

2018-2019 Assessment Final Report

Department: Legal Services for Students

Post-Appointment Client Survey Assessment

Introduction

Assessment Project Description

LSS administered a five question survey to clients throughout the last year. We have a survey app on an iPad in kiosk mode at the front desk. Clients are asked to take the survey as they leave after their appointments. The purpose of the project is 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.

Service/Program Student Learning Outcome

Students who have been Legal Services for Students clients will...

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

Population/Sample:

2018-2019 Assessment Final Report

Department: Legal Services for Students

Over the course of the last year we asked students if they had time to complete a quick survey as they were leaving the office after meeting with an attorney or intern. Not every client agreed to participate. We had 818 responses by the end of the survey period.

Assessment Method(s):

LSS purchased a license for the survey app Feed2Go. This app allowed us to create a survey that clients could answer using an iPad in kiosk mode at the front desk.

Summary of Key Findings/Results

The first question on our survey asked whether a client met with an attorney or an intern. The last question was whether the client would recommend LSS to a friend who was facing a legal issue. 99.76% of the LSS clients surveyed would recommend LSS to a friend who was facing a legal issue.

We also provided three statements related to our student learning outcomes. The client was provided the opportunity to select an answer between 0-5 indicating their agreement with the following statements:

- I can demonstrate an understanding of the legal options related to my case.
- I acquired skills and knowledge to better equip me to handle future legal situations.
- I can demonstrate self-advocacy skills regarding my particular legal issue.

A substantial majority of the clients selected 4 or 5 on all three questions. For the first question 87% of respondents selected 5 and 10% selected 4. For the second question 86% of respondents selected 5 and 11% selected 4. On the third question 80% selected 5 and 15% selected 4. Over the course of the 2018-2019 school year the percentage of clients responding to each statement with a selection of 5 increased when compared to the data collected in the last month of the 2017-2018 school year.

The full survey responses are attached in Appendix A

2018-2019 Assessment Final Report

Department: Legal Services for Students

Conclusions

Impact of Assessment

The assessment results indicate that a substantial majority of our clients feel that our learning outcomes are being met. We can see from the results that even though there is still a substantial majority of clients that indicate their confidence in demonstrating self-advocacy skills, there is still a lower percentage expressing maximum confidence in their abilities. This is one area we can focus on going forward.

One area that we can definitely build upon is word of mouth advertising. From the survey results it appears that our clients are happy with our services and would recommend us to their friends. We can focus on letting clients know that many students may not be aware of our services and that their recommendations could help spread the word.

Lessons Learned

We will continue to administer the survey for clients after they complete their appointments in order to obtain more data. We can look to see if there is any variation throughout the school year.

2018-2019 Assessment Final Report

Department: Legal Services for Students

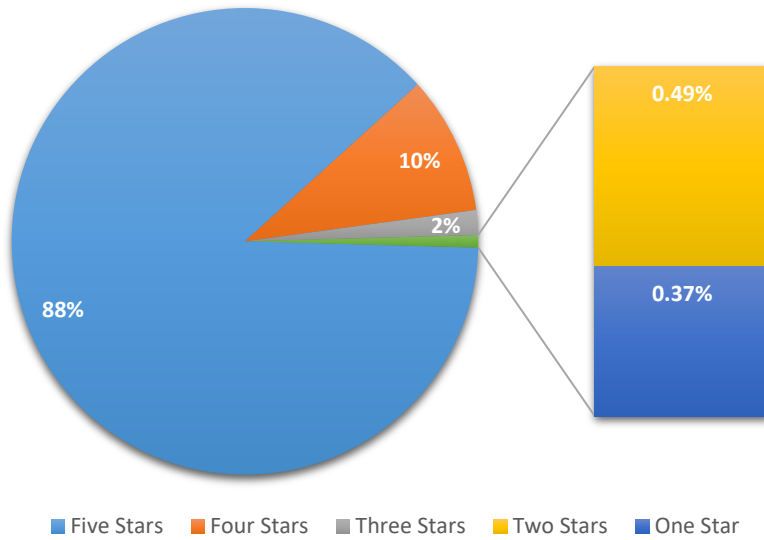
Appendix A

Question	5	4	3	2	1
I can demonstrate an understanding of the legal options related to my case?	715/818 87.41%	78/818 9.54%	18/818 2.20%	4/818 .49%	3/818 .37%
I acquired skills and knowledge to better equip me to handle future legal situations?	701/817 85.8%	87/817 10.65%	24/817 2.94%	2/817 .24%	3/817 .37%
I can demonstrate self-advocacy skills regarding my particular legal issue?	642/805 79.75%	121/805 15.03%	33/805 4.10%	7/805 .87%	2/805 .25%
	YES	NO			
I would recommend LSS to a friend that was facing a legal issue?	815/817 99.76%	2/817 .24%			
	Attorney	Intern			
I met with an ...	717	42			

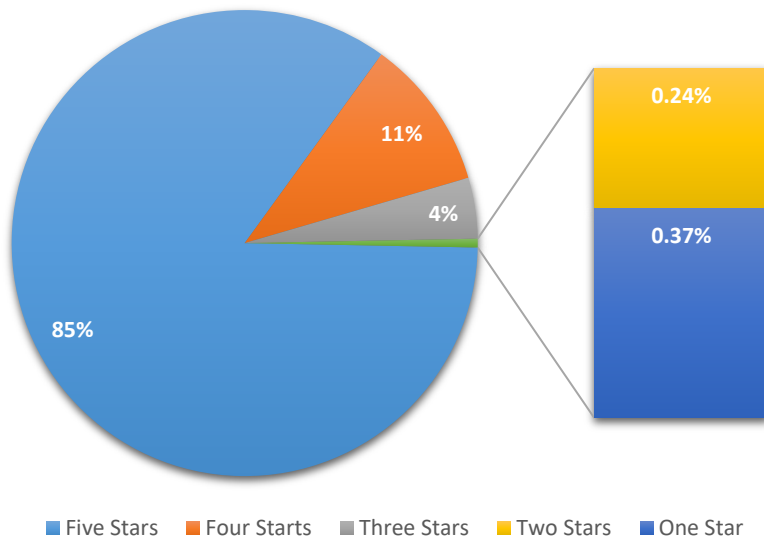
2018-2019 Assessment Final Report

Department: Legal Services for Students

I can demonstrate an understanding of the legal options related to my case...



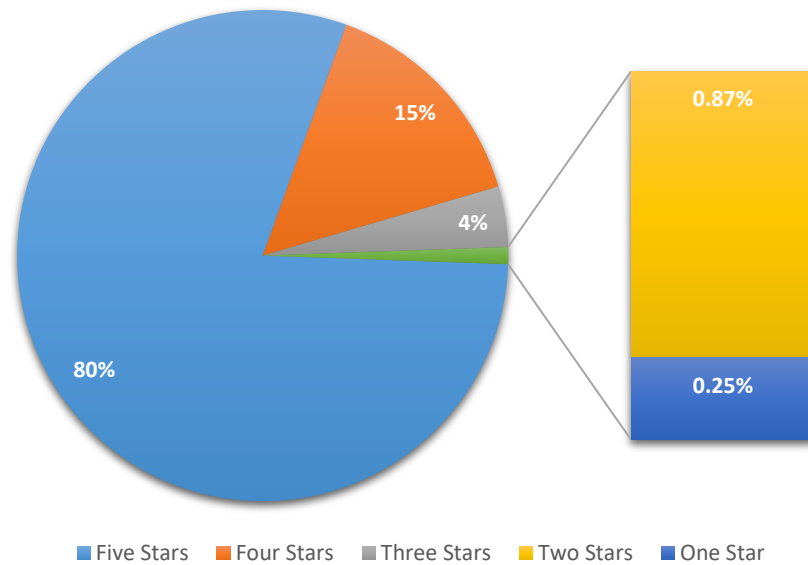
I acquired skills and knowledge to better equip me to handle future legal situations...



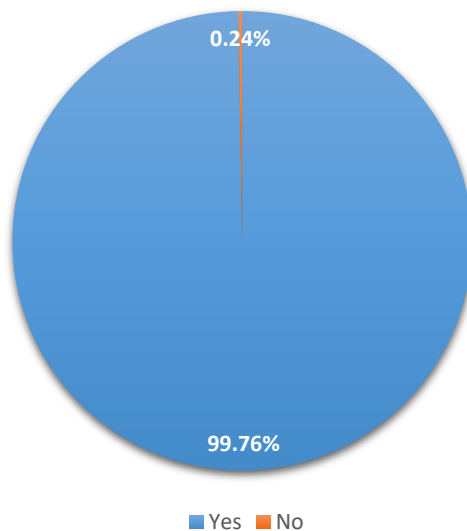
2018-2019 Assessment Final Report

Department: Legal Services for Students

I can demonstrate self-advocacy skills regarding my particular legal issue...



I would recommend LSS to a friend that was facing a legal issue...



2018-2019 Assessment Final Report

Department: Legal Services for Students

