SLS Assessment Data

FY 2009/2010
Area of Law*

* Student Voice Assessment: 396 respondents (64% survey participation rate – total consults FY 2009/2010 = 629)
Understanding of the Legal Process

Over 98% of students reported that the assistance received from SLS helped them better understand the legal process.
Knowledge about Legal Issue

Before Consultation

- 48% reported minimal to no knowledge
- 8% reported significant to expert knowledge

After Consultation

- 4% reported minimal to no knowledge
- 65% reported significant to expert knowledge

RESULT: Over 55% of students reported a significant increase in knowledge level after consultation
Affect on Studies

41% of students reported that their issue was adversely affecting their ability to focus on their studies.
Retention

Over 80% of students reported that the assistance they received from SLS enabled them to better focus on their studies and remain enrolled at Texas Tech University.
Landlord Tenant – 85.94% retained (110 students retained)

Criminal Law – 87.96% retained (96 students retained)

Family Law – 82.93% retained (34 students retained)

Consumer – 88.37% Retention (40 students retained)

Auto/Medical Issues – 95.45% retained (22 students retained)
Students Retained

SLS assisted in the retention of 335 TTU students!!!
Comments from Students

• Great advice! Feel more confident in my next moves.
• Great service for students. Nice to know we have something like this available.
• I consider this to be a very important service to students.
• I feel better finding a solution to this problem and more optimistic.
• I feel better prepared to face this issue.
• I feel more at ease knowing something can be done.
• It was explained to me what would happen, I did not feel reprimanded, but helped.
• My attorney was great at assessing the situation and offering opinions on course of action.
• Legal Services was extremely helpful.
• Life saver!!
• More helpful than my actual paid attorney.
• Service and advice was excellent. I could focus on my studies once again after talking to them.
• Since tuition is constantly rising, I suggest that legal matters that SLS can handle should be broadened.
• The employees in the office were all very kind and respectful. This was important to me as my issue was very sensitive and complicated
• Very calm atmosphere. The entire situation was explained to me and I did not feel pressured or out of luck.
• Very good, organized and completely professional.
• Very professional. Reception is very cheerful and welcoming.