STUDENT LEGAL SERVICES
FY 2012 ASSESSEMENT

CLIENT PROFILE
FY 2012 Data

- 895 SLS clients participated in survey
- 1,087 total new client consultations
- 82% participation rate
STUDENT AWARENESS

- 22% of our clients are repeat customers

- 82% of our clients knew about SLS before they encountered a legal problem
HOW CLIENTS HEARD ABOUT SLS

- TTU Student: 23%
- Parent: 10%
- Previous Client: 2%
- Tech Announce: 13%
- Other: 4%
- Staff: 6%
- Professor: 4%
- E-mail: 3%
- TTU Website: 3%
- First year academic planner: 4%
- Student services guide: 5%
- Presentation: 5%
- DT: 3%
- RRO fair: 15%
- Previous Client: 2%
Student Suggestions

- Campus Flyers
- Dorm Advertising
- Tech Announce
- Club wristbands
- SUB signage
- DT ads
- Social media
CLIENT PROFILE
CLASSIFICATION

- Graduate, 20%
  - 225 students
- Freshman, 20%
  - 225 students
- Sophomore, 19%
  - 208 students
- Junior, 19%
  - 205 students
- Senior, 22%
  - 244 students
GENDER

Female 41%

Other 0%

Male 59%
ETHNICITY

As Compared to TTU Enrollment Statistics:
- Caucasian - 68%
- Hispanic - 15%
- African-American - 4.5%
- International - 7%
VETERAN STATUS

Non-Veteran 93%

Dependant 4%

Veteran 3%
LEGAL SERVICES
FY 12 - ANNUAL STATISTICS

- 30% Landlord/Tenant
- 26% Criminal
- 13% Other*
- 10% Auto/Medical
- 8% Family
- 5% Business
- 5% Consumer
- 3% Estate Planning

*Students select other when unsure what area of law to choose
LANDLORD / TENANT LAW
Knowledge Before Consultation

- 57% reported minimal to no knowledge
- 6% reported significant to expert knowledge

Knowledge After Consultation

- 4% reported minimal to no knowledge
- 77% reported significant to expert knowledge

RESULT: Over 71% of LLT clients reported a significant increase in knowledge level
77% of LLT clients reported that SLS enabled them to focus on their studies.
Over 76% of LLT clients reported that the assistance they received from SLS impacted their ability to remain enrolled at Texas Tech University.
CRIMINAL DEFENSE
CRIMINAL DEFENSE - LEGAL ISSUE

- Misdemeanor: 56%
- Expunction: 16%
- Traffic Ticket: 9%
- Other: 15%
- Felony: 4%

Percentages of criminal defense cases.
Knowledge Before Consultation

- 57% reported minimal to no knowledge
- 6% reported significant to expert knowledge

Knowledge After Consultation

- 4% reported minimal to no knowledge
- 77% reported significant to expert knowledge

RESULT: Over 71% of LLT clients reported a significant increase in knowledge level
77% of LLT clients reported that SLS enabled them to focus on their studies.
Over 76% of LLT clients reported that the assistance they received from SLS impacted their ability to remain enrolled at Texas Tech University.
AUTO / MEDICAL
**Knowledge Before Consultation**

Q13. What is your current level of understanding/knowledge regarding your legal situation (prior to meeting with SLS attorney)?

<table>
<thead>
<tr>
<th>Level</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>3.03%</td>
</tr>
<tr>
<td>Minimal</td>
<td>48.54%</td>
</tr>
<tr>
<td>Moderate</td>
<td>46.88%</td>
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<tr>
<td>Significant</td>
<td>2.39%</td>
</tr>
<tr>
<td>Expert</td>
<td>0%</td>
</tr>
</tbody>
</table>

**Knowledge After Consultation**

Q15. What is your level of understanding/knowledge regarding your legal situation (after meeting with SLS attorney)?

<table>
<thead>
<tr>
<th>Level</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>0%</td>
</tr>
<tr>
<td>Minimal</td>
<td>4.76%</td>
</tr>
<tr>
<td>Moderate</td>
<td>26.19%</td>
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<tr>
<td>Significant</td>
<td>65.46%</td>
</tr>
<tr>
<td>Expert</td>
<td>3.57%</td>
</tr>
</tbody>
</table>

Before consultation:
- 52% reported minimal to no knowledge
- 2% reported significant to expert knowledge

After Consultation:
- 5% reported minimal to no knowledge
- 69% reported significant to expert knowledge

**RESULT:** Over 67% of Auto/Medical clients reported a **significant increase in knowledge** level
79% of Auto/Medical clients reported that SLS enabled them to focus on their studies
Over 72% of Auto/Medical clients reported that the assistance they received from SLS impacted their ability to remain enrolled at Texas Tech University.
FAMILY LAW
FAMILY LAW ISSUE

- Divorce: 46%
- Child Custody: 23%
- Child Support: 11%
- Name Change: 5%
- Other: 15%
FAMILY LAW - STUDENT LEARNING

Knowledge Before Consultation

Before consultation:
- 51% reported minimal to no knowledge
- 13% reported significant to expert knowledge

Knowledge After Consultation

After Consultation:
- 9% reported minimal to no knowledge
- 63% reported significant to expert knowledge

RESULT: Over 50% of Family Law clients reported a significant increase in knowledge level
100% of Family Law clients reported that SLS enabled them to focus on their studies.
Over 79% of Family Law clients reported that the assistance they received from SLS impacted their ability to remain enrolled at Texas Tech University.
BUSINESS / CONTRACT LAW
Before consultation:
- 67% reported minimal to no knowledge
- 4% reported significant to expert knowledge

After Consultation:
- 19% reported minimal to no knowledge
- 60% reported significant to expert knowledge

RESULT: Over 56% of Business Law clients reported a **significant increase in knowledge** level
100% of Business Law clients reported that SLS enabled them to focus on their studies
Over 75% of Business Law clients reported that the assistance they received from SLS impacted their ability to remain enrolled at Texas Tech University.
CONSUMER
CONSUMER - STUDENT LEARNING

Knowledge Before Consultation

Before consultation:
• 50% reported minimal to no knowledge
• 5% reported significant to expert knowledge

Knowledge After Consultation

After Consultation:
• 12% reported minimal to no knowledge
• 63% reported significant to expert knowledge

RESULT: Over 58% of Consumer clients reported a significant increase in knowledge level
98% of Consumer clients reported that SLS enabled them to focus on their studies.
Over 100% of Consumer clients reported that the assistance they received from SLS impacted their ability to remain enrolled at Texas Tech University.
ESTATE PLANNING
ESTATE PLANNING - STUDENT LEARNING

Knowledge Before Consultation

Before consultation:
- 59% reported minimal to no knowledge
- 19% reported significant to expert knowledge

Knowledge After Consultation

After Consultation:
- 4% reported minimal to no knowledge
- 69% reported significant to expert knowledge

RESULT: Over 50% of Estate Planning clients reported a significant increase in knowledge level
73% of Estate Planning clients reported that SLS enabled them to focus on their studies.
Over 63% of Estate Planning clients reported that the assistance they received from SLS impacted their ability to remain enrolled at Texas Tech University.
OTHER ISSUE

- Immigration: 11%
- Intellectual Property: 15%
- Employment: 15%
- Real Estate: 7%
- ID Theft: 18%
- Lawsuit: 15%
- Other: 19%
OTHER - STUDENT LEARNING

Before consultation:
- 47% reported minimal to no knowledge
- 8% reported significant to expert knowledge

After Consultation:
- 11% reported minimal to no knowledge
- 60% reported significant to expert knowledge

RESULT: Over 52% of Other clients reported a significant increase in knowledge level
76% of Other clients reported that SLS enabled them to focus on their studies.
Over 79% of other clients reported that the assistance they received from SLS impacted their ability to remain enrolled at Texas Tech University.