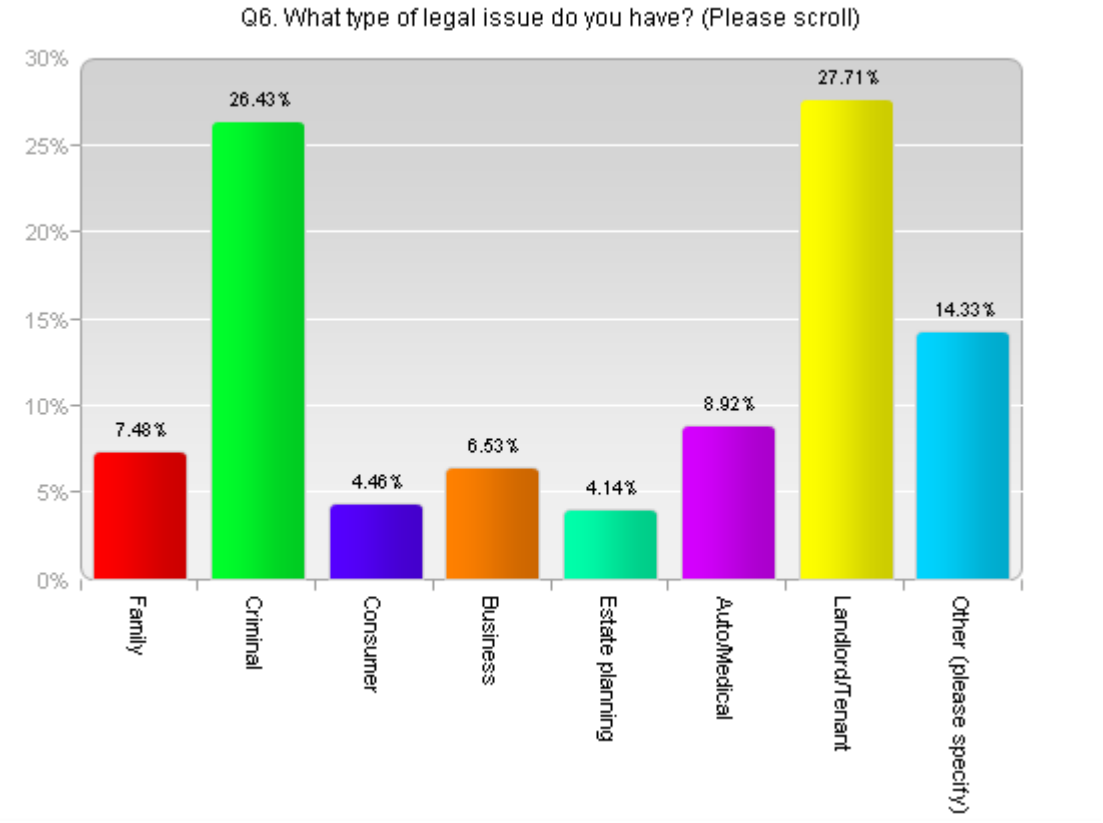
SLS Assessment

Student Voice Data

FY 2011

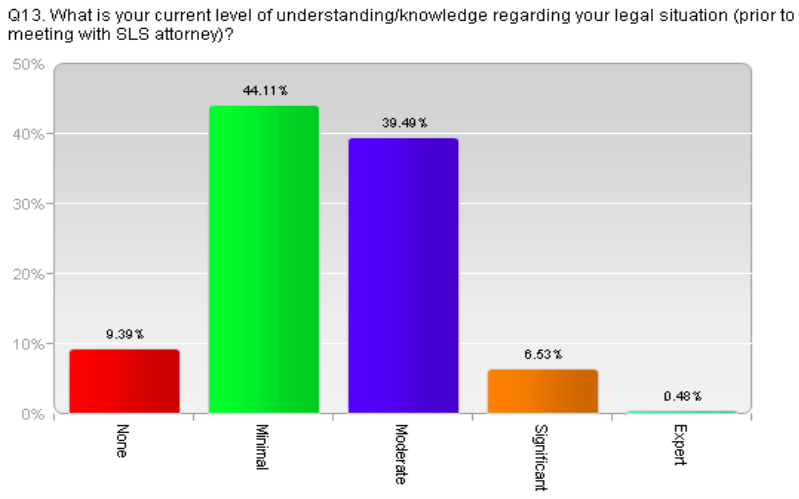
Area of Law*



* Based upon data from Student Voice Assessment: 629 respondents (83% survey participation rate – total consults FY 2010/2011 = 759)

Knowledge about Legal Issue

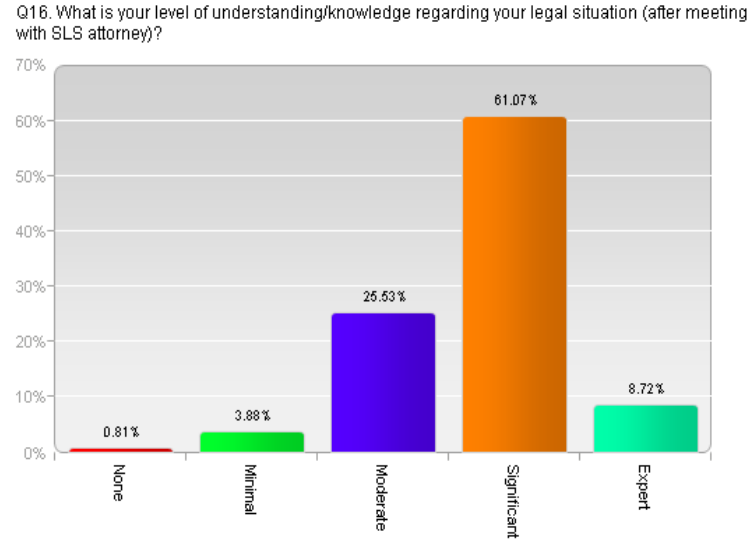
Before Consultation



Before consultation:

- 53.5% - minimal to no knowledge
- 7% - significant to expert knowledge

After Consultation



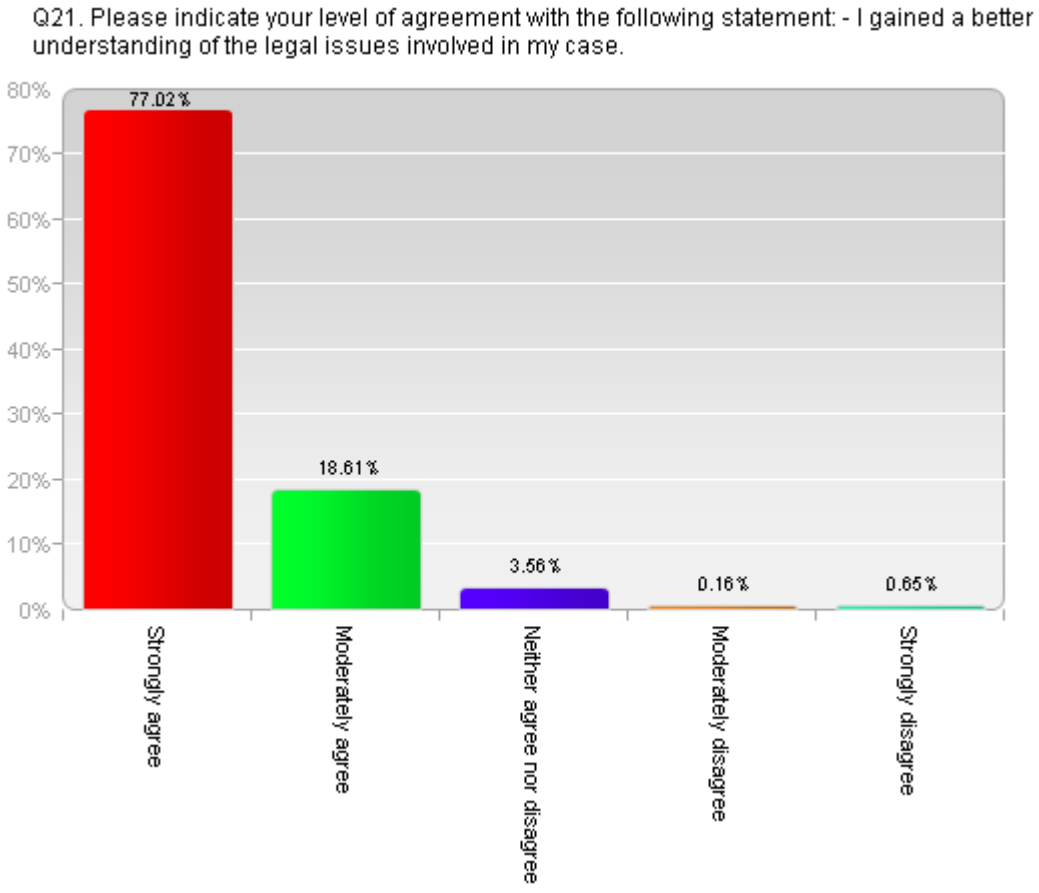
After Consultation:

- 4.69% - minimal to no knowledge
- 70% - significant to expert knowledge

RESULT : Over 63% of students reported a significant increase in knowledge level after consultation

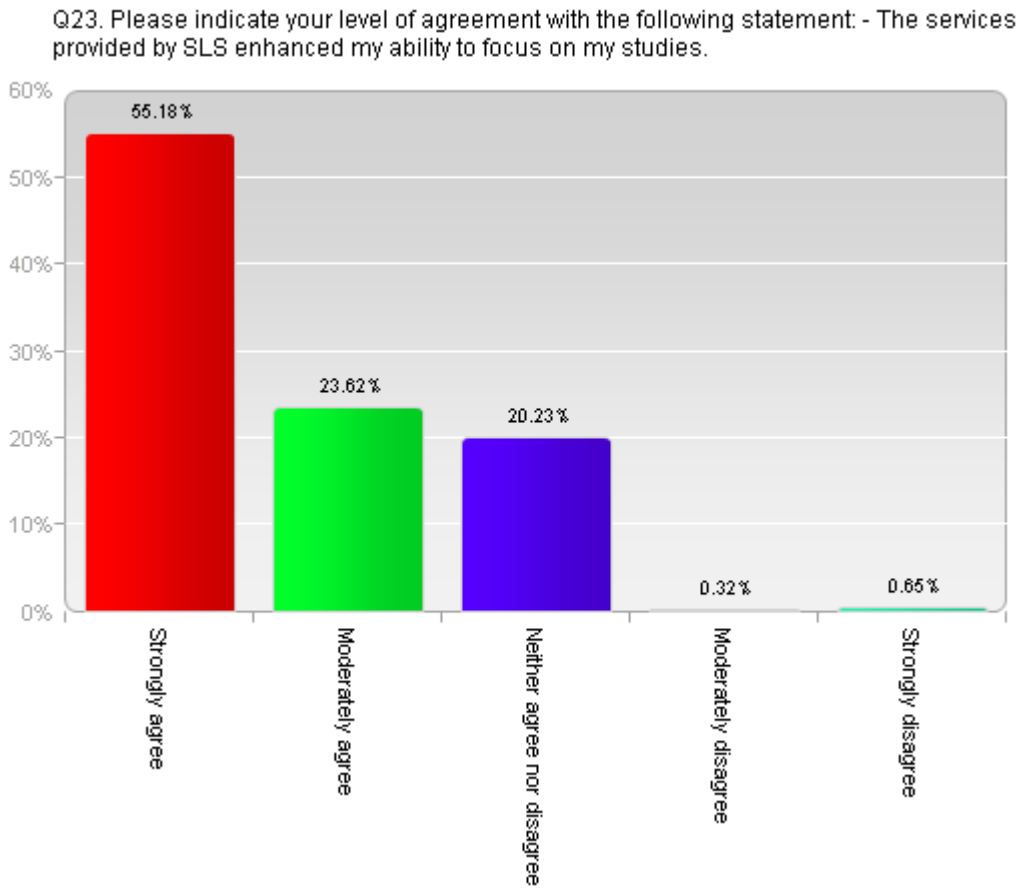
Overall Understanding of Legal Process

Over 95% of students reported that the assistance received from SLS helped them better understand the legal process.



Effect on Studies

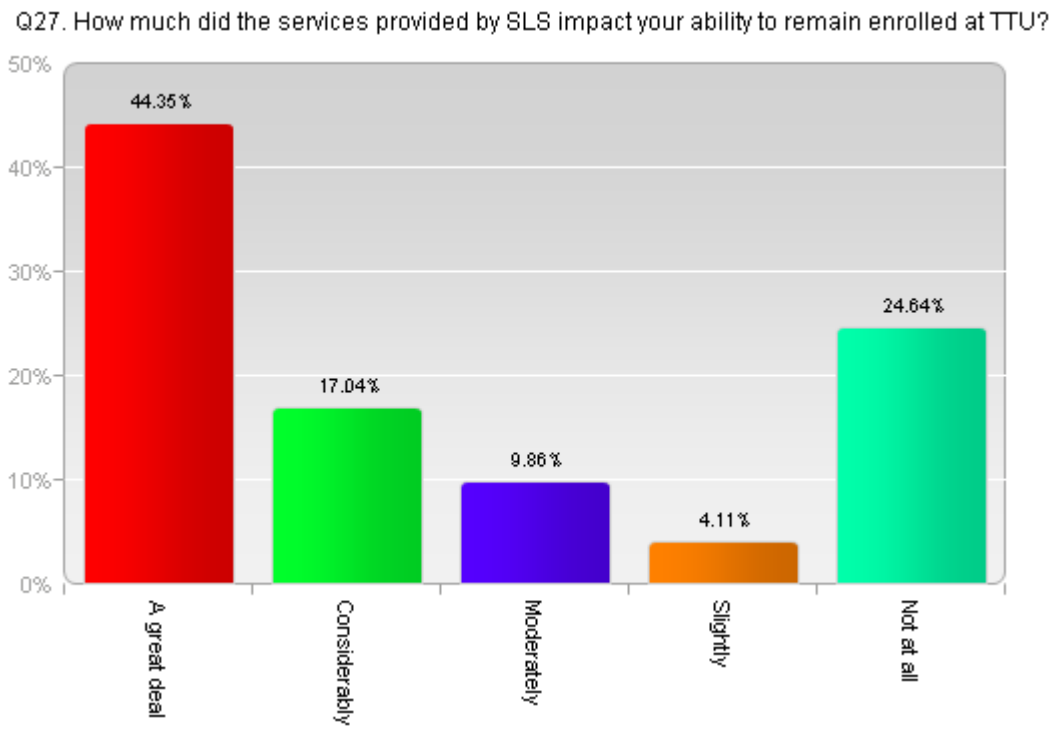
78.8% of students reported that the services provided by SLS enhanced their ability to focus on their studies



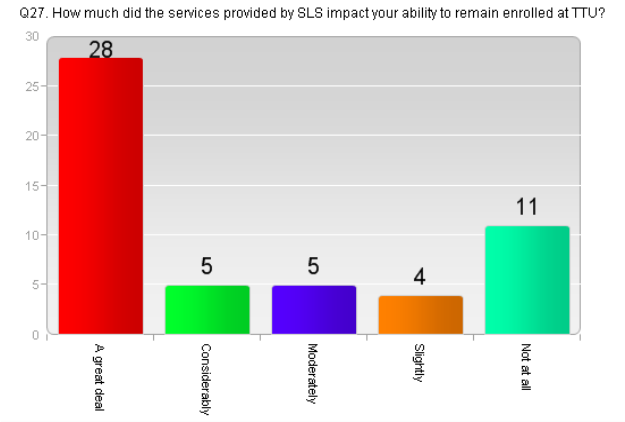
Retention

Over 75% of students reported that the assistance they received from SLS positively impacted their ability to remain enrolled at Texas Tech University.

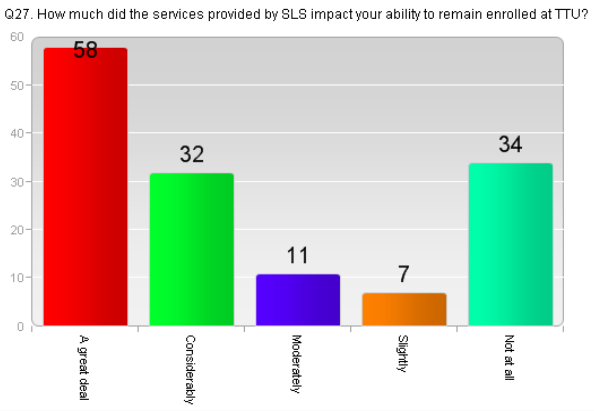
More than 50% indicate that SLS significantly impacted retention.



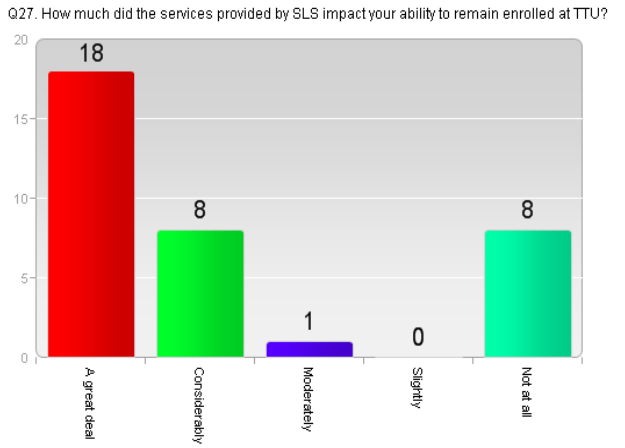
Retention by Area of Law



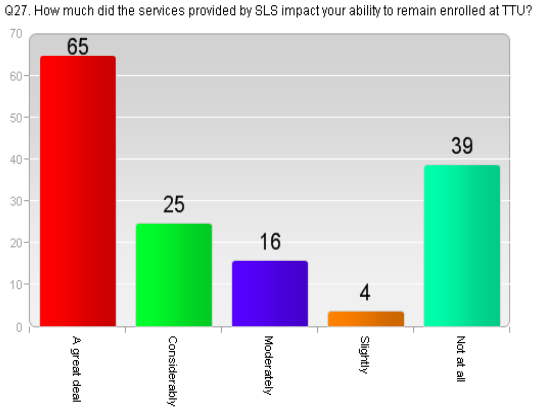
Auto/Medical–79% retention
(42 students retained)



Business Law –76% retention
(108 students retained)

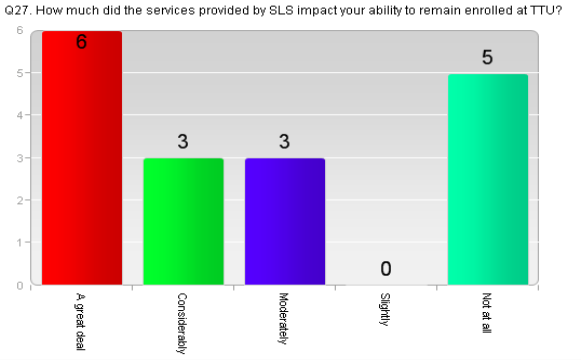


Consumer – 77% retention
(27 students retained)

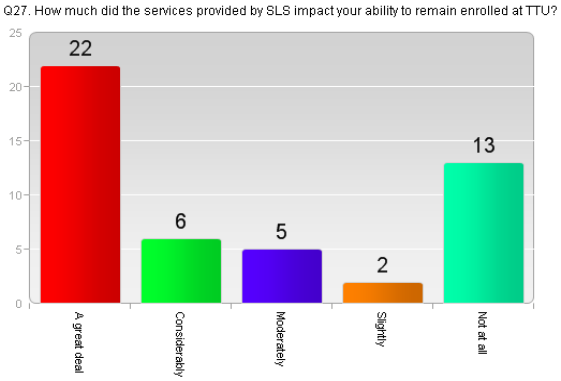


Criminal Law –74% retention
(110 students retained)

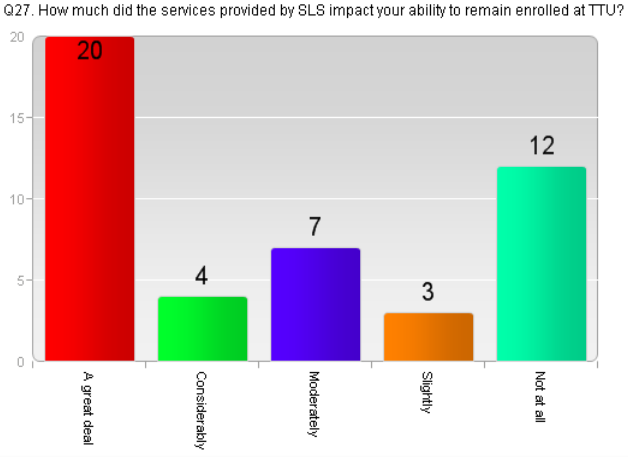
Retention by Area of Law



Estate Planning– 70% retention
(12 students retained)



Family Law – 73% retention
(35 students retained)



Landlord Tenant – 76% retention
(108 students retained)

471
Students Retained

SLS assisted in the retention of 471 TTU students!!!

* Based upon data from Student Voice Assessment: 629 respondents

Comments from Students

- Able to get **quick legal advice** and a **better understanding** of what my next step should be.
- Answered all of my questions and was **extremely helpful** even though it wasn't the answer I wanted.
- Appointment was **fast**, attorney was **knowledgeable**, and the solution along with the process to get there was **clearly laid out**.
- Attorney clearly **wanted to help** and will do anything within her power to help me resolve my situation.
- Always **helpful** and **friendly**. I always feel as if they **want to help instead of having to help**.
- Attorney was very **kind** to explain every option and procedure. Now I know what to do and feel much **safer** with him being involved. **Best thing that ever happened to me**.
- Attorney was very **knowledgeable** and **friendly**. She walked me through the paperwork to make sure I knew how to respond to questions.
- **Awesome**.
- Attorney was extremely **helpful** and I think I will be able to have a **decent night sleep**. My situation is very unusual and she helped a lot.
- Attorney was very **knowledgeable, helpful** and **sincere**.
- **Comforting**, **confident** now.
- **Courteous**, **professional** staff, **knowledgeable** attorney.
- **Eased my mind** about the issue I was facing, explained my options.
- **Effective** and **efficient**.
- Everyone in this office has been **extremely helpful** throughout my college career with the several scrapes I have come across. They aided me and gave me **peace of mind**.