

Student Legal Services 2016-17

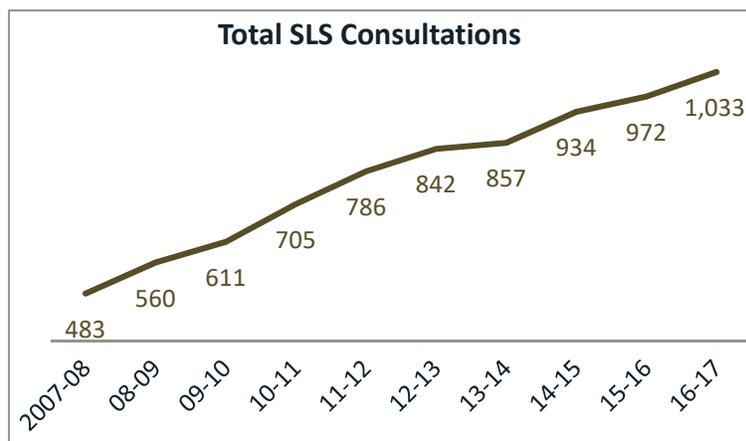
Overview

The Student Legal Services (“SLS”) mission is to **support student retention by improving students’ ability to stay in school via high-quality counseling and assistance with their legal issues.** SLS offers the following services:

- **Legal Consultations:** Free and confidential 30-minute consultations for currently registered students offering advice, guidance, and coaching related to their legal questions, rights, obligations, and processes. Areas of law include landlord/tenant, criminal, credit and collection matters, auto and health insurance claims, accidents and personal injury, consumer fraud, technology and privacy issues, general contract law, small claims actions, traffic and alcohol citations, basic estate planning, and family law. SLS does not represent students, but assists in the preparation and review of letters, legal documents, and court filings. SLS provides referrals to outside counsel or other third-party resources as appropriate.
- **Tip Sheets and Forms:** SLS offers a set of tip sheets and template documents on its Web site that relate to the most common areas of legal questions for students.
- **Workshops:** SLS presents educational sessions about legal rights and obligations on various topics of interest or concern to students.

2016-17 Highlights and Key Metrics

- **1,033 total legal consultations**, up 6.3% from 972 in 201-16 (26.7% were return visits by students with follow-up needs).
- Topic areas of growth since 2015-16: landlord-tenant and employment/wage claim matters.
- Offered educational sessions about SLS services, landlord-tenant issues, general legal rights, and issues relevant to UREM/low-income students.
- The following demographic groups consulted with SLS in a proportion higher than their average numbers on campus: African-American and Native American students (**103% and 167% higher** than the campus averages, respectively), Chicano/Latino students (**49.6% higher** than campus average), students age 26+ (**29% higher**), transfer students (**34% higher**), undergraduates with **lower** parental income (median \$80,000 compared to \$100,000), and **Pell Grant-eligible** undergraduates (31.0% of SLS clients vs. 24.7% of all undergraduates). *[All student demographic data is aggregated.]*
- Conducted student learning outcomes assessment of SLS clients, with 154 surveys completed (29.3% response).



Most Common Legal Issues	Top Referral Sources
Landlord-Tenant (35.4%)	Friend/word of mouth or previous SLS client (43.0%)
Police citations for alcohol, shoplifting and other misdemeanor offenses (20.8%)	Campus administrative or academic department (25.7%, from 48 different referral sources)
Auto insurance/accident/other personal injury (10.5%)	Personal research by student (15.5%)
Small Claims Court (7.2%)	ASUC Student Legal Clinic, ASUC Renter’s Legal Assistance, and ASUC Student Advocate (5.7%)
Family Law (7.0%)	Parent of student (3.5%)
Credit problems/consumer fraud (6.0%)	City of Berkeley Rent Stabilization Board (2.9%)