

Student Legal and Mediation Services
Assessment Plan Summary

Student Legal and Mediation Services

Improving Customer Service And Student Satisfaction For Legal Consultation

Goal Description:

To provide increased service and evalutate 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.

RELATED ITEMS/ELEMENTS

RELATED ITEM LEVEL 1

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

Learning Objective Description:

Student Legal & Mediation Services (SLMS) should create a 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.

RELATED ITEM LEVEL 2

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

Indicator Description:

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.

The answer options for both questions are scale of 1-5 (LIKERT Scale); 1 being strongly disagree and 5 being strongly agree.

Criterion Description:

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.

Findings Description:

In the last academic year, 55.38% of the students showed an increase of two points on a five point Likert scale on the issue of knowing what law applied to their legal situation. Prior to the consultation, 20% of students self-identified as knowing what law applied to their situation. This means that a significant percentage of students who use our services cannot move two or more points on a five point Likert scale. Prior to their consultation, 38% of students were "undecided" and 38% self-identified as not knowing which law applied to their situation.

After the consultation, 93% of students stated that they either agreed or strongly agreed that they knew which law applied to their legal situation. Only 3% said that they did not know with 4% being undecided.

RELATED ITEM LEVEL 3

Actions.

Action Description:

As noted in the previously provided assessment data, our office continues to operate at a high level of efficiency and a high-level of educating students. Our data shows that 99% of students are satisfied or extremely satisfied with our services. 94% are knowledgeable about the law after meeting with us, and 93% know the next steps to take. Our model is working and helping to keep SHSU students educated on the law and their rights.

RELATED ITEM LEVEL 1

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

Performance Objective Description:

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

RELATED ITEM LEVEL 2

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

KPI Description:

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.

Results Description:

Within 10-14 days after their consultation, students are contacted by phone to determine whether any additional information is needed or additional steps are required. In the last academic year, follow-up phone calls were made to 100% of the students who had a consultation with our office. The office was successful in speaking with 100% of the students. If additional information or assistance was needed or requested, the office helped the student make another appointment with the attorney.

100% of the students informed the office that the information attained in their consultation was helpful in understanding their legal options.

96.15% of the students identified that they either strongly agreed or agreed that they were confident in the next steps to take in their legal situation. Only 3.9% of the students disagreed.

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Promoting Critical Thinking And Lifelong Learning Skills Through Legal Consultations.

Goal Description:

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

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Update to Previous Cycle's Plan for Continuous Improvement

Previous Cycle's Plan For Continuous Improvement (Do Not Modify):

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.

Update of Progress to the Previous Cycle's PCI:

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Plan for continuous improvement.

Closing Summary:

The assessment 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 assessment data shows that our office is working at a high level of knowledge transmission and student satisfaction--greater than 95%--with an increase in the number of students using our office's services. 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, information transmission, and satisfaction.

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