

STUDENT LEGAL SERVICES

2010-11 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 (30.5%)
- Police citations for alcohol, shoplifting and other misdemeanor offenses (24.8%)
- Auto insurance/accident/other personal injury (8.9%)
- Small claims court actions (6.1%)
- Family Law (4.8%)
- Credit problems/consumer fraud (4.4%)
- Friend or previous SLS client (41.0%)
- Campus administrative or academic department (22.4%, from 38 different administrative and academic departments)
- Personal research by student (20.8%)
- ASUC Student Legal Clinic, ASUC Renter’s Legal Assistance, and Student Advocate (9.6%)

TOP REFERRAL SOURCES

2010-11 HIGHLIGHTS AND KEY METRICS

- Provided 705 total legal consultations (29.4% 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 students (more than double the campus average), Chicano/Latino students (50% higher than campus average), age 24+, transfer admits, undergraduates with lower parental income, and Pell Grant-eligible undergraduates (16% more than campus average). *[All student demographic data is aggregated.]*
- Offered workshop and trainings on landlord-tenant issues, alcohol and the law, car accidents and insurance, and preparation for law school.
- Topic areas of growth since previous year: landlord-tenant, police citations, and filesharing/infringement.
- Conducted student learning outcomes assessment of SLS clients, with 99 responses to online quantitative and qualitative survey.