

2019-2020 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:

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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 787 responses by the end of the survey period. The last completed survey was March 13, 2020.

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. 99.74% 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 89% of respondents selected 5 and 9% selected 4. For the second question 88% of respondents selected 5 and 10% selected 4. On the third question 83% selected 5 and 13% selected 4. Over the course of the 2019-2020 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 2018-2019 school year. These increases were 1-2% for each question. Overall, the percentages were very consistent when compared to the previous year.

The full survey responses are attached in Appendix A

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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 need to adapt our survey technique going forward to accommodate our current system of meeting with students remotely.

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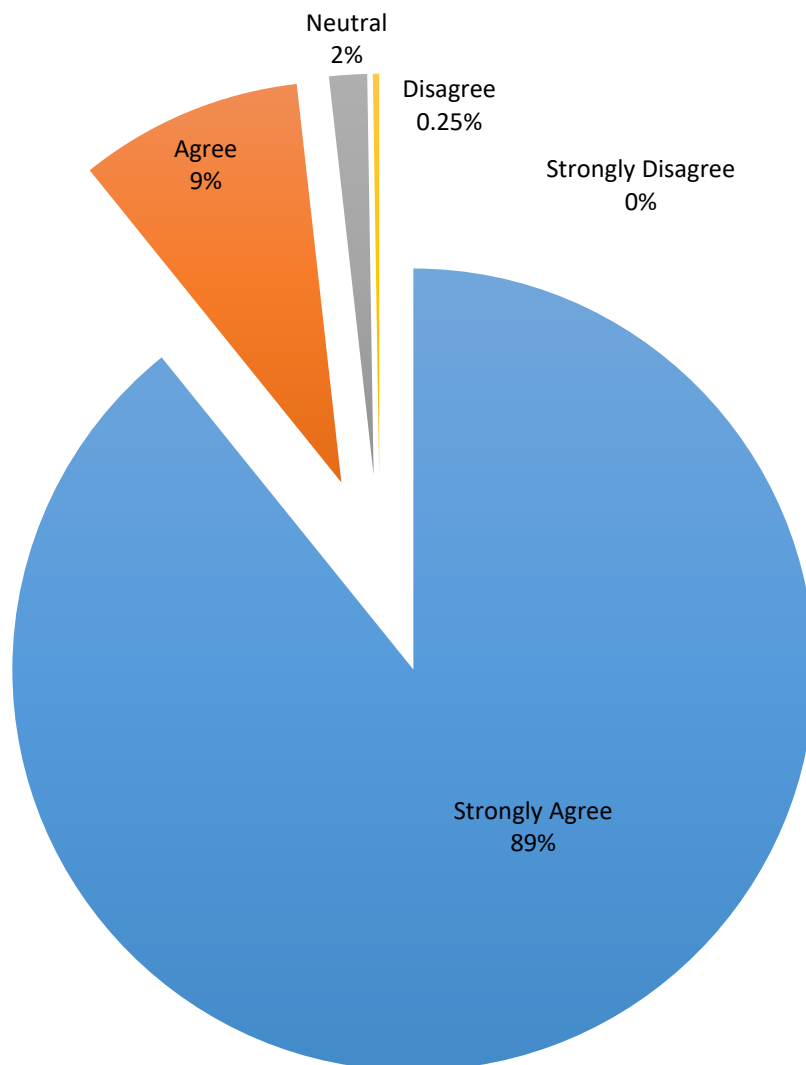
Appendix A

| Question | 5 | 4 | 3 | 2 | 1 |
|---|-------------------|----------------|--------------|-------------|-------|
| I can demonstrate an understanding of the legal options related to my case? | 702/787 89% | 71/787 9% | 12/787 2% | 2/787 | 0/787 |
| I acquired skills and knowledge to better equip me to handle future legal situations? | 689/785 88% | 77/785 10% | 16/785 2% | 3/785 | 0/785 |
| I can demonstrate self-advocacy skills regarding my particular legal issue? | 652/781 84% | 99/781 12% | 22/781 3% | 4/781 1% | 4/781 |
| | YES | NO | | | |
| I would recommend LSS to a friend that was facing a legal issue? | 769/771 99.74% | 2/771 0.26% | | | |
| | Attorney | Intern | | | |
| I met with an ... | 538 | 186 | | | |

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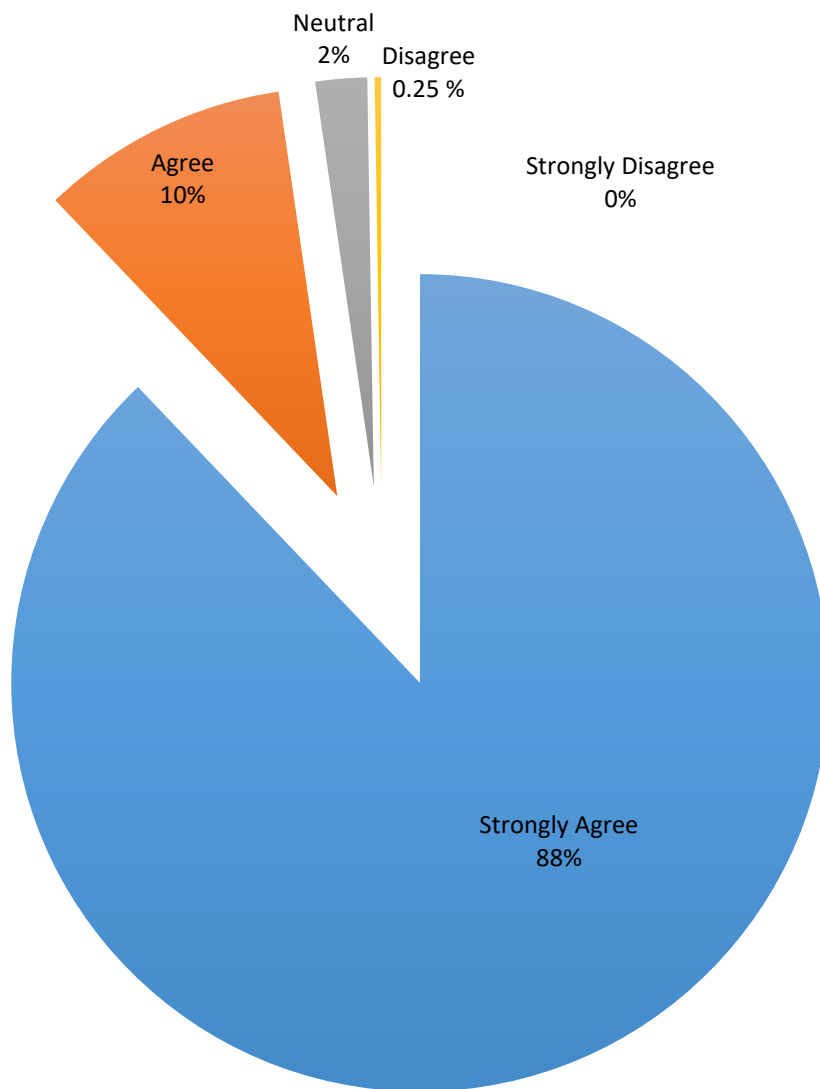
I can demonstrate an understanding of the legal options related to my case.



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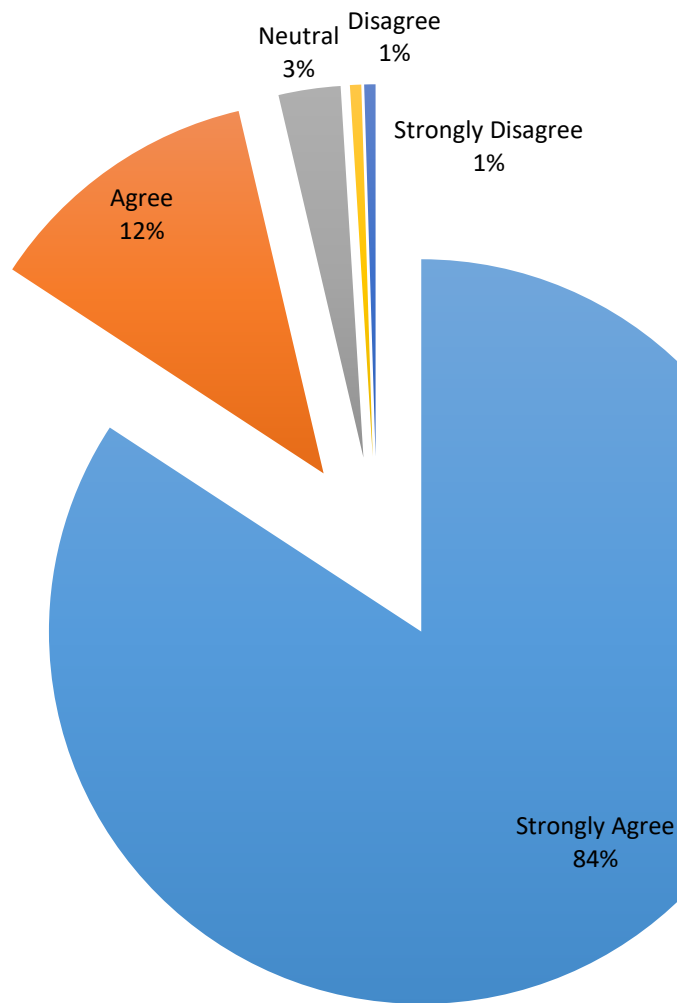
I acquired skills and knowledge to better equip me to handle future legal situations.



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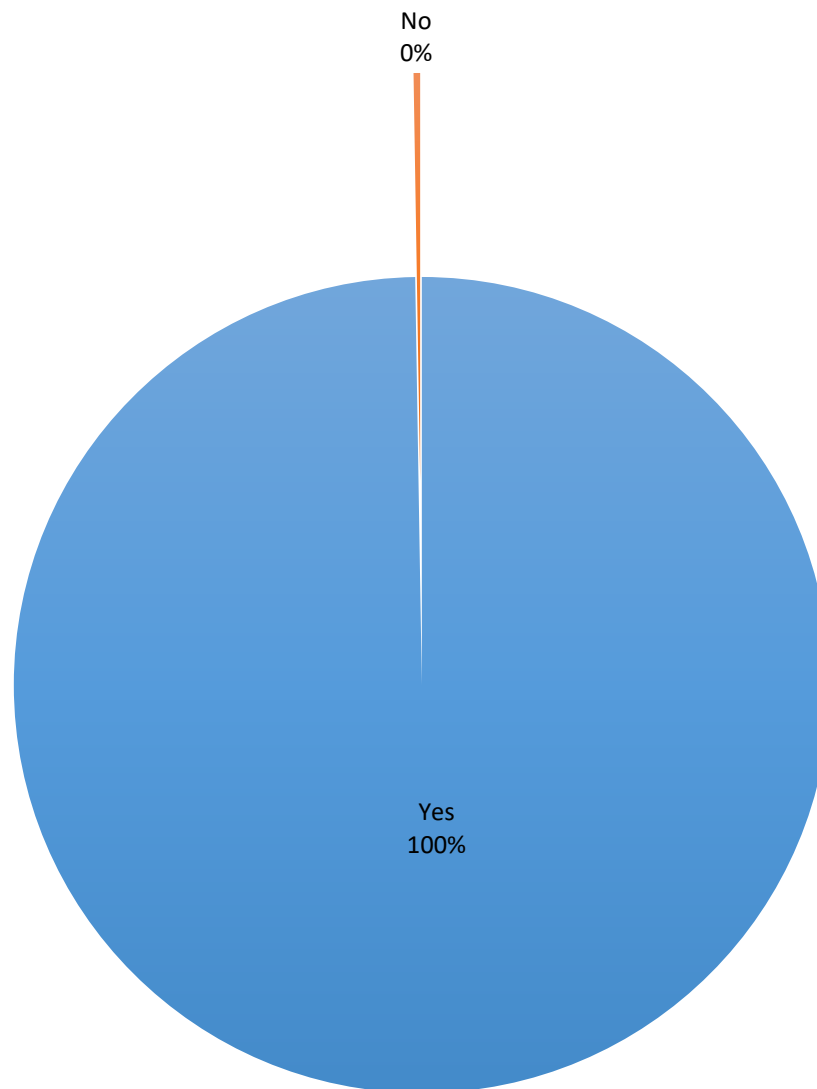
I can demonstrate self-advocacy skills regarding my particular legal issue.



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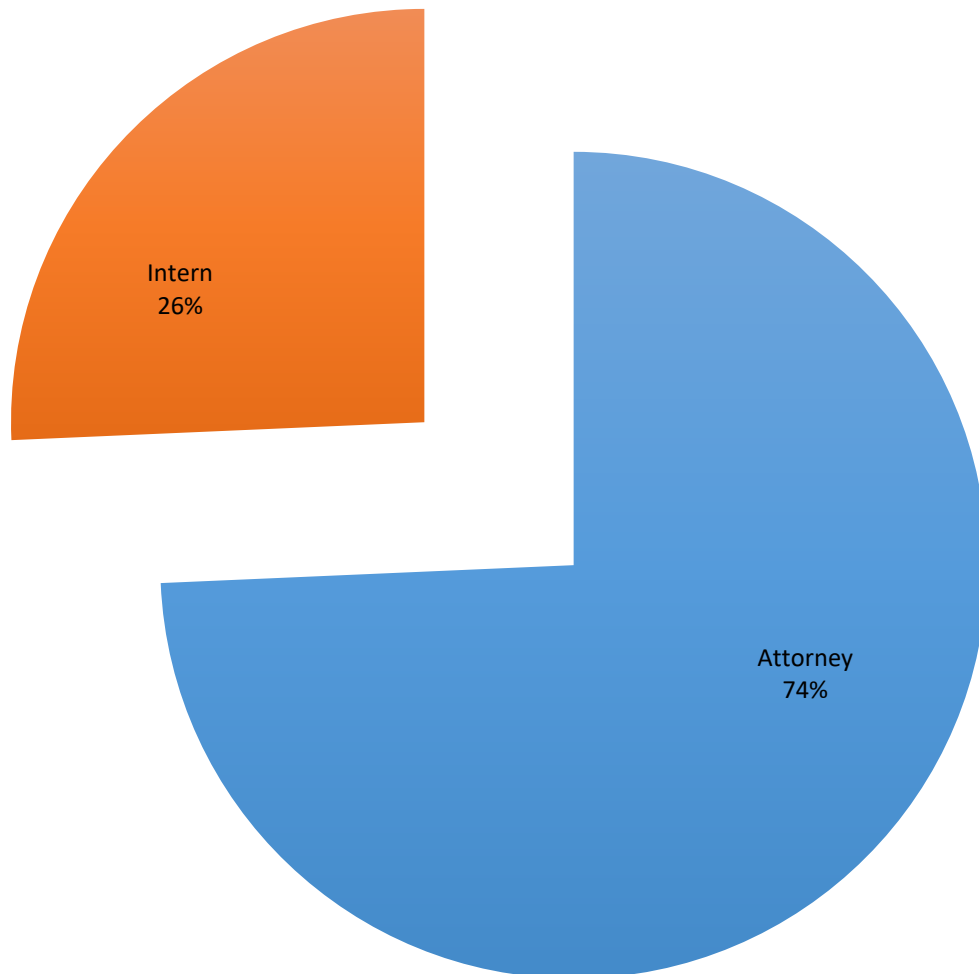
I would recommend LSS to a friend who was facing a legal issue.



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I met with an...





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