



# 2017-2018 Student Affairs Assessment Plan

Department: Legal Services for Students

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## Post-Appointment Client Survey Assessment

### Divisional Mission

To engage the KU community in services and programs that complement academic goals and enhance quality of life.

### Departmental Mission

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

### Departmental 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. Apply gained skills and knowledge acquired 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*)

### 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.

### Service/Program Student Learning Outcome

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

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1. Demonstrate an understanding of the legal options related to their cases. (*CAS Standard: Knowledge Acquisition*)
2. Apply gained 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):** Self-assessment

The information assessed will be: We will provide the option of a paper or electronic survey to clients after they meet with an attorney or law student intern. They will also be sent a link to the electronic survey after their appointment. The survey will be designed to elicit whether the students feel that they understand the legal options related to their case, are better equipped to handle future legal situations, and can



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demonstrate self-advocacy skills regarding their legal issue. The survey will also ask detailed questions about their overall experience with LSS.

**Staff contact(s):** Adam Mansfield / [sasnak@ku.edu](mailto:sasnak@ku.edu)

**Timeline/frequency:** We will provide the opportunity to take the survey after the student meets with an LSS attorney or intern. The student can take the survey on their own device using the SRS app or on an LSS device. The student will also be provided a link to the survey in their closing emails.

**Population/Sample:** Current LSS clients

**Special challenges to this assessment:** Some clients may be reluctant to take the time to answer the survey questions. 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 the department.

**CampusLabs Used:**  Yes  No



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