

2020 -2021 Student Affairs Assessment Plan

Legal Services for Students

Post-Appointment Client Survey Assessment

Division Mission

To engage the KU community in services and programs that make learning possible.

Department Mission

To prevent and resolve legal problems that confront students by providing professional and confidential legal counseling, representation, advice, and education.

Department Student Learning Outcomes

Legal Services for Students (LSS) clients will be able to...

1. Demonstrate an understanding of the legal options related to their cases. (*CAS Standard: Knowledge Acquisition*)
2. Acquire skills and knowledge that better equip them to handle future legal situations. (*CAS Standard: Knowledge Acquisition; Cognitive Complexity; Practical Competence*)

Description of Service/Program

The purpose of the Legal Services for Students office is to encourage students to seek the advice of an attorney in order to prevent legal difficulties and to provide assistance when students anticipate or encounter legal problems. Legal Services for Students attorneys (or law students working under the supervision of an attorney) interview and advise students regarding legal matters. The office provides three major services: advice, representation and educational programs.

2020 -2021 Student Affairs Assessment Plan

Legal Services for Students

Service/Program Student Learning Outcome(s)

Students using Legal Services for Students services will be able to...

1. Demonstrate an understanding of the legal options related to their cases. (CAS *Standard: Knowledge Acquisition*)
2. Acquire skills and knowledge that better equip them to handle future legal situations. (CAS *Standard: Knowledge Acquisition; Cognitive Complexity; Practical Competence*)
3. Demonstrate self-advocacy skills regarding their particular legal issue. (CAS *Standard: Practical Competence; Intrapersonal Competence*)

Divisional Student Learning Outcomes: *Check all that apply*

- Knowledge Acquisition
- Cognitive Complexity
- Intrapersonal Development
- Interpersonal Competence
- Humanitarianism & Civic Engagement
- Practical Competence

Project Specifics

Project Title: Post-Appointment Client Survey Assessment

Purpose of the project: To assess the degree to which students can demonstrate that we are meeting our learning outcomes and to gauge the student experience in using our services.

Assessment method(s): Survey

Staff contact(s): Adam Mansfield, sasnak@ku.edu

Timeline/frequency: In the past we have provided the opportunity to take the survey immediately after the student has met with an LSS attorney or intern. The student would take the survey on the LSS iPad before they left the office. Now that all of our



2020 -2021 Student Affairs Assessment Plan

Legal Services for Students

appointments are done remotely we have developed an online survey using Qualtrics. The survey will be sent to the student the day after their appointment with an LSS attorney or intern.

Population/Sample: Current LSS clients

Special challenges to this assessment: Some clients may be reluctant to take the time to answer the online survey questions. In the past the survey was done on a tablet as the student was leaving. The tablet was located at the front desk and almost all of our clients took the survey before leaving. Also, with a wide range and variety of cases, it will be difficult to assess whether a student can demonstrate their understanding of their legal options or their self-advocacy skills in an anonymous survey.

Use to inform current practice: This data can be used to help LSS attorneys and interns determine whether clients understand the information provided to them. It will also be used to gauge the overall student experience with LSS.

Plans for reporting results: The results will be shared internally. Anonymized results will be shared with Student Affairs.

Qualtrics Used: Yes No