

STUDENT LEGAL SERVICES

OVERVIEW

Mission: Student Legal Services (“SLS”) supports 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 to students:

- **Legal Consultations:** Free and confidential 30-minute consultations to currently registered students offering advice and guidance related to their legal questions, rights, and obligations. Areas of law include landlord/tenant law, criminal law, credit issues 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 matters, and family law. Although SLS does not typically represent students, it assists in the preparation and review of letters, legal documents, and court filings. Where appropriate, SLS provides referrals to outside counsel or other third-party resources.
- **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. Tip sheets include leases and rental agreements, recovering tenant security deposits, terminating a lease, auto accidents, alcohol and the law, shoplifting citations, how to interact with law enforcement, and a compilation of community legal resources. Forms include a demand letter, sublease agreement, lease assignment, roommate agreement, and a bill of sale.
- **Informational Workshops:** SLS presents educational sessions about legal rights and obligations in various situations, including landlord/tenant law, dealing with law enforcement, filing small claims court actions, preparing for law school, and other topics of interest or concern to students.

PROGRAM AREAS AND RELATED PROGRAMS

MOST COMMON LEGAL ISSUES

- Landlord-Tenant (26.4%)
- Police citations for alcohol, shoplifting and other misdemeanor offenses (17.8%)
- Auto insurance/accident/other personal injury (8.5%)
- Small claims court actions (6.4%)
- Credit problems/consumer fraud (5.4%)
- Family Law (4.3%)

TOP REFERRAL SOURCES

- Friend or previous SLS client (35.8%)
- Campus administrative or academic department (25.3%, from 31 different administrative and academic departments)
- Personal research by student (18.7%)
- ASUC Student Legal Clinic, ASUC Renter’s Legal Assistance, and Student Advocate (16.2%)

2009-10 HIGHLIGHTS AND KEY METRICS

- Provided 611 total legal consultations (26.8% were return visits by students with follow-up needs).
- Served a client base somewhat closely matched to the overall student population, with the following demographic groups consulting with SLS in a proportion higher than their average numbers on campus: African-American and Native American students (both more than double the campus average), Hispanic/Latino students (70% higher than campus average), age 24+, transfer admits, undergraduates with lower parental income (median income 28% lower than campus average), and Pell Grant-eligible undergraduates (41% more than campus average). *[All student demographic data is aggregated.]*
- Offered workshop and trainings on landlord-tenant issues, credit and collection issues, car accidents and insurance, and preparation for law school.
- Topic areas of growth since previous year: credit problems, collection actions, and small claims court filings.
- Conducted student learning outcomes assessment of SLS clients, with 90 responses to online quantitative and qualitative survey.