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

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
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**.

Q23. Please indicate your level of agreement with the following statement: - The services provided by SLS enhanced my ability to focus on my 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.**