



# Legal Knowledge Learning Outcomes 2015-2016

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September 2016

## 1. Introduction and Problem Analyzed

- The purpose of this assessment is to determine if students' legal knowledge is enhanced after their legal consultations with the Student Legal Services attorney.
- Many students using our service face legal issues that could prevent them from continuing their education at UNT. Our office sought to: determine the number of students facing legal issues; whether those issues distracted them from their studies; and how many then report they were better able to re-focus after their consultations.

## 2. Methodology

- A paper survey was given to student clients with their intake forms when they arrive in our office for the open legal clinic for appointments to meet with the attorney. The students are instructed to answer 4 pre questions prior to meeting with the attorney, and 4 post questions afterward.
- 8 questions were asked in total, 3 of which were on a 5 point likert scale, 4 were yes/no, and 1 asked their gender.
- All students who visited our office for legal consultations were invited to respond, 518 in total. (September 1<sup>st</sup>, 2015 through August 31<sup>st</sup>, 2016). This number does not include notary services provided.
- We had a total of 338 surveys returned, giving us a 65.25% response rate.
- This survey is distributed for the entire academic year, during our open legal clinic consultations that took place twice a week, or during appointments. The summer months were included this reporting period.
- This survey was not an IRB approved research study, and this information is for internal UNT use only.

### 3. Results

- 59% of students felt that their legal concern was impacting their ability to study. After consulting with the attorney, 93.4% of these students felt the assistance received from SLS enhanced their ability to focus on their studies.
- 44.4% of students reported that their current level of understanding of their legal situation was minimal to none prior to meeting with attorney. After meeting, those reporting minimal knowledge decreased to 2.5% with only .6% (2 clients) reporting “none” as their current level of understanding post-consult!
- 97.9% of students reported that they understood the next step in the resolution of their legal issue.
- Our most served population is still seniors, making up 33.1% of students seen. Our most underserved population is still freshmen at 7.2%.
- Based on returned survey numbers ONLY, we saw the least number of students in January (3.3%); the most were seen in September (19.8%) followed by February (14.2%)
- 45.6% of students seen were male, while 53.6% were female. (.9% declined to state)

#### 4. Conclusion/Next Steps

1. Per the recommendations in last year's tracdat results, a new assessment will now be implemented. The results we saw this fiscal year are similar to the results we have seen for the past 3 reporting periods. While our numbers are continuing to improve slightly, we have reached a ceiling of useful results for this assessment and will seek out new avenues to evaluate the effectiveness of our services.

## 5. For More Information

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## Appendix A: Top Three for Executive Leadership

- 59% of students felt that their legal concern was impacting their ability to study. After consulting with the attorney, 93.4% of these students felt the assistance received from SLS enhanced their ability to focus on their studies.
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# Appendix B: Blank Example Survey Form



## Student Consult Survey *(Confidential)*

*Please complete the following questions based on your CURRENT understanding of legal processes, rights, duties, and responsibilities pertaining to your legal situation.*

*Please fill in each bubble completely which best captures your response/feeling.*

### PART 1: COMPLETE QUESTIONS 1 - 4 BEFORE MEETING WITH AN ATTORNEY

- |  |                         |                         |                         |                         |                         |
|--|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|
|  | None                    | Minimal                 | Moderate                | Significant             | Expert                  |
| 1. What is your current level of understanding/knowledge regarding your legal situation? | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
|  | Yes                     | No                      |                         |                         |                         |
| 2. Is your legal concern affecting your ability to focus on your studies?                | <input type="radio"/> Y | <input type="radio"/> N |                         |                         |                         |
|  | Male                    | Female                  | Decline to State        |                         |                         |
| 3. What is your Gender?  | <input type="radio"/> M | <input type="radio"/> F | <input type="radio"/> D |                         |                         |
|  | Freshman                | Sophomore               | Junior                  | Senior                  | Graduate Student        |
| 4. What is your classification?  | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |

### PART 2: COMPLETE QUESTIONS 5 - 8 AFTER YOU CONSULT WITH AN ATTORNEY

- |  |                         |                         |                         |                         |                         |
|--|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|
|  | Yes                     | No                      |                         |                         |                         |
| 5. Do you feel as though you know more about the legal process NOW than you did before you came to this office?                          | <input type="radio"/> Y | <input type="radio"/> N |                         |                         |                         |
|  | None                    | Minimal                 | Moderate                | Significant             | Expert                  |
| 6. If YES, please indicate what you believe is your current level of understanding/knowledge of your legal situation.                    | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
|  | Yes                     | No                      | N/A                     |                         |                         |
| 7. Do you understand what your next step is?   | <input type="radio"/> Y | <input type="radio"/> N | <input type="radio"/> - |                         |                         |
|  | Yes                     | No                      |                         |                         |                         |
| 8. Did the assistance you receive from Student Legal Services enhance your ability to focus on your studies and remain a student at UNT? | <input type="radio"/> Y | <input type="radio"/> N |                         |                         |                         |

**FOR STUDENT LEGAL SERVICE OFFICE USE ONLY:**

J    P    M    A    M    J    J    A    S    O    N    O