Promoting Student Success
by providing excellent legal services and preventative programming
845 SLS clients participated in survey on Ipod Touch

999 total new client consultations

85% assessment participation rate
HOW CLIENTS HEARD ABOUT SLS

- RRO fair: 11.6%
- Campus Newspaper: 2.0%
- Student services guide: 3.4%
- First year: 2.4%
- Academic planner: 2.4%
- Student Presentation: 1.9%
- E-mail: 6.3%
- TTU Website: 5.7%
- Professor: 9.6%
- Staff: 11.4%
- Parent: 4.0%
- Previous Client: 8.4%
- Tech Announce: 9.8%
- TTU Student: 32.2%
- Other: 0.2%
- Twitter: 0.2%
1084 attendees (845 - Housing Fair, 53 - Online Reputation, 136 - Study Abroad Fair, 80 - Police Interactions)

22% increase from FY13 (FY13 – 915 attendees)
OUTREACH

• 38 Fairs/Orientations

• 48 Presentations given to approx. 2,147 attendees
STUDENT UTILIZATION – Four Year History
AVERAGE WAIT TIME FOR APPOINTMENT

- 88% in 0-3 days
- 9% in 3-7 days
- 2% in 1+ week
- 1% in 2+ weeks
OFFICE MATTERS – FY14

NOTARIES (1,403)
WEBSITE VISITS (4,344)
TRANSACTIONS (7,301)

• Documents
• Letters
• Faxes
• Phone calls
• Emails
ACTIONS TAKEN

7,301 Transactions: Fax, Referral, E-mail, Telephone Call, & Document Preparation
98% report an overall satisfactory experience
CLIENT PROFILE
GENDER

Female 42%

Male 58%
As Compared to TTU Enrollment Statistics:

- Caucasian - 68%
- Hispanic -15%
- African-American -4.5%
- International - 7%
THE TYPICAL CLIENT
SLS CLIENT PROFILE – Landlord / Tenant Law (38%)

**Gender:**
- Male (49.7%)
- Female (50.3%)

**Classification:**
- Graduate (23%)
- Sophomore (20%)

**Major:**
- A&S (29%)
- ENGR (17%)

**Issue:**
- Lease Review (32%)
- Lease Term (26%)

"**Valuable** part of my tuition and I would absolutely use them again"

"**Fast**, efficient and very informative"  
"**Kind** people, willing to help, and it’s **free**"

"**Clear** explanation of lease terms"  
"I am so **relieved**"

"I feel more **knowledgeable** and **confident** about my situation"
“I haven’t ate or slept since my arrest and SLS gave me hope”
“gave me guidance and eased my stress”  “friendly, thorough, specific and helpful”
“There is no way I would be able to deal with all of this alone”
“I can now focus on taking my last final of the semester”
SLS CLIENT PROFILE – Family Law (8%)

gender: FEMALE (66%) MALE (44%)

classification: SENIOR (33%) GRADUATE (32%)

major: A&S (31%) ENGINEERING (19%)

issue: CHILD CUSTODY (30%) DIVORCE (28%)

“Great experience to work with knowledgeable professionals”

“nice and eager to help” “I feel better and confident, I’m not scared now”

“Knowledgeable and very articulate. Great person to have on your side”
IMPACT OF PROGRAMMING
Financial Impact on Students

- Legal Fees Saved: $381,750.00
- Money Recovered: $28,976.72
- Judgments/Collections Avoided: $92,043.07
- Notary Fees Saved: $8,418.00

TOTAL SAVINGS: $511,187.79
WHAT IS YOUR LEVEL OF UNDERSTANDING REGARDING YOUR LEGAL ISSUE?

95% of SLS clients report an increase in legal knowledge
SERVICES PROVIDED BY SLS ENHANCED MY ABILITY TO **FOCUS ON MY STUDIES**

69% of SLS clients report a positive effect on studies
SERVICES PROVIDED BY SLS IMPACT ON ABILITY TO REMAIN ENROLLED AT TTU

66% of SLS clients report a positive impact on retention
659 Students Retained

- One Year Impact on TTU
  - *Tuition & Fees (15 hours):* $5,892,844.00

- Four Year Impact on TTU
  - *Tuition & Fees (15 hours):* $23,571,375.00