

Online Assessment Tracking Database

Sam Houston State University (SHSU)
2014 - 2015

Student Legal & Mediation Services

Goal**Promoting Critical Thinking And Lifelong Learning Skills Through Legal Consultations.** 🔑

Consultation with SLMS should result in students having a greater understanding of their options for moving towards resolution of their legal concern.

Objective (P)**Increase Customer Service And Evaluate Students' Understanding Of Their Legal Rights And Options** 🔑

Provide follow-up service check-up and evaluate whether students have understood their rights and taken action on one or more legal options.

KPI Performance Indicator**Students Responding To Follow-Up Calls Will Affirm That They Have An Ongoing Understanding Of Legal Options.** 🔑

Each student seeking initial legal consultation will receive a follow-up telephone call 1-2 weeks after appointment. When calls are unanswered, the department will leave a message expressing concern/interest in legal resolution. When calls are answered or returned, the following will be asked:

1. Was the information you attained in your legal consultation helpful in understanding your legal options? (yes/no)
2. Were you able to take the next step towards resolution of your legal issue? (yes/no/na)
3. Invite additional consultation if no steps have been taken.

When calls are not returned after two attempts, students will receive an email requesting answers to the questions above.

Of students receiving consultation:

95% will receive follow-up calls and if necessary an email.

75% of students will be reached by follow up efforts agree that the information attained in legal consultation was helpful in understanding legal options.

15% of students reached by telephone and will have taken the next step towards resolution of their legal issue.

Result**Result** 🔑

Within 10-14 days of their consultation, students are contacted by phone to determine whether any additional information is needed or steps are required. The office made follow-up phone calls to 100% of the students. The office was successful in speaking with 99.47% of the students. If additional assistance was needed or requested, the student was encouraged to make another appointment to consult with the attorney.

95.0% of the students contacted either strongly agreed or agreed that they were confident in the next

steps to take in their legal situation. No students disagreed, and only 2% strongly disagreed. 3% were neutral.

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| Action | <p>Action 🔑</p> <p>Currently, 100% of the students who have a consultation with our office receive a follow-up phone call within 10-14 days after their consultation to determine if there are additional needs, including scheduling another appointment. On the initial phone call, if our office is unable to speak with someone, the office leaves a message asking the student to return the call if they need further assistance.</p> |
| Objective (L) | <p>Identification Of Change Of Student Understanding Of The Law And Options For Potential Resolution Of Legal Issue. 🔑</p> <p>Student Legal & Mediation Services (SLMS) should create a safe place where students are comfortable in confiding confidential legal concerns and gain an understanding of the law, legal system and potential outcomes from actions they may take in regard to legal concerns.</p> |
| Indicator | <p>Student Surveys Will Show Increase Of Understanding Of The Law As Measured On The LIKERT Scale 🔑 🔑</p> <p>Students coming in for an initial consultation on a legal issue will be surveyed prior to each consultation with one question:</p> <p style="padding-left: 40px;">I know which law applies to my situation and my options to resolve my legal concerns.</p> <p>Students will also be surveyed at the conclusion of each consultation with one question:</p> <p style="padding-left: 40px;">After my legal consultation, I know which law applies to my situation and my options to resolve my legal concerns.</p> <p>The answer options for both questions are scale of 1-5 (LIKERT Scale); 1 being strongly disagree and 5 being strongly agree.</p> |
| Criterion | <p>90% Of Student Surveys Will Show Increase Of Understanding Of Two Or More Digits On The LIKERT Scale. 🔑</p> <p>A post-consultation increase in confidence of the steps to be taken in a legal situation is indicative of engagement and use of critical thinking skills. A change in scores toward strongly agree also demonstrates an expanded understanding of the law, which is a lifelong learning skill.</p> |
| Finding | <p>Finding 🔑</p> <p>Prior to their consultation, only 26% of the students identified as "agreeing" that they knew which law applied to their situation with 4% stating that they "strongly agreed" that they knew which law applied to their situation. 37% were "undecided" and 35% identified as not</p> |

knowing which law applied to their situation.

After their consultation, 91% of students stated that they either agreed (31%) or strongly agreed (60%) that they knew which law applies to their legal situation. Only 3% said that they did not know, and 7% were undecided.

Accordingly, only 1% of students did not result in an increase of two or more digits on the Likert scale. Conversely, 99% of students did more two or more digits (positively and consistent with the Objective) on the Likert scale.

Action

Action

As a result of our telephone follow-up, and increased usage of email between the attorney and the student, if students need additional information about their case, they can schedule an appointment or discuss their matter with the attorney by electronic means. The office will continue to follow-up with students by phone and if necessary, in-person or email consultations.

Goal

Improving Customer Service And Student Satisfaction For Legal Consultation

To provide increased service and evaluate student satisfaction, the department will follow up with students after legal consultation to determine their continued understanding, answer additional questions, and determine needs for further consultation.

Objective (P)

Increase Customer Service And Evaluate Students' Understanding Of Their Legal Rights And Options

Provide follow-up service check-up and evaluate whether students have understood their rights and taken action on one or more legal options.

KPI Performance Indicator

Students Responding To Follow-Up Calls Will Affirm That They Have An Ongoing Understanding Of Legal Options.

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Objective (L)

Identification Of Change Of Student Understanding Of The Law And Options For Potential Resolution Of Legal Issue.

Student Legal & Mediation Services (SLMS) should create a safe place where students are comfortable in confiding confidential legal concerns and gain an understanding of the law, legal system and potential outcomes from actions they may take in regard to legal concerns.

Indicator

Student Surveys Will Show Increase Of Understanding Of The Law As Measured On The LIKERT Scale

Students coming in for an initial consultation on a legal issue will be surveyed prior to each consultation with one question:

I know which law applies to my situation and my options to resolve my legal concerns.

Students will also be surveyed at the conclusion of each consultation with one question:

After my legal consultation, I know which law applies to my situation and my options to resolve my legal concerns.

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Previous Cycle's "Plan for Continuous Improvement"

At this time, we believe that the questions that we are asking students who consult with are are consistent with peer organizations and provide our office with information to determine whether or not we are meeting our Objectives and KPIs. The data collected shows this to be accurate. For the future improvement, because the method of collection is new (electronic/tablet) we are working on, and will evaluate, the efficacy of this method of data collection.

Please detail the elements of your previous "Plan for Continuous Improvement" that were implemented. If elements were not implemented please explain why, along with any contextual challenges you may have faced that prevented their implementation.

The questions that are being asked of the students we serve and consult with are consistent with peer organizations and provide our office with information to determine whether or not we are meeting the Objectives and KPIs. The data collected shows that our office is providing meaningful service to the students and that as a result of their consultations, they know which law applies to their situation and they know the next steps to take to address their situation. Assessment numbers show that the office is operating at peak levels of performance and satisfaction.

Plan for Continuous Improvement - Please detail your plan for improvement that you have developed based on what you learned from your 2014 - 2015 Cycle Findings.

At this time, we believe that the questions that we are asking students who consult with us are (1) consistent with peer organizations and (2) provide our office with information to determine whether or not we are meeting the Objectives and KPIs. The data collected shows this to be accurate. Our office is working at a high level of knowledge transmission and satisfaction--greater than 95%--with an significantly larger number of students using the services our office provides. Thus, we are meeting the stated objectives (ultimately demonstrating individualized attention to each student's issue) despite growing pressures on the office to meet student's needs. Assessment numbers show that the office is operating at peak levels of performance and satisfaction.

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