

STUDENT LEGAL SERVICES ASSESSMENT SURVEY 2009

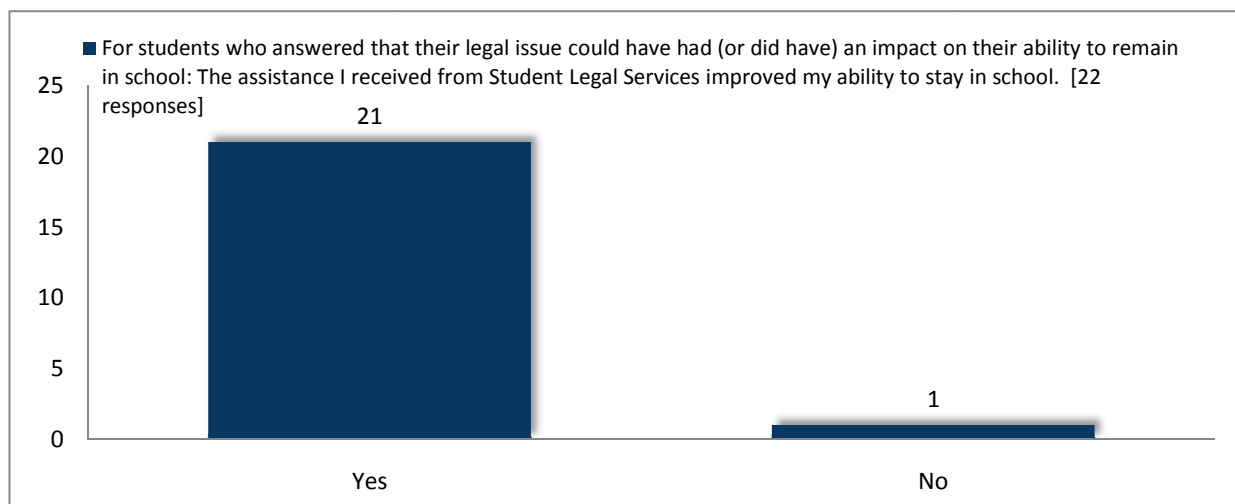
In partnership with the Committee on Student Fees, Student Legal Services (SLS) conducted a survey of SLS clients to assess their experience, learning, and satisfaction with the service. The recipients of the survey were 172 students who had consulted with SLS in the 10 months prior to the survey date and for whom an email address was on file.¹

Seventy-two students completed the survey, for a response rate of 44.2%. The full results of the survey are attached to this overview as [Appendix A](#). A few broad themes emerged:

- **SLS clearly supports both student retention and co-curricular student learning.**
- **Clients of SLS are highly satisfied with the service.**
- **SLS clients have limited alternatives for legal counseling and strongly support an expansion of SLS.**
- **SLS clients would pay additional registration fees for an expanded Student Legal Services office.**

STUDENT LEGAL SERVICES SUPPORTS STUDENT RETENTION AND ACADEMIC PERFORMANCE.

The survey revealed that Student Legal Services can have a profound impact upon student learning and retention. When asked whether SLS helped them to focus on their academics, **68.4%** “agreed” or “strongly agreed.” Even more compelling, **28.9%** of respondents answered “Yes” to the statement, “The legal issue I brought to Student Legal Services could have had (or did have) an impact on my ability to remain in school.” Of those students, **95.5% answered “Yes” to the statement, “The assistance I received from Student Legal Services improved my ability to stay in school.”** (Emphasis added.)



Representative short-answer responses included:

- Today I am on the other side of my legal issue, and I am quite grateful for the guidance provided by SLS.
- I was terrified with what was in front of me and Mark helped and every question I had going into detail and helping handle this in the future after leaving his office. Thank you Mark.
- It helped me understand my situation and my rights and feel less like a victim of the legal system. It also lifted a burden of worrying about a court appearance which was routine.
- The attorney was super helpful and spent the time to understand my situation. It was a huge relief to get his input.
- My issue was very frustrating and nerve-racking. It was great that SLS was kind, comforting, and very understanding.
- I was able to find out what kind of a mess I was in. Mark was very helpful and understanding.

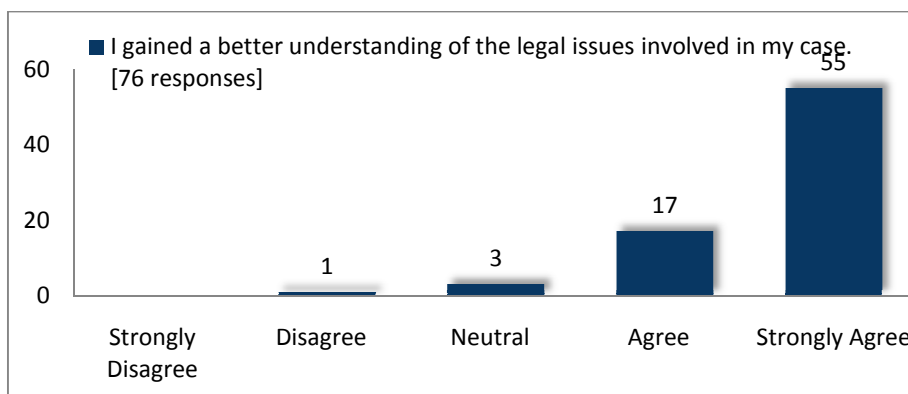
¹ Of utmost concern in conducting the survey was preserving attorney-client privilege and protecting the confidentiality of SLS clients. The survey was administered through the Office of Student Research’s secure online campus survey system. The Director of SLS, Mark Lucia, has direct access to this system (in his role as the Director of Assessment for Campus Life and Leadership) and was therefore able to administer the survey himself without disclosing client identities or client information to any third parties. All survey results have been aggregated and presented without link to any identifying information of individual respondents. Recipients of the survey were advised that responding to the survey was completely optional and that responses to short-answer questions should be generalized enough to protect any personal or confidential information that the clients did not want disclosed (even if not attached to any other identifying information).

STUDENT LEGAL SERVICES PROVIDES VALUABLE CO-CURRICULAR LEARNING TO STUDENTS.

The vast majority of students who consult with SLS have no clear idea how to proceed in resolving the legal question or problem before them. As a result, their meeting(s) with SLS serve not only as a source of counseling but also as an opportunity for significant co-curricular learning. Because SLS does not represent students, students learn (and, in most cases, personally implement) the next steps towards resolution, developing practical skills and competencies as a result.

STUDENT LEARNING ABOUT RELEVANT LEGAL ISSUES

SLS first helps students understand the legal issues relevant to their situation. To the statement “The Attorney (Mark) provided information about my question(s) in clear, understandable terminology,” **97.4%** of respondents “agreed” or “strongly agreed.” Another **94.7%** “agreed” or “strongly agreed” that from their SLS consultation, they “gained a better understanding of the legal issues involved in my case.” When asked whether they had a better understanding of their options after consulting with SLS, **93.4%** “agreed” or “strongly agreed.”

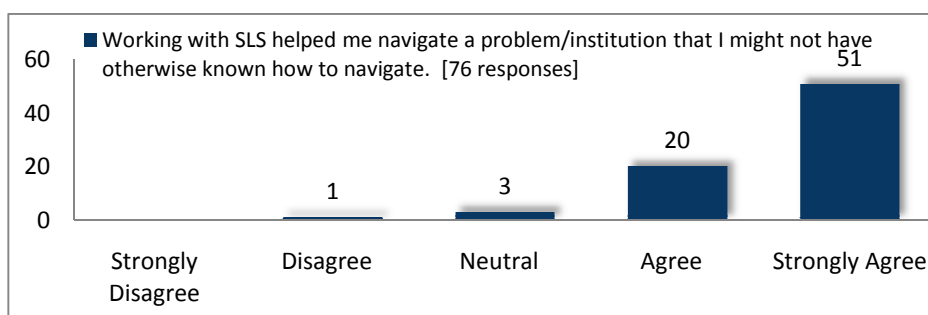


Illustrative short-answer comments included the following:

- Mark listened to my case patiently and carefully and I was able to understand my legal concern... through the SLS and meeting with Mark, I plan to achieve a JD in graduate school.
- Provided follow-up with resources, and helped me to better understand my legal situation.
- Mark was very responsive and helpful in my case. He met with me right when I had made my appointment and discussed alternatives. He also helped me draft an agreement which rectified my housing/landlord issues.
- Mark called me on my cell phone in order to determine what course of action needed to be taken. He then reviewed the legal document in person and helped me make additional changes. Help with the legal wording was most helpful.

STUDENT LEARNING ABOUT LEGAL PROCESS

A key function of Student Legal Services is to educate and empower students to take the next step to resolve a question or problem. Even when the next step is not strictly “legal” in nature, SLS helps brainstorm solutions. When asked whether they had a clear idea of the first next step (if any) to take in their cases, **97.4%** of survey respondents “agreed” or “strongly agreed.” Similarly, **93.4%** “agreed” or “strongly agreed” that working with SLS helped them “navigate a problem/institution that I might not have otherwise known how to navigate,” while **94.7%** “agreed” or “strongly agreed” that after consulting with SLS, they “felt better equipped to handle similar situations in the future.”



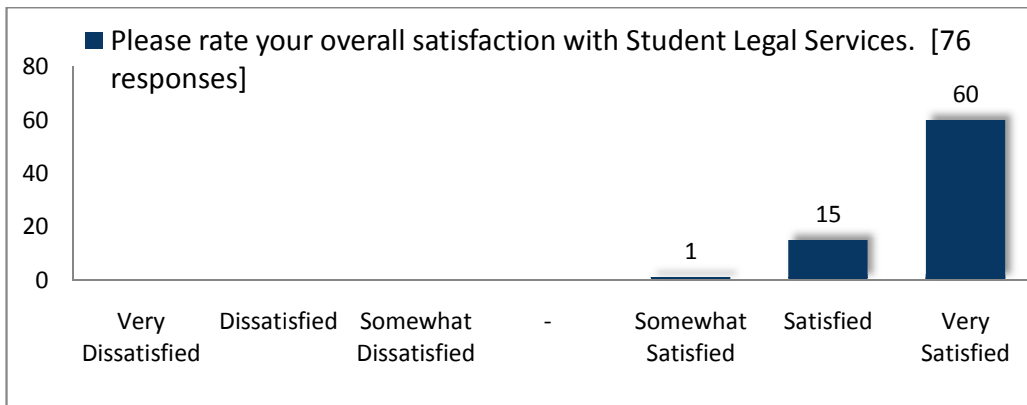
Related student comments included:

- I was given a really good and specific suggestion as to how to go about dealing with the situation I am facing. I have to write a letter and Mark was very helpful and patient in helping me get legal wording in and know what to say.
- Mark was incredibly nice and sympathetic to my case. I was having landlord issues, and he was pretty knowledgeable about the matter. He helped me to outline a plan of action which helped in the end to win my case.
- I appreciate this service; it helped me get a picture of my 'next steps' when I was in such a confused state.
- The lawyer answered a lot of my questions and prepared me for court.

CLIENT SATISFACTION WITH STUDENT LEGAL SERVICES IS VERY HIGH.

OVERALL SATISFACTION

When asked to rate their overall satisfaction with Student Legal Services, clients, **98.7%** said they were “satisfied” or “very satisfied.”



Representative narrative comments by students included the following:

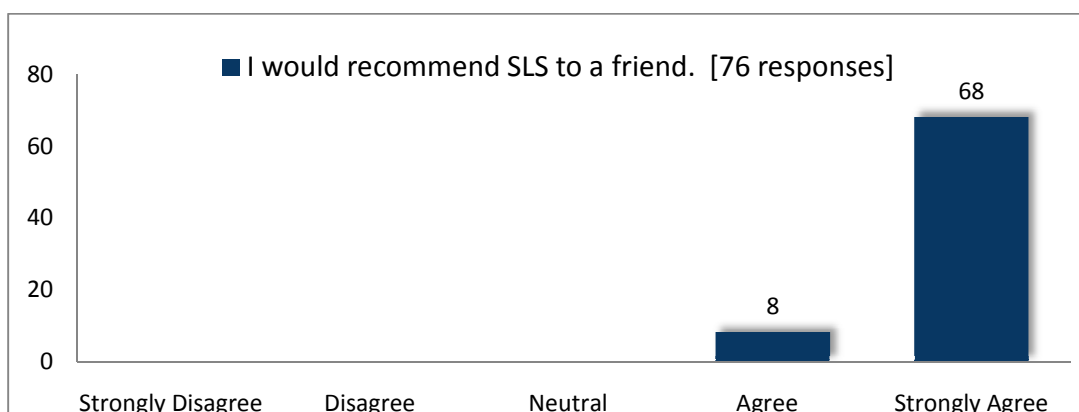
- Thorough, Positive. Mark worked hard even after I left the office to make sure that my issue was resolved. Best help I have received from any UC administration.
- Mark was very helpful and informative. Cared about the case and gave good advice.
- Mark knew the relevant law, was friendly, helpful, and sympathetic to my situation.
- It was a pleasure to work with Mark, and I'm very grateful that this service exists.
- All aspects were positive.
- Very clear, professional and constructive input to my case.
- Outstanding service and follow up!

RESPONSIVENESS OF THE ATTORNEY AND USEFULNESS OF THE SERVICE

A full **100%** of SLS clients “agreed” or “strongly agreed” with the statement that “Mark demonstrated understanding/empathy for my personal concerns about my case,” and **98.7%** agreed or strongly agreed that “Mark listened to me carefully and answered my questions thoroughly.”

100% of survey respondents “agreed” or “strongly agreed” that “SLS is a worthwhile/beneficial student service,” while **100%** also “agreed” or “strongly agreed” that they would recommend SLS to a friend and **97.4%** “agreed” or “strongly agreed” that they would use SLS again if they had another legal issue or question.

100% of students who received direct follow-up from SLS “agreed” or “strongly agreed” that the follow-up was helpful to them, while **76.7%** of students who received referrals to outside resources or agencies (typically local nonprofits or public legal services) “agreed” or “strongly agreed” that the resources to which they were referred were helpful to them.



Representative short-answer responses by students included the following:

- Mark was extremely helpful and empathetic. I had a great experience with student legal services and would definitely use them again.
- Mark was very helpful and straightforward. He listened as long as I was there and made me feel relaxed.
- Mark was very informative, patient with my ignorance of the presenting problem, and very understanding. He made me feel comfortable and wasn't judgmental.
- I felt like I was heard and my issue was important.
- Very clear, professional and constructive input to my case. Empathy and very good atmosphere during consultation (I felt at ease enough to talk about the private things involved in the case).
- Mark was great, and I've told all my friends.
- This is a great service!! Mark seems to care a lot about students.

CAL STUDENTS WHO NEED LEGAL ADVICE HAVE LIMITED OR NO ALTERNATIVE OPTIONS TO STUDENT LEGAL SERVICES.

The SLS Assessment survey asked students what alternatives they would have utilized for legal guidance if Student Legal Services were not available. Slightly more than one-fourth of students indicated that they either didn't know what they would do, or said that they would have had no other alternative. The next most common responses were to ask friends or family, search the Internet, or seek out nonprofit/public resources (such as the Berkeley Rent Board, legal aid, or legal libraries). A handful of students indicated that they had friends or family members who were, or knew, attorneys that might be a resource for them. In some cases, however, this was not necessarily an option: as one student commented, "at the time, the issue was sensitive so I could not share it with my family."

CLIENTS OF SLS WOULD PAY HIGHER REGISTRATION FEES TO HAVE EXPANDED STUDENT LEGAL SERVICES AND INDIVIDUAL LEGAL REPRESENTATION/ADVOCACY.

Since the scope of services offered by SLS is limited to guidance and referrals, and the area is staffed at 0.60 FTE, it is a relatively small operation compared to several other large universities that offer limited legal representation to students (two of our peer campuses, Michigan (Ann Arbor) and Texas (Austin) each have Student Legal Services staff consisting of 7.00 FTE). (It should be noted that since Cal's Student Legal Services currently provides nearly 600 individual legal consultations each year, it is at full capacity for the FTE allocated to the area.) The SLS Assessment survey explored students' willingness to pay additional registration fees in exchange for broader Student Legal Services, and their response was very clear: **93.1%** answered "Yes" when asked whether they would be willing to pay an additional student registration fee (no more than \$4.50 per semester) if direct legal representation (and more attorney time) were available for students. The students who responded "Yes" were asked the most they would be willing to pay as an additional fee per semester to have this service available, and given a choice of paying \$1.50, \$3.00, and \$4.50 per semester. The vast majority, 79.1%, said they would pay \$4.50 per semester, while 14.9% selected \$3.00 and the remainder (6.0%) selected \$1.50.

These numbers may not be particularly representative of all Berkeley students, as the enthusiasm for the additional SLS fee came from existing SLS clients who were, generally speaking, very happy with the service. It seems very likely that support across the entire student population for a new SLS student fee would be less enthusiastic in an environment where student fees are rising across the board.

STUDENTS ARE UNCLEAR ABOUT THE DIFFERENCES BETWEEN STUDENT LEGAL SERVICES AND ASUC STUDENT GROUPS THAT OFFER LEGAL INFORMATION.

Two ASUC student groups offer legal information to students: ASUC Renter’s Legal Assistance and the ASUC Student Legal Clinic. These organizations are staffed by undergraduate students who connect students and community members with legal resources, but do not (and legally cannot) provide legal advice.

The SLS Assessment survey revealed that Berkeley students, to the extent they are aware of these student groups, do not know the differences between the student groups and Student Legal Services. Of the 22 survey respondents who knew of the student groups, **59.1%** “disagreed” or “strongly disagreed” that they knew the differences between the services offered by the student groups and the Student Legal Services office, and **54.5%** “disagreed” or “strongly disagreed” that they knew which of the three resources was most appropriate for their needs.

Since 2007, SLS has cultivated a relationship with each of these ASUC student groups so that they know how and when to appropriately refer student matters to Student Legal Services. This has evolved to the point where SLS now provides workshop trainings to the ASUC groups, and has led to a significant increase in client referrals from the student groups to SLS. The goal of this practice is to ensure that even students who end up at one of the ASUC student groups, but would be better served by Student Legal Services, are appropriately referred to SLS.

Appendix A
Student Legal Services Assessment Survey: Complete Survey Results

UC Berkeley Student Legal Services Assessment Survey										
Conducted April 2009 in partnership with the Committee on Student Fees										
n=76 (44.2% response rate among 172 survey recipients)										
Part 1: Evaluating Your Consultation with Student Legal Services										
1. In thinking about your consultation(s) with Student Legal Services, please indicate your level of agreement with the following statements:										
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	AVG (1-5)				
The attorney (Mark) provided information about my legal question(s) in clear, understandable terminology. [76 responses]				2	12	62	4.79			
I gained a better understanding of the legal issues involved in my case. [76 responses]			1	3	17	55	4.66			
I had a better understanding of my options after consulting with Student Legal Services. [76 responses]			1	4	16	55	4.64			
I had a clear idea of the first "next step" to take (if any) in my case. [76 responses]			2	17	57		4.72			
Mark listened to me carefully and answered my questions thoroughly. [75 responses]				1	9	65	4.85			
Mark demonstrated understanding/empathy for my personal concerns about my legal issue. [76 responses]					10	66	4.87			
After consulting with Student Legal Services, I feel better equipped to handle similar situations in the future. [76 responses]				4	19	53	4.64			
Working with SLS helped me navigate a problem/institution that I might not have otherwise known how to navigate. [76 responses]			1	3	20	51	4.61			
2. Please indicate your level of agreement with the following:										
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	AVG (1-5)				
SLS was helpful in enabling me to focus on my academics. [76 responses]	2	3	19	20	32		4.01			
SLS is a worthwhile/beneficial student service. [76 responses]					10	66	4.87			
I would use SLS again if I had another legal issue or question. [76 responses]				2	5	69	4.88			
I would recommend SLS to a friend. [76 responses]					8	68	4.89			
It was easy to make an appointment with SLS. [76 responses]		3	1	20	51		4.59			
3. As part of your consultation with Student Legal Services, did you receive a referral for further legal assistance or information?										
As part of your consultation with Student Legal Services, did you receive a referral for further legal assistance or information? [76 responses]	Yes	No								
		30	46							
If "yes," please indicate your level of agreement: The resource(s) to which I was referred were helpful. [30 responses]	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	AVG (1-5)				
		3	4	8	15		4.17			
4. Was follow-up from Student Legal Services necessary after your initial meeting?										
Was follow-up from Student Legal Services necessary after your initial meeting? [75 responses]	Yes	No								
	28	47								
If "yes," did the follow-up happen? [28 responses]	Yes	No								
	27	1								
Please indicate your level of agreement: The follow-up was helpful to me [27 responses]	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	AVG (1-5)				
		5	22				4.81			
5. The legal issue I brought to Student Legal Services could have had (or did have) an impact on my ability to remain in school.										
[76 responses]	Yes	No								
	22	54								
If Yes: The assistance I received from Student Legal Services improved my ability to stay in school. [22 responses]	Yes	No								
	21	1								
6. Please rate your overall satisfaction with Student Legal Services:										
	Very Dissatisfied	Dissatisfied	Somewhat Dissatisfied	-	Somewhat Satisfied	Satisfied	Very Satisfied	AVG (1-7)		
Please rate your overall satisfaction with Student Legal Services. [76 responses]					1	15	60	6.78		
Part 2: Finding Student Legal Services										
7. When I realized that I had a legal question or problem, it was clear to me that a Berkeley campus resource might be able to help.										
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	AVG (1-5)				
When I realized that I had a legal question or problem, it was clear to me that a Berkeley campus resource might be able to help. [76 responses]	1	9	16	24	24		3.82			
8. At the time that my legal question or problem came up, I was aware of the existence of the ASUC Student Legal Clinic and/or ASUC Renter's Legal Assistance.										
At the time that my legal question or problem came up, I was aware of the existence of the ASUC Student Legal Clinic and/or ASUC Renter's Legal Assistance. [76 responses]	Yes	No								
	22	54								
If "yes," please indicate your level of agreement: I knew the differences between the services offered by these ASUC organizations and the Student Legal Services office. [22 responses]	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	AVG (1-5)				
	3	10	3	4	2		2.64			
I knew which of these three resources was the most appropriate for my needs. [22 responses]	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	AVG (1-5)				
	2	10	3	3	4		2.86			
Have you visited the Student Legal Services Web page (sls.berkeley.edu)? [76 responses]	Yes	No								
	45	31								
Did you use any of the tip sheets or forms available on the Web page? [45 responses]	Yes	No								
	12	33								
Please indicate your level of agreement: The SLS Web page was a useful resource. [24 responses]	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	AVG (1-5)				
			8	10	8		4.00			

10. Student Legal Services presently does not represent students, meaning it cannot take cases or advocate to third parties on behalf of students. Would you be willing to pay an additional student registration fee (no more than \$4.50 per semester) if direct legal representation (and more attorney time) were available?				
	Yes	No		
Student Legal Services presently does not represent students, meaning it cannot take cases or advocate to third parties on behalf of students. Would you be willing to pay an additional student registration fee (no more than \$4.50 per semester) if direct legal representation (and more attorney time) were available?	67	5		
If "yes," what is the most you would be willing to pay as an additional fee per semester to have this service available? [67 responses]	\$1.50	\$3.00	\$4.50	
	4	10	53	
Part 3: Short Answer Questions				
11. Please describe in more detail the positive aspects of your experience with SLS. How did it provide the services, help, or information you were seeking?				
- Mark was very attentive and tried to find information that he himself did not know.				
- All aspects were positive.				
- Easy to make an appointment. The attorney was super helpful and spent the time to understand my situation. It was a huge relief to get his input.				
- He definitely gave me more options, and loose ends to tie down.				
- I got an appointment right away. The consultant (Mark) was understanding, helpful, a good listener & seemed genuinely concerned. I gained a better understanding of my problem, but only to a certain degree. I was then referred to a recommended lawyer.				
- I was able to find out what kind of a mess I was in. Mark was very helpful and understanding.				
- I was confused on the steps I should take in addressing a claim that had come up. Upon a friend's recommendation, I checked out the SLS and was thankful for the guidance received in the matter concerning my case.				
- I was given a really good and specific suggestion as to how to go about dealing with the situation I am facing. I have to write a letter and Mark was very helpful and patient in helping me get legal wording in and know what to say.				
- I was terrified with what was in front of me and Mark helped and every question I had going into detail and helping handle this in the future after leaving his office. thank you Mark				
- It helped me understand my situation and my rights and feel less like a victim of the legal system. It also lifted a burden of worrying about a court appearance which was routine for my situation.				
- Knowledgeable lawyer.				
- Mark called me on my cell phone in order to determine what course of action needed to be taken. He then reviewed the legal document in person and helped me make additional changes. Help with the legal wording was the most helpful.				
- Mark helped me draft and finalized a letter.				
- Mark knew the relevant law, was friendly, helpful, and sympathetic to my situation.				
- Mark listened to my case patiently and carefully and I was able to understand my legal concern as a person without good knowledge of law by Mark's explanation. And through the SLS and meeting with Mark, I plan to achieve a JD in graduate school.				
- Mark listened to my case, and gave me handouts for similar actions so that I know what to do. It was very helpful. He advised me what to say in my statements so that I would best be able to get the best outcome.				
- Mark was extremely helpful and empathetic. I had a great experience with student legal services and would definitely use them again.				
- Mark was incredibly nice and sympathetic to my case. I was having landlord issues, and he was pretty knowledgeable about the matter. He helped me to outline a plan of action which helped in the end to win my case.				
- Mark was patient, understanding, and very helpful.				
- Mark was very helpful and informative. Cared about the case and gave good advice				
- Mark was very helpful and resourceful				
- Mark was very helpful and straightforward. He listened as long as I was there and made me feel relaxed.				
- Mark was very informative, patient with my ignorance of the presenting problem, and very understanding. He made me feel comfortable and wasn't judge mental.				
- Mark was very responsive and helpful in my case. He met with me right when I had made my appointment and discussed alternatives. He also helped me draft an agreement which rectified my housing/landlord issues.				
- My issue was very frustrating and nerve-racking. It was great that the people in the SLS were kind, comforting, and very understanding. I felt like I was heard and my issue was important.				
- Provided followup with resources, and helped me to better understand my legal situation.				
- SLS was a great place to start, when I did not know what - if any - further legal services I might require. Luckily, my issue was simple, and soon resolved, but having access to the advice as a first step was extremely helpful and reassuring.				
- The attorney that I spoke to was clear, direct, and resourceful in helping me to resolve a legal issue with my landlady that I could not have resolved by myself or through the Berkeley rental assistance.				
- The lawyer answered a lot of my questions and prepared me for court.				
- Thorough, Positive. Mark worked hard even after I left the office to make sure that my issue was resolved. Best help I have received from any UC administration.				
- Very easy to navigate and get the help I needed. Mark was up to date on the necessary legal information pertinent to my case.				
- Very empathetic.				
- Very helpful in informing me the options and the next steps I can take				
- With the assistance of Mark, I knew how to respond to my landlords' unreasonable request to terminate my lease.				
- my question was not school or student related, and even though he wasn't able to directly help me answer my questions to solve the problem he provided me with resources and an outside referral to help me. very understanding and tried to help				
- the attorney was very friendly, patient, and willing to hear what you think and what you want to do. it was a relaxing consulting experience				
- very clear, professional and constructive input to my case. empathy and very good atmosphere during consultation (I felt at ease enough to talk about the private things involved in the case)				
12. Please describe any aspects of SLS that could be improved, or any way that SLS failed to provide the services, help, or information you were seeking.				
- A greater variety of attorneys available so more than one opinion in a variety of areas could be shared.				
- A list of the types of cases SLS could be of help with (landlord-tenant disagreements, misdemeanor, etc) on the website.				
- Although I got all the help I needed, it would be nice if there were more attorneys so that as many students as possible could be helped.				
- Everything was helpful.				
- I can't really think of anything.				
- I was not aware of SLS, until a friend suggested it to me.				
- I wish I knew about the service earlier - it is not well publicized				
- If SLS were to offer representation for students, it would be a huge improvement. If I were not forced to seek outside help to pursue legal action, I would have been much more inclined to pursue further legal action.				
- Improve marketing - I don't think many students know of this service.				
- In my experience with SLS, I wouldn't have improved anything.				
- It is already a good program.				
- It needs to be a more widely known service.				
- It would be great if I could have access to more specialized attorneys. It would be GREAT if the student legal services would take on legal cases as well.				
- It would have been nice to have free legal services as opposed to just advice, such as drafting letters. I think my turn out would have been much better though it was improved with the advice as opposed to none at all.				
- Longer time for counseling.				
- Making an appointment is a bit of a hassle (we must call at a certain time, we can't make them online).				
- Maybe have more than a 30min time slot. Seems very little for a first consultation				
- My experience was completely positive.				
- My experience was very positive and no improvements could have been made.				
- Need to be more visible. Mark offers a valuable resource to the student body that is not very well known.				
- None occurred in my case.				
- None				
- None				
- Not Applicable.				
- Not too much, my case was obscure enough that it would have taken too much time for a lawyer to fully research.				
- Nothing				
- Nothing				
- Perhaps the SLS could take on cases on behalf of the student to represent them in legal matters?				
- SLS should also let students who just graduated from Berkeley within one year to use the service since I guess students would face more legal questions as soon as they start working.				
- Scheduling accuracy				
- The SLS attorney/Mark being actually able to take case or advocate to third parties on behalf of students				
- The distinction between SLS and the ASUC group was not clear. The ASUC students themselves, with whom I spoke, did not seem to know in any detail what SLS could do.				
- The recommended lawyer turned out to be even more expensive than Mark had warned me & I ended up - rightfully - not hiring him: I solved the issue myself with no problem & saved \$2500.				
- There should be more advertisement regarding the SLS.				
- more lawyers				
- more website links to ways to solve related legal issues				
- nothing				

13. If Student Legal Services were not available at Berkeley, what alternative(s) would you have utilized to get help with your legal issue?

- As an international student, I would have had some friends of family abroad give me advice (but they don't know US law).
- Called several attorneys or legal advisors to see what angle to approach the case.
- Do not know
- East Bay Community Law Center, but scheduling is more difficult with them.
- Friends and friends' parents (i.e. lawyers)
- I also met with the Berkeley Rent Board since it was a rental problem. It was great to get another opinion.
- I also utilized the City of Berkeley's Rent Board. Otherwise, only online sources of help were available to me.
- I could get help from my parents' lawyer.
- I could not afford to consult a lawyer, so I would've used internet websites and talked informally with friends in law school.
- I don't really know...
- I had already used the Berkeley Renter's Assistance, which was not helpful.
- I have been trying to obtain an attorney or get a consult for my case. Mark told me all I needed to know to proceed with my case.
- I have no idea.
- I might have sought outside community organizations that offered free help. This would have caused a problem because I don't have the time.
- I probably would have gotten stuck and just swallowed those fees (it was hundreds of dollars, a huge loss and a very stressful one to have on my mind)
- I was going to look for free consultations from private lawyers before I found out about SLS. I'm not sure if the ombuds office is a part of SLS.
- I would check the legal services provided from City of Berkeley as well as Alameda county.
- I would have called a lawyer. But I would have had no idea which one to call.
- I would have gone to asked a friend of mine who is an attorney.
- I would have sought community based programs or help.
- I would have to ask friends. Search on the internet.
- I would have to go to the county legal services but have utilized free legal aid at my junior college before and was happy to see it here too.
- I would likely have looked for someone online, but I remain skeptical of finding legal advice or representation that way. Having someone at Cal is very reassuring, and this seems to me to be as important as anything.
- I've heard through word of mouth about somewhere you can get free or low-cost legal counseling if you prove that you have a low enough income...I can't remember where that place is though!
- Law library in Oakland, or other Berkeley library resources.
- Lawyer friends.
- My father is an attorney, though not in the state of California
- My father or my uncle; however at the time, the issue was sensitive so I could not share it with my family.
- My specific problem dealt with a landlord. There are other renter's legal services in Berkeley, however, I'm not sure whether I would have qualified for their services.
- No idea.
- None, I don't think.
- None.
- Online resources
- Paid legal service. Friends who have had a similar legal issue.
- Paid legal services or pro bono.
- Probably none. I had gone to free legal counseling in Oakland.
- Since I have no choice but to stay within the limits of my income as a Graduate Student Instructor, I would not have been able to obtain a legal consultation for my case from other attorneys.
- Talked to adults in the community and/or search on the internet for information.
- There were no alternatives for me.
- Through this survey, I just learned of ASUC legal assistances. So I'd probably seek help through the above resources.
- Unsure
- Who knows.
- Wouldn't have had the opportunity to speak with a lawyer. I would not have known that there was a lot a could do to represent myself.
- friends, websites
- i would have maybe talked to a parent/friend about what i should do. if it was a major issue, i would look for legal counsel where you can call a lawyer and he talks to you on the phone for free. some lawyers do free initial visits.
- paid for a lawyer
- talk to people i know who know lawyers. try to find a lawyer to consult with.
- talk to your friends and family for advice

14. Do you have any other comments or suggestions to share?

- Front desk to be more helpful with all questions, when asking what the actual room held besides legal services, you would've thought I asked if the earth was flat
- I appreciate this service; it helped me get a picture of my 'next steps' when I was in such a confused state.
- I visited ASUC Student Legal Clinic, and the (2) students i spoke with were unaware of the existence of SLS, which i later found on my own.
- I'm grateful you offer this service.
- It was a pleasure to work with Mark, and I'm very grateful that this service exists.
- Keep Mark.
- Mark Lucia- great lawyer!!
- Mark was great, and I've told all my friends.
- Nb
- Nb
- Nb.
- Nb.
- Nb.
- Outstanding service and follow up!
- SLS should be kept and be widely promoted to students. Many of my friends do not know the existence of the service and they do not know they have the right to seek for free legal service on campus.
- Student Legal Services are an important resource in campus.
- Thank you for Student Legal Services.
- Thank you for the survey reminders (to complete).
- Thank you very much Mark!
- This is a great service!! Mark seems to care a lot about students.
- This service made a big difference in my life. I really appreciate that it is here.
- Today I am on the other side of my legal issue, and I am quite grateful for the guidance provided by SLS.
- Was a good experience, very helpful service.calnet_sid
- just that i think this resource should be expanded and i would be willing to pay extra for this service to be improved. like more lawyers and even to have representation for students would be really great.