STUDENT ASSESSMENT

- 817 SLS clients participated in survey
- 1,107 total new client consultations
- 76 % participation rate
MARKETING & OUTREACH
28% of our clients are repeat customers

87% of our clients knew about SLS before they encountered a legal problem
HOW CLIENTS HEARD ABOUT SLS

- Outreach

- RRO fair: 87
- DT: 22
- Student services guide: 55
- First year academic planner: 28
- Student Presentation: 19
- E-mail: 13
- TTU Website: 23
- Professor: 20
- Staff: 56
- Parent: 82
- Previous Client: 17
- Tech Announce: 63
- TTU Student: 174
- Other: 31
Student Suggestions

- Campus Advertising
  - Dorm Advertising
  - Flyers around campus
- Tech
  - Announce/Emails/Raiderlink
- The Daily Toreador
- Social Media
- Orientation
CLIENT PROFILE
CLASSIFICATION

- Freshman: 16%
- Sophomore: 14%
- Junior: 20%
- Senior: 28%
- Grad: 22%
GENDER

Female: 41%

Other: 0%

Male: 59%
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 13 - ANNUAL STATISTICS

- 32% Landlord/Tenant
- 28% Criminal
- 8% Auto/Medical
- 7% Family

- 5% Business
- 4% Consumer
- 3% Estate Planning
- 13% Other*

*Students select other when unsure what area of law to choose
Breakdown by Semester

- Criminal
- Landlord
- Consumer
- Estate
- Family
- Business
- Auto/Medical
- Other

Fall
Spring
Summer
LANDLORD / TENANT LAW
LLT Legal Issue

- Security Deposit
- Security Deposit Dispute
- Failure to Repair
- Eviction
- Lease Review
- Lease Termination
- Other

Percentage Distribution:
- Security Deposit: 2%
- Security Deposit Dispute: 8%
- Failure to Repair: 5%
- Eviction: 6%
- Lease Review: 39%
- Lease Termination: 26%
- Other: 14%
Knowledge Before Consultation

- 46% reported minimal to no knowledge
- 6% reported significant to expert knowledge

Knowledge After Consultation

- 23% reported minimal to no knowledge
- 71% reported significant to expert knowledge

RESULT: Over 70% of LLT clients reported a significant increase in knowledge level.
78% of LLT clients reported that SLS enabled them to focus on their studies.
Over 78% 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**

- Traffic Ticket: 17%
- Expunction: 11%
- Misdemeanor: 61%
- Felony: 6%
- Other: 5%

*72% students seeking an Expunction were for Job Applications/To Obtain a Job*
Knowledge Before Consultation

Before consultation:
• 46% reported minimal to no knowledge
• 7% reported significant to expert knowledge

Knowledge After Consultation

After Consultation:
• 7% reported minimal to no knowledge
• 71% reported significant to expert knowledge

RESULT: Over 70% of Criminal Defense clients reported a significant increase in knowledge level
90% of Criminal Defense clients reported that SLS enabled them to focus on their studies.
Over 79% of Criminal Defense clients reported that the assistance they received from SLS impacted their ability to remain enrolled at Texas Tech University.
AUTO / MEDICAL
Knowledge Before Consultation

Before consultation:
- 57% reported minimal to no knowledge
- 4% reported significant to expert knowledge

Knowledge After Consultation

After Consultation:
- 12% reported minimal to no knowledge
- 61% reported significant to expert knowledge

RESULT: Over 60% of Auto/Medical clients reported a significant increase in knowledge level
77% of Auto/Medical clients reported that SLS enabled them to focus on their studies.
Over 76% of Auto/Medical clients reported that the assistance they received from SLS impacted their ability to remain enrolled at Texas Tech University.
Q15. What is your current level of understanding/knowledge regarding your legal situation (prior to meeting with SLS attorney)?

Before consultation:
- 58% reported minimal to no knowledge
- 13% reported significant to expert knowledge

Q16. What is your level of understanding/knowledge regarding your legal situation (after meeting with SLS attorney)?

After Consultation:
- 4% reported minimal to no knowledge
- 60% reported significant to expert knowledge

RESULT: 60% of Family Law clients reported a significant increase in knowledge level
87% 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:
- 51% reported minimal to no knowledge
- 5% reported significant to expert knowledge

After Consultation:
- 10% reported minimal to no knowledge
- 48% reported significant to expert knowledge

RESULT: Over 47% of Business Law clients reported a significant increase in knowledge level
BUSINESS- FOCUS ON STUDIES

75% of Business Law clients reported that SLS enabled them to focus on their studies.
Over 73% of LLT 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:
- 61% reported minimal to no knowledge
- 7% reported significant to expert knowledge

Knowledge After Consultation

After Consultation:
- 0% reported minimal to no knowledge
- 73% reported significant to expert knowledge

RESULT: Over 73% of Consumer Law clients reported a significant increase in knowledge level
CONSUMER – FOCUS ON STUDIES

93% of Consumer Law clients reported that SLS enabled them to focus on their studies.
Over 67% of Consumer Law clients reported that the assistance they received from SLS impacted their ability to remain enrolled at Texas Tech University.
ESTATE PLANNING
ESTATE PLANNING LEGAL ISSUE

- Will: 74%
- Power of Attorney: 19%
- Advance Directive: 0%
- Probate: 0%
- Other: 0%
- Estate Planning Packet: 7%
ESTATE PLANNING - STUDENT LEARNING

**Knowledge Before Consultation**

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

- None: 59.28%
- Minimal: 25.03%
- Moderate: 7.41%
- Significant: 0%
- Expert: 0%

**Knowledge After Consultation**

Q18. What is your level of understanding/knowledge regarding your legal situation (after meeting with SLS attorney)?

- None: 0%
- Minimal: 0%
- Moderate: 33.33%
- Significant: 66.67%
- Expert: 0%

**Before consultation:**
- 67% reported minimal to no knowledge
- 7% reported significant to expert knowledge

**After Consultation:**
- 0% reported minimal to no knowledge
- 67% reported significant to expert knowledge

**RESULT:** Over 66% of Estate Planning clients reported a **significant increase in knowledge** level
67% of Estate Planning clients reported that SLS enabled them to focus on their studies.
Over 72% of Estate Planning clients reported that the assistance they received from SLS impacted their ability to remain enrolled at Texas Tech University.
MISCELLANEOUS LEGAL
Knowledge Before Consultation

Before consultation:
• 50% reported minimal to no knowledge
• 7% reported significant to expert knowledge

Knowledge After Consultation

After Consultation:
• 5% reported minimal to no knowledge
• 75% reported significant to expert knowledge

RESULT: Over 75% of Misc. Law clients reported a significant increase in knowledge level
78% of Misc. Law clients reported that SLS enabled them to focus on their studies.
Over 78% of Misc. Law clients reported that the assistance they received from SLS impacted their ability to remain enrolled at Texas Tech University.
82% of SLS clients reported that the assistance they received from SLS impacted their ability to focus on studies at Texas Tech University.

78% of SLS clients reported that the assistance they received from SLS impacted their ability to remain enrolled at Texas Tech University.

SLS HELPED to RETAIN

863 STUDENTS