

# Student Legal Services 2013-14

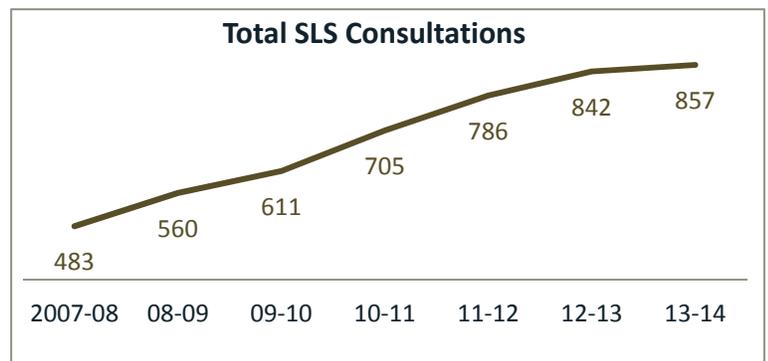
## Overview

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.

## 2013-14 Highlights and Key Metrics

- 857 total legal consultations, up 1.8% from 842 in 2012-13 (33.5% were return visits by students with follow-up needs).
- Topic areas of growth since 2012-13: landlord-tenant disputes and small claims court actions.
- Offered educational sessions about SLS services, landlord-tenant issues, alcohol and the law, 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 (**77% and 75% higher** than the campus averages, respectively), Chicano/Latino students (**44% higher** than campus average), international students (30% higher) students age 25+ (45% higher), undergraduates with lower parental income (median \$66,000 compared to \$90,000), and Pell Grant-eligible undergraduates (36.0% of SLS clients vs. 26.9% of all undergraduates). *[All student demographic data is aggregated.]*
- Conducted student learning outcomes assessment of SLS clients, with 128 surveys completed (33.9% response).



Most Common Legal Issues	Top Referral Sources
Landlord-Tenant (30.9%)	Friend or previous SLS client (44.6%)
Police citations for alcohol, shoplifting and other misdemeanor offenses (17.6%)	Campus administrative or academic department (26.2%, from 36 different referral sources)
Small Claims Court (11.1%)	Personal research by student (15.5%)
Auto insurance/accident/other personal injury (10.4%)	ASUC Student Legal Clinic, ASUC Renter’s Legal Assistance, and ASUC Student Advocate (4.7%)
Family Law (7.9%)	City of Berkeley Rent Stabilization Board (3.8%)
Credit problems/consumer fraud (7.5%)	Parent of student (2.8%)