

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:

For the relevant period:

- 94% of students report that they are knowledgeable about the law after their consultation; and
- 93% of students report that they are confident in the next steps they need to take to resolve their concerns.
- On legal knowledge, 53.57% of students moved at least two points upward; 27.78% of students were at 4 or 5 at the beginning of the consultation, so they could not move up 2 points on the LIKERT scale.
- On confidence in next steps, 65.08% of students moved at least two points upward; 25.4% of students were at 4 or 5 at the beginning of the consultation, so they could not move up 2 points on the LIKERT scale.

Prior to their consultation, only 24% of the students identified as “agreeing” that they knew which law applied to their situation, with 5% stating that they “strongly agreed” that they knew which law applied to their situation. 40% were “undecided”, and 32% identified as not knowing which law applied to their situation.

After their consultation, 95% of students stated that they either agreed (37%) or strongly agreed (58%) that they knew which law applied to their legal situation. Only 2% said that they did not know, and 3% were undecided.

53.57% of students experienced an increase of two or more digits on the Likert scale. However, 27.78% were not eligible to move two or more digits on the scale because they already reported “Agree” or “Strongly Agree”. Accordingly, only 19% did not result in an increase of two or more digits.

94% of the students contacted agreed that they were confident in the next steps to take in their legal situation. Only 4% of the students disagreed with this.

RELATED ITEM LEVEL 3

Action

Action Description:

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. 100% of the students who use our services receive a follow-up phone call within two weeks of their consultation to see if any additional help is needed. Our model is working and is 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:

In the past reporting period:

- 100% of students received a follow-up telephone call from our office;
- 84.38% of students reported that they were able to take the next steps toward a resolution of the matter; and
- 98.18% of students said the information attained in the consultation was helpful in understanding their options.

RELATED ITEM LEVEL 3

Action

Action Description:

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. 100% of the students who use our services receive a follow-up phone call within two weeks of their consultation to see if any additional help is needed. Our model is working and is helping to keep SHSU students educated on the law and their rights.

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.

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:

For the relevant period:

- 94% of students report that they are knowledgeable about the law after their consultation; and
- 93% of students report that they are confident in the next steps they need to take to resolve their concerns.
- On legal knowledge, 53.57% of students moved at least two points upward; 27.78% of students were at 4 or 5 at the beginning of the consultation, so they could not move up 2 points on the LIKERT scale.
- On confidence in next steps, 65.08% of students moved at least two points upward; 25.4% of students were at 4 or 5 at the beginning of the consultation, so they could not move up 2 points on the LIKERT scale.

Prior to their consultation, only 24% of the students identified as “agreeing” that they knew which law applied to their situation, with 5% stating that they “strongly agreed” that they knew which law applied to their situation. 40% were “undecided”, and 32% identified as not knowing which law applied to their situation.

After their consultation, 95% of students stated that they either agreed (37%) or strongly agreed (58%) that they knew which law applied to their legal situation. Only 2% said that they did not know, and 3% were undecided.

53.57% of students experienced an increase of two or more digits on the Likert scale. However, 27.78% were not eligible to move two or more digits on the scale because they already reported “Agree” or “Strongly Agree”. Accordingly, only 19% did not result in an increase of two or more digits.

94% of the students contacted agreed that they were confident in the next steps to take in their legal situation. Only 4% of the students disagreed with this.

RELATED ITEM LEVEL 3

Action

Action Description:

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. 100% of the students who use our services receive a follow-up phone call within two weeks of their consultation to see if any additional help is needed. Our model is working and is 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:

In the past reporting period:

- 100% of students received a follow-up telephone call from our office;
- 84.38% of students reported that they were able to take the next steps toward a resolution of the matter; and
- 98.18% of students said the information attained in the consultation was helpful in understanding their options.

RELATED ITEM LEVEL 3

Action

Action Description:

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. 100% of the students who use our services receive a follow-up phone call within two weeks of their consultation to see if any additional help is needed. Our model is working and is helping to keep SHSU students educated on the law and their rights.

Update to Previous Cycle's Plan for Continuous Improvement

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

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.

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.

Update of Progress to the Previous Cycle's PCI:

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

Closing Summary:

Our office continues to operate at an extraordinarily high level of efficiency while maintaining a high-level of service to our students. 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. 100% of the students who use our services receive a follow-up phone call within two weeks of their consultation to see if any additional help is needed. We are a sought-after resource on campus, with many individuals and departments asking for our assistance to benefit the students of SHSU.

Our model is working; we are meeting our goals thanks to the hardworking students and professional staff in our office. They are dedicated to helping educate SHSU students on the law and their rights.