

## STUDENT LEGAL SERVICES ASSESSMENT SURVEY FY 2012

The Department of Student Legal Services (SLS) at Texas Tech University surveys SLS clients to assess their experience, learning and our impact on retention and academic performance. The survey was administered to 1087 students who consulted with SLS during Fiscal Year 2012; 895 students completed the survey, for a total response rate of 82%. A portion of the survey was completed prior to consultation with an SLS attorney, with the remaining portion being completed either following consultation or at the conclusion of representation. The survey is attached to this summary as Appendix A and the full results are attached as Appendix B.

### KEY FINDINGS:

- SLS significantly supports both student retention and academic performance.
- SLS promotes co-curricular student learning.
- SLS clients seek legal assistance in five primary areas.

### STUDENT LEGAL SERVICES SUPPORTS STUDENT RETENTION AND ACADEMIC PERFORMANCE.

The survey revealed that SLS has a significant impact upon academic performance and student retention. When asked if the services they received at SLS enhanced their ability to focus on their studies, 79.8% of students answered “yes,” and 76.8% of students stated that the assistance received from SLS positively impacted their ability to remain enrolled at Texas Tech University.

Additional analysis revealed that the following legal services had the most significant positive impact on student retention: Family (79.7%)<sup>1</sup>, Consumer (79%)<sup>1</sup>, Criminal (78.2%)<sup>1</sup>, Landlord/Tenant (76.2%)<sup>1</sup>, and Business (75%)<sup>1</sup>. Further analysis revealed that legal services having the most positive impact on academic performance and student retention were the services most utilized by international, veteran and graduate students.<sup>2</sup>

### STUDENT LEGAL SERVICES SUPPORTS CO-CURRICULAR STUDENT LEARNING.

The key purpose of SLS is to ensure that each student understands the legal issues relevant to their situation. When possible, SLS strongly encourages students to implement self-help strategies to resolve their legal matters. As a result, client meeting(s) serve not only as a source of counseling, but also as an opportunity for significant co-curricular learning. Prior to their consultation, less than 7% of students reported having “significant” or “expert” knowledge regarding their legal issue; whereas, after consultation, 71% of students reported having “significant” or “expert” knowledge regarding their legal issue.

### STUDENT LEGAL SERVICES CLIENTS SEEK LEGAL ASSISTANCE IN FIVE PRIMARY AREAS.

SLS currently offers advice and/or representation in the following areas: Family, Criminal, Consumer, Business, Estate Planning, Auto & Medical, and Landlord Tenant. Findings indicate that students seek assistance in five primary areas: Landlord/Tenant (30.1%)<sup>3</sup>, Criminal (25.8%)<sup>3</sup>, Consumer (17.9%)<sup>3</sup>, Auto/Medical (9.5%)<sup>3</sup> and Family (8.4%)<sup>3</sup>. It is worthy to note that this trend remains unchanged from FY11.

### SUMMARY

Based upon student utilization, co-curricular learning, and the positive effect on student retention and academic performance, legal services should continue to be provided in the following areas: Landlord/Tenant, Criminal, Consumer, Auto/Medical and Family. Continued outreach to international, veteran and graduate students is critical due to the significant correlation between providing services to these student populations and positively impacting student retention and academic performance.

<sup>1</sup> Indicates percentage of students with this type of legal issue who reported SLS had a positive impact on their ability to remain enrolled at Texas Tech University.

<sup>2</sup> Approximately 40% of the students seeking assistance in either Consumer or Auto/Medical issues were graduate students, and roughly 25% of students seeking assistance in these areas were international students.

<sup>3</sup> Indicates percentage of students seeking assistance in that legal area.