

Student Legal Services 2018-19

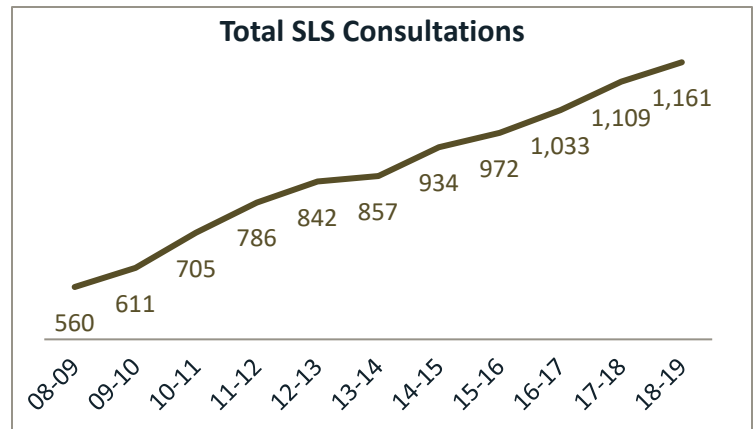
Overview

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, small claims actions, family law, traffic and alcohol citations, criminal, credit and collection matters, auto and health insurance claims, accidents and personal injury, consumer fraud, technology and privacy issues, general contract law, and basic estate planning. 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.

2018-19 Highlights and Key Metrics

- **1,161 total legal consultations**, up 4.7% from 1,109 in 2017-18 (20.4% of consultations were return visits by students with follow-up needs).
- Topic areas of growth since 2017-18: Landlord-Tenant and Family Law.
- Offered educational sessions about SLS services, landlord-tenant issues, and general legal rights.
- The following demographic groups consulted with SLS in a proportion higher than their average numbers on campus: African-American and Native American students (**61.5% and 147% higher** than the campus averages, respectively), Chicanx/Latinx students (**26.6 % higher** than campus average), students age 24+ (**33.4% higher**), transfer students (**42.5 % higher**), undergraduates with **lower** parental income (median \$90,000 compared to \$100,000), and **Pell Grant-eligible** undergraduates (SLS clients **35.1% more likely** to be Pell eligible). *[All student demographic data is aggregated.]*
- Conducted student learning outcomes assessment of SLS clients, with 165 surveys completed (27.7% response).



Most Common Legal Issues

Landlord-Tenant (40.2%)
Family Law (11.3%)
Police citations for alcohol, shoplifting and other misdemeanor offenses (11.0%)
Auto insurance/accident/other personal injury (10.1%)
Small Claims Court (8.4%)
Credit problems/consumer fraud (7.6%)

Top Referral Sources

Friend/word of mouth or previous SLS client (47.4%)
Campus administrative or academic department (28.6%, from 56 different referral sources)
Personal research by student (13.0%)
ASUC Student Legal Clinic, ASUC Renter’s Legal Assistance, and ASUC Student Advocate (6.5%)
City of Berkeley Rent Stabilization Board (5.4%)
Parent of student (3.2%)