL ([www.nrc.gov](http://www.dhs.gov)).

Safety is a primary focus of this website. This is accomplished with rules and public input. However, safety and public involvement are dealt with differently than at the CPSC website.

CLICK on *NRC Approach to Open Government* and then on *Public Meetings and Involvement*.

Describe the public involvement anticipated by the information at this link and the links included here.

2. CLICK on *About Meetings Open to the Public* and then *Public Meeting FAQ.* Based on the questions frequently asked by the public, what are the primary concerns the public has regarding public NRC meetings?

Exercise 5-3: GETTING TO KNOW AN AGENCY’S SITE MAP

***GUIDE*** [www.nrc.gov](http://www.ssa.gov)

1. CLICK on Site Help and then on Site Map.

All these titles will supply information when clicked on

2. CLICK on How We Regulate.

a) Review and evaluate the chart provided regarding how the NRC regulates. Is the information presented clearly? Is the chart helpful on its own? Is the chart more helpful when combined with the text below it?

b) Outline how, what, and when the NRC regulates.

Exercise 5-4: AN AGENCY WORKING WITH FUNCTIONS OF OTHER AGENCIES

NRC works with security and other agencies involved with the nation’s energy.

***GUIDE*** [www.nrc.gov](http://www.ssa.gov)

*About NRC*

*Organization and Functions*

*NRC Organizations Chart*

NRC is split into various compartments and locations.

1. CLICK on About NRC, then Organization and Functions, then NRC Organization Chart. Note that there are four EDO Offices. Back in Organization and Functions, click on the links for each of them.

List and describe the 4 Geographical Regions of Radiation Preparedness

a)

b)

c)

d)

2. CLICK on Office of New Reactors in Organization and Functions

What does the office do?

3. CLICK on Student Corner on the Home Page, then Fun and Games.

Explore and enjoy yourself!

Exercise 5-5: AGENCIES—COMPONENTS and SECTIONS

The major components or sections of DHS are listed on the Site Map and Home Page.

***GUIDE*** [www.nrc.gov](http://www.ssa.gov)

*About NRC*

*Values*

1. CLICK on *About NRC*, then *Our Values.*

a) What is NRC’s Vision?

b) Outline the Principles of Good Regulation as stated by the NRC.

c) CLICK on *Public Affairs.* To whom does this apply, i.e., whose door is open to whom? Explain how this policy benefits the public.

d) CLICK on *NRC and Your Community.* To whom does this apply? Explain how this benefits the public.

e) CLICK on Emergency Preparedness and Response. To whom does this apply? Explain how this program benefits the public.Exercise 5-6: LAWS OF GOVERNMENT AGENCIES

The United States Congress creates government agencies. It tells them their mission and which laws to enforce. The agencies make rules and regulations to enforce these laws.

When Congress creates an agency, it calls that law an act. Does NRC’s *Mission* relate to the *Laws* you explore on this page? The Mission statement was studied in Exercise 5-5.

***GUIDE*** [www.nrc.gov](http://www.ssa.gov)

*About Us*

*History*

# 1. CLICK on *About Us* and then *History*. Learn about the Acts that created the NRC.

Name the three Acts and dates that eventually created the NRC.

a)

b)

c)

## 2. SCROLL down to The NRC Today. List some of the ways NRC carries out its mandate.

*Exercise 5-7: REGULATIONS OF GOVERNMENT AGENCIES*

Congress states which of the laws each agency will enforce. The agencies make rules and regulations to further enforce these laws. Each agency develops unique programs. NRC has developed a **Rule Forum.**

***GUIDE*** [www.nrc.gov](http://www.ssa.gov)

*Home Page*

*Rulemaking*

1. CLICK on *How We Regulate* in the *About NRC* dropdown menu.

What did you like and dislike about the explanations given at this link? Why?

2. CLICK on the *NRC Rules and Petitions* link, then *NRC Planned Rulemaking Activities*.

SELECT a planned rule and summarize it.

## 

# *Exercise 5-8: WEBQUEST*

# *INTRODUCTION*

**This Webquest is your Idea.**

The **Task** will tell you what to read and what questions to answer.

The **Resources** will show you where to find your answers on the website.

## Task

1. Choose a topic about NRC that interests you.

Write an outline of the topic with cites of Web Pages and Date.

2. Find another topic that is similar or the opposite of the first topic.

Write an outline of this topic with cites of Web Pages and Date.

3. Explain why you chose these topics. Did you receive any new knowledge from your research? What?.

### Resources

### www.nrc.gov

The Home Page and dropdown menus from the topic boxes near the top of the Home Page will help you to navigate the information.

### Process

Choose the required Website Pages and answer the Task’s questions.

## Evaluation

Were the topics similar or dissimilar? In what ways?

## Your Conclusion

Are you able to use this website for information gathering?

Exercise 5-9: MY NICHE

Are you interested in the Nuclear Regulatory Commission?

There is information for jobseekers and volunteers, as well as information about

NRC employees, on the website.

CLICK on *About NRC*.

CLICK on *Career Opportunities*.

CLICK on the titles that interest you.

Which topics interest you?

What information did you find?

Exercise 6-1: GETTING TO KNOW AN AGENCY

FEDERAL AVIATION ADMINISTRATION

***Abbreviation***: **FAA**

***URL***: [www.faa.gov](http://www.faa.gov)

**To see the website, key in the URL in the above line**

***Home Page***: what the agency wants people to know about **FAA. T**he agency concentrates on regulations and information data of aircraft.

***GUIDE*** [www.faa.gov](http://www.faa.gov)

1. READ the FAA home page.

List three topics from the Home Page.

a)

b)

c)

2. Summarize one of these topics. (What it’s about, how it relates to FAA)

Exercise 6-2: Features of this Agency’s Website

Federal Aviation Administration

A unique feature of this agency is its **NextGen** plan to modernize the nation’s airport system which is scheduled to be completed by 2025.

***GUIDE*** [www.faa.gov](http://www.faa.gov)

*NextGen FAQ*

1. KEY in the FAA URL ([www.faa.gov](http://www.dhs.gov)).

NextGen’s scheduled completion is 2025. As we approach that date, NextGen information is not as easily found on the FAA site. The Federal Aviation Administration (FAA) had*Frequently Asked Questions (FAQ)* link for questions about the NextGen plan. Now it is most easily found by TYPING “NetGen” into the search bar. CLICK on the first link in the response list.

2. Before checking the “This is NextGen” at the website, LIST what you think the most frequently asked questions about NextGEN are.

a)

b)

c)

d)

e)

# 3. CLICK on *This is Next Gen* on the NextGen main page.

# Are you surprised by the information there? Why or why not?

# 4. LIST the top information items of interest to you).

a)

b)

c)

Exercise 6-3: GETTING TO KNOW AN AGENCY

***GUIDE*** [www.faa.gov](http://www.ssa.gov)

*About FAA*

1. CLICK on About at the top of the FAA Home Page. All the links there will

supply information when clicked on.

2. REVIEW the FAA mission statement. It is short and concise. Consider the links provided in the home page head bar: Aircraft, Airports, Air Traffic, and so on. Does the mission statement seem to be aligned with these topics? Would you suggest any changes to the mission statement?

3. CLICK on Civil Rights. The office is listed under Headquarters as a prominent feature of FAA operations.

a) Do you recall a similar listing in other agencies we have examined?

b) Why do you think that it has such a prominent listing on this agency’s website?

c) Read the Office of Civil Rights’ mission statement. Should every agency have an office with a similar mission? Why do you think the FAA puts so much emphasis on this office and its mission?

Note: Notice that even administrative agencies need professionals who can assist them in complying with administrative regulations!

Exercise 6-4: AN AGENCY WORKING WITH FUNCTIONS OF OTHER AGENCIES

To keep the multiple number of people in the skies, FAA communicates with agencies and industry. FAA collects informational data on pilots, passengers, aircraft, and airports.

***GUIDE*** www.faa.gov

1. . CLICK on Data and Research on the Home Page.

List 4 types of data and research available through the FAA.

a)

b)

c)

d)

2. Choose one area of data and research and summarize it

Exercise 6-5: AGENCIES—COMPONENTS and SECTIONS

The major components or sections of FAA are highlighted on its Home Page top tabs.

***GUIDE*** [www.faa.gov](http://www.faa.gov)

*Aircraft*

*Licenses and Certificates*

1. What are the major topics under *Aircraft*?

2. FIND *Aircraft Certification*.

Summarize the Airworthiness Certification information.

Exercise 6-6: LAWS OF GOVERNMENT AGENCIES

The United States Congress creates government agencies. It tells them their mission and which laws to enforce. The agencies make rules and regulations to enforce these laws. When Congress creates an agency, it calls that law an enabling act. Over the years, many acts have added to the creation the Federal Aviation Administration.

***GUIDE*** [www.faa.gov](http://www.ssa.gov)

*Regulations and Policies*

1. CLICK on *Regulations.* Note that it does not prominently list the acts enabling the FAA. How is this the same as or different than other agencies we have examined?

2. CLICK on Rulemaking. How does the information at this site compare to the information on rulemaking given by the NRC?

3. CLICK on Policy and Guidance on the Regulations and Policies page. Based on the description of FAA policy statements, what is the difference between regulations and policies and how do the two relate to each other?

Exercise 6-7: REGULATIONS OF GOVERNMENT AGENCIES

Congress states which of the laws each agency will enforce. The agencies make rules and regulations to further enforce these laws. The regulation for FAA is 14 CFR 121. Our attention will be paid to Parts 61 and 61.3.

***GUIDE*** [www.faa.gov](http://www.ssa.gov)

*Regulations and Policies*

*Federal Aviation Regulations*

*Browse Parts 60-139*

1. What are the regulations for pilot certification?

List 6 requirements under Part 61.3:

a)

b)

c)

d)

e)

f)

# *Exercise 6-8: WEBQUEST*

# *INTRODUCTION*

The **Federal Aviation Administration** hasmany regulations about licensing.

The **Task** will tell you what to read and what questions to answer.

The **Resources** will show you where to find your topics on the website.

## Task

1. You plan to become a pilot. What licenses and certifications do need? Write down your answers.

2. You have asthma and want to find out in this could be a problem in becoming a pilot. You decide to look through the Medical Certificate requirements before sending in an application. Write down the information.

3. Is the information you receive specific enough to influence you? Are the topics specific or general in content? Write down your answers.

### Resources

### www.faa.gov

Click on *Licenses and Certifications*

Click on *Airmen*.

### Process

Look at the required Website Pages and answer the Task’s questions.

## Evaluation

How detailed is the information? Give an example.

(Does it seem strange that in today’s aviation world persons who used to be stewards and stewardesses are named “flight attendants,” but the pilot’s license information is still listed under “Airmen?”)

## Your Conclusion

Would you be able to get a job as a pilot?

Exercise 6-9: MY NICHE

Are you interested in the Federal Aviation Administration (FAA)?

There is information for jobseekers and volunteers, as well as information about FAA employees, on the website.

CLICK on [*www.faa.gov*](http://www.faa.gov)

CLICK on *Jobs*  at the top of the FAA Home Page.

CLICK on the titles that interest you

Which topics interest you?

What information did you find?

Why do you think some agency websites use the term “Careers,” but others us “Jobs” or “Employment?”

Exercise 7-1: GETTING TO KNOW STATE AGENCIES

DRIVER LICENSES

Driver licenses are issued by state governments. It is not a federal government function. Generally, the issuances (and suspension or revocation) of driver’s licenses is administered through a division of the state’s Secretary of State’s office or the state’s Department of Public Safety. In this group of exercises, we examine the agencies charged with administering drivers licenses in two states: Illinois and Texas. However, you should feel free to substitute the agency in your state for one of these if you are not in Illinois or Texas!

***GUIDE***

**ILLINOIS**

***URL***: <http://www.cyberdriveillinois.com/departments/drivers/home.html>

**TEXAS**

***URL:*** <https://www.dps.texas.gov/DriverLicense/>

1. REVIEW the topics on each of the Home Pages at the links in the box at the top above. Write the date on the Home Pages

2. LIST three topics from each Home Page:

**Illinois:**

a)

b)

c)

**Texas:**

a)

b)

c)

3. Summarize one of the topics.

**Illinois:**

**Texas:**

Exercise 7-2: TWO AGENCIES WITH SIMILAR FUNCTION IN DIFFERENT STATES

**GUIDE**

**ILLINOIS**

***URL***: <http://www.cyberdriveillinois.com/departments/drivers/home.html>

**TEXAS**

***URL:*** <https://www.dps.texas.gov/DriverLicense/>

1. What documents are needed to apply for a first time Driver License in **Illinois**?

(Click on *Driver’s License* – *State ID Card*)

a)

b)

c)

d)

2. What documents are needed to apply for a first time Driver License in **Texas**?

(In *Driver Services* box click on drop-down arrow, then *Apply for Drivers License*)

a)

b)

c)

d)

e)

f)

g)

Exercise 7-3: AGENCIES – COMPONENTS and SECTIONS

***GUIDE***

**ILLINOIS**

***URL***: <http://www.cyberdriveillinois.com/departments/drivers/home.html>

**TEXAS**

***URL:*** <https://www.dps.texas.gov/DriverLicense/>

1. What do you do if your license is stolen in…? (Key in “stolen license” in Search box and hit “Enter.”)

Illinois

Texas

2. What does it cost to have a license reinstated in…? (Key in “license reinstatement fee” in Search box and hit “Enter.”)

Illinois

Texas

3. Texas Hearing cite is Title 7 §521.298.

What is the *Illinois Cite*? Look for *Administrative Hearings*.

Exercise 7-4: WEBQUEST

INTRODUCTION

State agencies have regulations pertaining to state laws.

The **Task** will tell you what to read and what questions to answer.

The **Resources** will show the way around the website.

# *Task*

# 1.Look up information about losing driving privileges in Illinois. Summarize when and why a person can lose their driving privileges in Illinois.

# 2. Find Texas information for the above. Summarize when and why a person can lose their driving privileges in Illinois.

3. Compare and Contrast Texas and Illinois’ procedures

## Resources

**ILLINOIS**

***URL***: <http://www.cyberdriveillinois.com/departments/drivers/home.html> then “Losing Driving Privileges.”

**TEXAS**

***URL:*** <https://www.dps.texas.gov/DriverLicense/>then the links under “Suspensions, Surcharges and Reinstatements.”

### Process

Look at the required Website Pages and follow the Task’s directions

### Evaluation

How readily available is information to compare and contrast?

### Conclusion

Are states similar or dissimilar? Explain

Exercise 8-1: GETTING TO KNOW AN AGENCY

# *HEALTH AND HUMAN SERVICES*

# Abbreviation: *HHS*

**URL:** [www.hhs.gov](http://www.hhs.gov)

## To see the website, Key in the URL in the above line

***Home Page:*** What the agency wants people to know about **HHS**. Helping people through programs is spotlighted.

**GUIDE**

[www.hhs.gov](http://www.hhs.gov)

1. READ the HHS home page.

List three topics from the Home Page.

a)

b)

c)

2. SUMMARIZE one of these topics. (What it’s about, how it relates to FAA)

Exercise 8-2: Features of an Agency’s family of agencies

Health and Human Services

1. CLICK on About HHS at the top of the home page. All the links there will

supply information when clicked on.

2. CLICK on HHS Family of Agencies and then HHS Agencies and Offices. List the four agencies or centers of most interest to you:

a)

b)

c)

d)

3. CLICK on the link for one of your listed agencies or centers and summarize what that agency or center does.

***Exercise 8-3: GETTING TO KNOW AN AGENCY***

**GUIDE**

[www.hhs.gov](http://www.hhs.gov)

*FAQs*

1. SCROLL down to HHS FAQs at the bottom of the Home Page. Before clicking on the link, state what you think will most likely be the top three questions given the agencies and centers that comprise the HHS family of agencies.

a)

b)

c)

2. CLICK on the *HHS FAQs* link. Are your questions in the top ten FAQs?

3. What topic generates the most questions? Which agency in the HHS family of agencies deals with that topic?

Exercise 8-4: AN AGENCY WORKING WITH FUNCTIONS OF OTHER AGENCIES

HHS works closely with other agencies.

Part of HHS’s commitment is informing consumers about health threats.

**GUIDE**

[www.hhs.gov](http://www.hhs.gov)

1. CLICK on *Programs* *and Services* then *Featured Topic Sites* and then *StopBullying.gov,* then *Prevention* and *How to Stop Bullying.* List three measure that can be implemented to stop bullying.

a)

b)

c)

Do they surprise you? Had you heard about them before?

2. CLICK on *Resources* and then *Training Center.*

a) Would you consider going through the Training Center program? Why or why not?

b) Should HHS be doing more to make people aware of these methods for preventing bullying? What do you recommend HHS do in this regard?

3. CLICK on *Resources* and then *Laws and Policies* in the Home Page head bar.*?* Summarize the information you find there.

Exercise 8-5: AGENCIES – COMPONENTS AND SECTIONS

The major components and sections of HHS are referred to by HHA as its “Family of Agencies.”

**GUIDE**

[www.hhs.gov](http://www.hhs.gov)

*About HHS*

*Family of Agencies*

CLICK on *About* HHS and then on *Family of Agencies.* List five agencies in the HHS family.

1.

2.

3.

4.

5.

CLICK on the link for one of the agencies on your list. Summarize what that agency does.

CLICK on *HHS Organizational Chart.* Summarize what “Operating Divisions” are.

CLICK on *Strategic Plan* in the side menu. HHS’ second strategic goal is Protect the Health of Americans Where They Live, Learn, Work, and Play. How well do you think HHS did with this goal during 2020 and 2021. Keep in mind that when the goal was created no one was aware that the COVID -19 pandemic was coming!

***Exercise 8-6: LAWS OF GOVERNMENT AGENCIES***

The United States Congress creates government agencies. It tells them their mission and

which laws to enforce. The agencies make rules and regulations to enforce these laws.

**GUIDE**

[www.hhs.gov](http://www.hhs.gov)

*Laws and Regulations*

*Complaints and Appeals*

1. CLICK on *Laws and Regulations* in the HHS.gov home page head bar, then on *Complaints and Appeals.* List the five areas in which a complaint can be filed that are of the most interest to you.

a)

b)

c)

d)

e)

2. CLICK on the link for one of the area in your list. Summarize the procedure for filing a complaint in that area.

3. CLICK on *Department Appeals Board*. What is the DAB and what does it do?

4. CLICK on *Different Appeals at DAB* in the menu box on the left-hand side of the page. Note the links for forms, procedures, handbooks. Explain why this information would be important for a paralegal working in a law firm that handled HHS appeals.

***Exercise 8-7: REGULATIONS OF GOVERNMENT AGENCIES***

Congress states which of the laws each agency will enforce by their rules and regulations.

**GUIDE**

[www.hhs.gov](http://www.hhs.gov)

*DAB Menu*

*ADR Resolution*

1. On the DAB page, CLICK on Alternative Dispute Resolution in the left-hand menu.

a. What is the primary ADR method discussed on the DAB page?

b. What other ADR Services are available?

2. CLICK on *Training.*

a. What kinds of training are offered by the DAB?

b. To whom is the training available?

c. Would you be interested in any of the training programs? Why or why not?

d. To what extent would the ADR training offered by DAB be of value to you as a paralegal in a law firm that handles HHS matters if the training is available to you? Why?

Exercise 8-8: WEBQUEST

# *INTRODUCTION*

**Health and Human Services (HHS)** has review boards, resolution and mediation, and an appellate division.

The **Task** will tell you what to read and what questions to answer.

The **Resources** will show the way around the website.

## Task

1. What is “Elder Justice” in the context of HHS? What is HHS’ role in elder justice?

2. What is “Elder Abuse” in the context of HHS? What is HHS’ role in preventing or reacting to elder abuse?

## Resources

[www.hhs.gov](http://www.hhs.gov)

Key “elder justice” into the “I want information on….” search box at the top of the HHS home page.

Key “elder abuse” into the “I want information on…” search box at the top of the HHS home page.

## Process

Look at the required Website Pages and answer the Task’s questions.

# *Evaluation*

Is the HHS role in elder justice and elder abuse appropriate for a federal agency?

# *Your Conclusion*

Should HHS be more or less active in elder justice and elder abuse efforts? Why?

***Exercise 8-9: MY NICHE***

Health and Human Services (HHS) utilizes appeals, resolutions, and mediation. It has an

Appellate Division.

Check and see if any of the positions in employment are in these areas.

You probably want to look into other areas on the website also.

CLICK on *About HHS*, then *Careers,* and then *Job Openings*, or

SCROLL down the HHS home page and click on *Careers* in the menu at the bottom of the page, and then click on *Job Openings.*

What information did you find?

Are there jobs available that seem interesting to you?

Exercise 9-1: GETTING TO KNOW AN AGENCY

NATIONAL ARCHIVES AND RECORDS ADMINISTRATION

***Abbreviation:* NARA**

***URL:*** [www.archives.gov](http://www.archives.gov)

# To see the website, Key in the URL in the above line

This agency is filled with *records, records, records.*

***Home Page***: what the agency wants people to know about **NARA.** The agency attempts to archive original documents that preserve our history as a country.

***GUIDE*** [*www.archives.gov*](http://www.archives.gov)

1. READ the NARA home page. Click on each of the five links in the boxes at the top of the home page.

List three topics from the home page.

a)

b)

c)

2. Summarize one of these topics. (What it’s about, how it relates to NARA)

Exercise 9-2: GETTING TO KNOW AN AGENCY

***GUIDE*** [www.archives.gov](http://www.archives.gov)

*About NARA*

1. CLICK on FAQs at the bottom of the Home Page.

2. REVIEW the answer to “What is the National Archive.” Were you aware these resources were available? Can you think of instances when these resources would be useful to legal professionals?

3. One of NARA’s services is the daily publication of information providing notice of government administrative agencies’ activities. Determine which service that is and WRITE it here:

4. CLICK on Electronic Records Research in the “Other Helpful FAQs” box on the right-hand side of the page. Summarize the General Information for Researchers.

Exercise 9-3: RECORD AND COURT WEBSITES

For many administrative law paralegals, the ability to locate information is an important skill. Much of the needed information is located through the internet. These websites will help you find your information.

[www.archives.gov](http://www.archives.gov) National Archives and Record Administration

[www.govinfo.gov](http://www.govinfo.gov) Government Printing Office

[www.uscourts.gov](http://www.uscourts.gov) Court Information

1. CLICK on each of these sites. Write a summary of the types of information available on each site.

a)

b)

c)

2. RESEARCH your state government’s repositories of information similar to that provided by these three federal government websites. If your state has websites with similar information but relating to the state rather than the U.S. government, list their links below:

a)

b)

c)

Exercise 9-4: LOCATING INFORMATION: RULES AND REGULATIONS

We have seen in our examination of agencies that there is are fairly disparate methods of providing access to the laws enabling the agency, the law being implemented by the agency, and even the rules and regulations adopted and enforced by the agencies. The ability to locate relevant law is another important skill for administrative law paralegals.

1. Locate the websites for the following resources. Write down the URL for each resource.

a) The Federal Register

b) The electronic Code of Federal Regulations (eCFR)

c) The United State Code

d) The Federal Administrative Procedure Act

2. Locate your state’s equivalent of each of the resources listed above. Write down the URL for each resource.

a)

b)

c)

d)

Exercise 9-5: ROUTE TO APPEAL

There is a right to review of most agency decisions. We have examined some in previous exercises. Chose any federal agency other than the ones in this workbook. Use the resources available at that agency’s website to determine the right to review applicable to that agency. If the information is not available at the agency website, use the resources listed in Exercise 9-3 to locate the regulations for appeal for the agency.

If you cannot find the regulations for appeal, look up the *Administrative Procedure Act*, 5 USC §702 Right of Review

1. State which agency decisions are subject to a right of review.

2. State to what entity appeals of agency decisions are made.

3. Summarize the appeal procedure for decisions of the agency.

***Exercise 9-6: ACT EXPLANATION***

Explain the acts or laws that pertain to appealing an agency decision. Assume your explanation will be included in a informational brochure to be given to new clients at your law firm. The clients have no previous experience with administrative appeals and no legal education, so you cannot assume they know any of what you know. You have to use language that someone who has never taken this course will understand. If you use any legal terms, you must explain what those terms mean using language that someone who has never taken this course or any other law course will understand.

WRITE your explanation here:

Exercise 9-7: REGULATION EXPLANATION

Explain what agency regulations are including how they relate to statutes and the extent to which they have the effect of law. Assume your explanation will be included in a informational brochure to be given to new clients at your law firm. The clients have no previous experience with administrative appeals and no legal education, so you cannot assume they know any of what you know. You have to use language that someone who has never taken this course will understand. If you use any legal terms, you must explain what those terms mean using language that someone who has never taken this course or any other law course will understand.

WRITE your explanation here:

# *Exercise 9-8: WEBQUEST*

# *INTRODUCTION*

The National Archives houses records important to understanding the history of our country. It is our country’s recordkeeper. In this exercise we will explore one small aspect of the types of records available through the archives.

Taxes are a political issue every year. They have been since the founding of our country. In fact, while the Constitution was being put together at the Constitutional Convention, the question of whether it was necessary for the new federal government to be able to raise taxes directly or only through the states. In political debates, people often refer to what the Founding Fathers had to say on a topic. In this exercise, we examine what one Founding Father – James Madison had to say to the Constitutional Convention on the topic of direct taxation.

The **Task** will tell you what to read and what questions to answer.

The **Resources** will show you where to find your topics on the website.

## Task

1. Locate James Madison’s address to the Constitutional Convention on June 11, 1788.

2. Summarize Madison’s position on the necessity of direct taxation.

### Resources

### www.archives.gov

Key “James Madison taxes 1788” into the Search box on the NARA Home Page.

### Process

Look at the required Website Pages and answer the Task’s questions.

## Evaluation

Was reading Madison’s address helpful in understanding why the federal government has the power to raise direct taxes?

## Your Conclusion

Is the ability to access Founding Father documents valuable to citizens in general or just to those with a specific interest in history?

Exercise 9-9: MY NICHE

Are you interested in one of the NARA programs?

There is information for jobseekers and volunteers, as well as information about NARA employees, on the website, although it is not as prominently displayed as it was at some of the other websites we have examined.

CLICK on [*www.archives.gov*](http://www.archives.gov)

KEY in “Careers at NARA” into the search box at the top of the NARA home page.

REVIEW the list of search results and follow the links that seem most likely to have the information you want.

Which topics interest you?

What information did you find?

Exercise 10-1: GETTING TO KNOW AN AGENCY

CENTER FOR DISEASE CONTROL AND PREVENTION

***Abbreviation***: CDC

***URL***: [www.cdc.gov](http://www.cdc.gov)

**To see the website, Key in the URL in the above line** or click the link while holding down the Ctrl key.

***Home Page***: What the agency wants people to know about CDC. Notice the different pictures and topics in the headline banner.

***GUIDE :*** [**www.cdc.gov**](http://www.cdc.gov)

1. READ the CDC home page.

2. LIST three topics from the Home Page

(a)

(b)

(c)

3. SUMMARIZE one of these topics: (What it’s about, how it relates to DHS)

Exercise 10-2: Features of An Agency’s Website

Center for Disease Control and Prevention

A unique feature of this agency is its “Outbreaks”notice section. Scroll down the website to locate the Outbreaks section.

***GUIDE*** [www.cdc.gov](http://www.cdc.gov)

1. LIST the five most recent outbreaks announced on the CDC’s site..

1)

2)

3)

4)

5)

2. Were you aware of these outbreaks before visiting this website? If so, STATE the source from which you learned of the outbreak and then RESEARCH where that source got its information.

Exercise 10-3: USING AN AGENCY’S DATA AND STATISTICS

***GUIDE*** [www.cdc.gov](http://www.cdc.gov)

*Diseases and Conditions*

*Data and Statistics*

1. CLICK on Diseases and Conditions at the top of the main page. Then SCROLL down to Data and Statistics. Summarize the types of data and statistics available from the CDC.

2. LIST five of the topics with regard to which CDC can provide data and statistics that might be useful to legal professionals.

a.)

b.)

c.)

d.)

e.)

3*.* EXPLAIN how you think the data and statistics from one of the topics on your list might be useful to legal professionals.

Exercise 10-4: AN AGENCY WORKING WITH FUNCTIONS OF OTHER AGENCIES

The CDC works within a network of agencies concerned with health in the United States and around the world. For example, the CDC provides information and guidance regarding COVID-19 vaccines, but the FDA (Food and Drug Administration) oversees production, testing, and approval of the vaccines. In this exercise, we will examine the mission statements of the CDC, the FDA, and the NIH (National Institute of Health) to understand the role of the CDC as it relates to other health-related agencies.

***GUIDE*** [www.cdc.gov](http://www.cdc.gov)

[www.fda.gov](http://www.fda.gov)

www.nih.gove

1. OPEN the Home Pages for CDC, FDA, and NIH by keying in the URLs in the Guide box or by holding the CTRL button while clicking the links in the Guide box. Locate information about what each agency does by finding their mission statements, “what we do,” “who we are,” or similar links.

2. COMPARE the roles each agency plays in protecting health. WRITE a short explanation of each agency’s role.

3. EXPLAIN how the three agencies’ roles relate to each other as a network of agencies working to protect health.

Exercise 10-5: CDC COMPONENTS and SECTIONS

***GUIDE*** [www.cdc.gov](http://www.cdc.gov)

*About CDC*

*Organization Chart*

The CDC is itself a component of the Department of Health and Human Services. It is one of the “Family of Agencies” we reviewed in a previous set of exercises. The CDC also has component consisting of one institute and four sections with each section being supervised by a deputy director.

1. On the CDC Home Page CLICKon *About CDC* and then on *Organizational Chart.* LIST and SUMMARIZE each of the four sections headed by a deputy director
2. *About CDC 24-*7 states that Advisory Committees are an important components of its overall strategy. CLICK on “Learn More About FAC” and then *Committees.* SUMMARIZE the information you find about FACs.
3. CHOOSE one of the Committees and EXPLAIN the topic about which it advises the CDC.

Exercise 10-6: LAWS OF GOVERNMENT AGENCIES

The United States Congress creates government agencies. It tells them their mission and which laws to enforce. The agencies make rules and regulations to enforce these laws.

When Congress creates an agency, it calls that law an act. CDC’s creation is a bit different. The actual authority for controlling the spread of disease is delegated by statute to the Department of Health and Human Services. The Secretary of HHS has delegated some of that authority to CDC, so while CDC acts as an independent agency, it is in fact just a component of DHHS. Its delegated authority gives it the power to enforce laws designed to prevent the spread of disease. As we recently saw with the COVID-19 pandemic, quarantine and isolation are effective means of stopping the spread of disease. In this exercise, we will locate and examine some of the laws regarding quarantine and isolation.

***GUIDE* www*.***[cdc.gov](http://www.dhs.gov)

*Quarantine and Isolation*

*Legal Authorities for Isolation and Quarantines*

1. TYPE “quarantine and isolation” into the search box on CDC’s Home Page. Then CLICK on *Legal Authorities for Isolation and Quarantines.* DIAGRAM

the flow of authority for isolation and quarantine as described on this page.

2. EXPLAIN how the CDC exercises its authority to isolate and quarantine persons.

3. STATE who creates the list of diseases for which a person can be isolated and quarantined and how the list is effectuated.

Exercise 10-7: REGULATIONS OF GOVERNMENT AGENCIES

Congress states which of the laws each agency will enforce. The agencies make rules and regulations to further enforce these laws. The CDC is not primarily a regulatory agency, but it does enact and enforce some regulations. In this exercise, we will examine the CDC’s regulation on isolation and quarantine implemented to enforce the laws discussed in the last exercise.

***GUIDE*** [www.cdc.gov](http://www.cdc.gov)

*Quarantine and Isolation*

*Specific Laws and Regulations Governing the Control of Communicable Diseases*

1. TYPE “quarantine and isolation” into the search box on CDC’s Home Page. Then CLICK on *Specific Laws and Regulations Governing the Control of Communicable Diseases* in the “Federal Regulations” box. CLICK on the link to 42 C.F.R., Part 70. SUMMARIZE the regulations relating to interstate quarantine.

2. TYPE “quarantine and isolation” into the search box on CDC’s Home Page. Then CLICK on *Specific Laws and Regulations Governing the Control of Communicable Diseases* in the “Federal Regulations” box. CLICK on the link to 42 C.F.R., Part 71. SUMMARIZE the regulations relating to foreign quarantine.

3. SCROLL down to “Recent Updates.” EXPLAIN the most recent regulation update in the list.

# *Exercise 10-8:* *WEBQUEST*

# *INTRODUCTION*

At the time of this writing the Federal Center for Disease Control and Prevention and its state counterparts are known mainly in relation to their reports and guidance on COVID-19 pandemic control measures. However, it is concerned with most major diseases affecting residents of the United States.

The **Task** will tell you what to read and what questions to answer.

The **Resources** will show you how to find your way to the Home Pages.

## Task

Review the information on a disease or condition that has affected a member of your family or a close friend’s family. Evaluate the helpfulness of this information. Evaluate the effectiveness of the CDC’s dissemination of this information

***Resources:*** Go to the CDC website ([www.cdc.gov](http://www.cdc.gov).) Click on *Diseases and Conditions.* Select a disease responsive to the TASK prompt.

1. Evaluate the helpfulness of the information provide regarding the disease or condition you selected.

2. Were you aware of this information prior to reviewing it at the CDC’s website? Evaluate the effectiveness of the CDC’s dissemination of this information to the sectors of the public in need of the information.

### Process

Look at the given Website Pages and answer the Task’s questions.

## Evaluation

Your evaluation should go beyond conclusions such as “the information is very helpful” or “the CDC does not do a good job of disseminating this information.” Explain how and why the information is or is not helpful. How could the information or the dissemination of the information be improved? What is the criteria by which you conducted your evaluation? Are their other criteria that should also be considered?

## Your Conclusion

If you concluded the information is helpful, will you use this resource more in the future? Will you tell other people the resource exists? If it is not helpful, will you write to the CDC with your suggestions for improvement?

Exercise 10-9: MY NICHE

Are you interested in the Center for Disease Control and Prevention (CDC)?

There is information for jobseekers and volunteers, as well as information about

CDC employees, on the website.

# CLICK on *More* in the menu at the top of the CDC Home Page.

CLICK on “CDC Jobs*.”*

CLICK on the titles that interest you.

CLICK on *Publications.*

Which topics interest you?

What information did you find?