

# Student Legal Services 2017-18

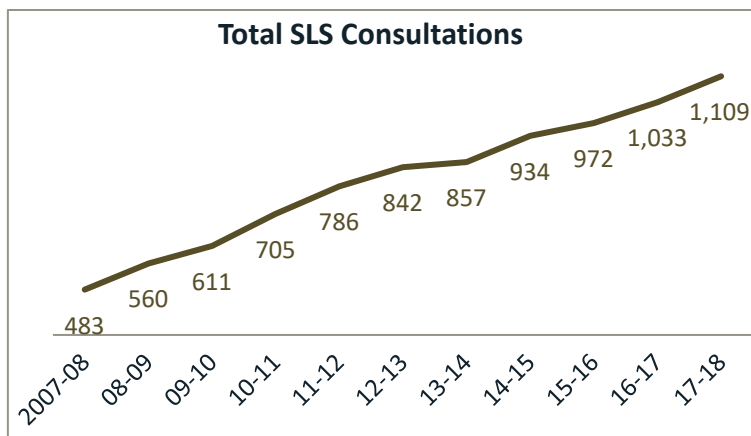
## Overview

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, small claims actions, family law, traffic and alcohol citations, criminal, credit and collection matters, auto and health insurance claims, accidents and personal injury, consumer fraud, technology and privacy issues, general contract law, and basic estate planning. 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.

## 2017-18 Highlights and Key Metrics

- **1,109 total legal consultations**, up 7.4% from 1,033 in 2016-17 (22.6% of consultations were return visits by students with follow-up needs).
- Topic areas of growth since 2016-17: Small Claims Court and Credit Problems/Consumer Fraud.
- Offered educational sessions about SLS services, landlord-tenant issues, and general legal rights.
- Celebrated SLS 50<sup>th</sup> Anniversary in October 2017.
- The following demographic groups consulted with SLS in a proportion higher than their average numbers on campus: African-American and Native American students (**124% and 260% higher** than the campus averages, respectively), Chicanx/Latinx students (**29.5% higher** than campus average), students age 25+ (**47.4% higher**), transfer students (**36.4% higher**), undergraduates with **lower** parental income (median \$80,000 compared to \$120,000), and **Pell Grant-eligible** undergraduates (SLS clients **32.1% more likely** to be Pell eligible). *[All student demographic data is aggregated.]*
- Conducted student learning outcomes assessment of SLS clients, with 160 surveys completed (29.5% response).



Most Common Legal Issues	Top Referral Sources
Landlord-Tenant (36.1%)	Friend/word of mouth or previous SLS client (49.5%)
Small Claims Court (12.9%)	Campus administrative or academic department (25.5%, from 51 different referral sources)
Police citations for alcohol, shoplifting and other misdemeanor offenses (12.8%)	Personal research by student (15.5%)
Auto insurance/accident/other personal injury (9.9%)	ASUC Student Legal Clinic, ASUC Renter’s Legal Assistance, and ASUC Student Advocate (4.8%)
Credit problems/consumer fraud (7.8%)	Parent of student (2.7%)
Family Law (7.2%)	City of Berkeley Rent Stabilization Board (2.2%)