

Student Legal Services 2012-13

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 and guidance related to their legal questions, rights, and obligations. 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.

2012-13 Highlights and Key Metrics

- Provided 842 total legal consultations, up 7.1% from 786 in 2011-12 (32.9% were return visits by students with follow-up needs).
- Topic areas of growth since 2011-12: family law, credit problems/consumer fraud, and auto insurance/accident/other personal injury.
- Offered educational sessions about SLS services, landlord-tenant issues, alcohol and the law, working with law enforcement, and issues relevant to international students.



- The following demographic groups consulted 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), Chicano/Latino students (**64% higher** than campus average), students age 26+ (38% higher), undergraduates with lower parental income (median \$54,000 compared to \$82,000), and Pell Grant-eligible undergraduates (39.3% of SLS clients vs. 27.8% of all undergraduates). *[All student demographic data is aggregated.]*
- Conducted student learning outcomes assessment of SLS clients, with 125 responses to survey.

Most Common Legal Issues	Top Referral Sources
Landlord-Tenant (27.4%)	Friend or previous SLS client (46.8%)
Police citations for alcohol, shoplifting and other misdemeanor offenses (17.8%)	Campus administrative or academic department (28.5%, from 33 different departments)
Small claims court actions (10.6%)	Personal research by student (18.3%)
Credit problems/consumer fraud (10.3%)	ASUC Student Legal Clinic, ASUC Renter’s Legal Assistance, and Student Advocate (5.2%)
Auto insurance/accident/other personal injury (9.1%)	
Family Law (8.9%)	