

# Student Legal Services 2015-16

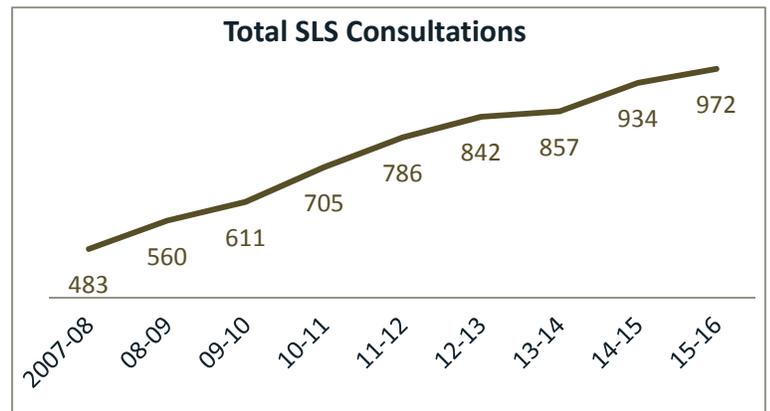
## Overview

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.

## 2015-16 Highlights and Key Metrics

- **972 total legal consultations**, up 4.1% from 934 in 2014-15 (26.9% were return visits by students with follow-up needs).
- Topic areas of growth since 2014-15: family law and alcohol/other misdemeanor 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 (**118% and 138% higher** than the campus averages, respectively), Chicano/Latino students (**30% higher** than campus average), international students (**26% higher**) students age 26+ (**31% higher**), first-generation college students (**35% higher**), transfer students (**51% higher**), undergraduates with **lower** parental income (median \$70,000 compared to \$94,000), and **Pell Grant-eligible** undergraduates (37.5% of SLS clients vs. 25.6% of all undergraduates). *[All student demographic data is aggregated.]*



- Conducted student learning outcomes assessment of SLS clients, with 148 surveys completed (32.1% response).

Most Common Legal Issues	Top Referral Sources
Landlord-Tenant (32.3%)	Friend/word of mouth or previous SLS client (44.2%)
Police citations for alcohol, shoplifting and other misdemeanor offenses (18.7%)	Campus administrative or academic department (17.8%, from 37 different referral sources)
Auto insurance/accident/other personal injury (12.1%)	Personal research by student (23.8%)
Family Law (9.3%)	ASUC Student Legal Clinic, ASUC Renter’s Legal Assistance, and ASUC Student Advocate (7.2%)
Small Claims Court (7.4%)	City of Berkeley Rent Stabilization Board (2.3%)
Credit problems/consumer fraud (6.8%)	Parent of student (1.7%)