



# Student Self-Helper Tracking 2015-2016

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## 1. Introduction and Problem Analyzed

- The purpose of this assessment is to measure the effectiveness of instructing some of our students (following their initial consultation) on ways to resolve their legal issues with no representation and minimal guidance from our office.
- With only one attorney on staff and a student population of over 36,000 it is essential that some clients be advised on how to best resolve their situations without legal representation. This is also a method of providing students with a consumer education that they can take with them after they've completed their formal education.
- Through this assessment, we hope to measure the effectiveness with which our office determines which students fall into this category, and whether they are able to be effectively guided to the resolution of their issues.

## 2. Methodology

- The attorney will determine during consultation if students would qualify as a “self-helpers” based on the complexity of their legal issues. During the initial consultations, students will be given instructions on how to resolve their legal matters. They will then be instructed to email our office for assistance and to notify us once these issues have come to their conclusions. An internal log will be kept of those identified as self-helpers, and those students who have not contacted us will be emailed a followup 2 weeks to 2 months later (time frame in which to send will likely be modified after analyzing the results of this baseline assessment.) Their responses (or non-responses) are kept in this log, which can be compared to the number of total students seen for representation or more involved guidance.
- If the case for a student who was categorized as a self-helper becomes more involved and the attorney has to do substantial work on their case following my initial self-helper email, they are removed from the final tally of self-helpers contacted.
- Standard language emailed to students to “follow-up” with them included as appendix B.

### 3. Results

- A total of 23 students were identified as potential “self-help” cases. (Total number of students seen for consultations: 518.) This number does not include notary services provided.
- We received a total of 8 responses from these 23 students that were sent follow-up emails.
  - Three students were not successful in resolving their issues with the attorney’s instructions.
  - Five students responded to our email, and stated that they have been successful in the resolution of their issues.
  - 39 total students did not respond to our follow-up email.

Breakdown of topics self-resolved:

Court Cases	2
Landlord/Tenant/Roommate Issues	2
Auto Sales	1

## 4. Conclusion/Next Steps

65.2 percent of those identified as “self-helpers” failed to respond to our followup emails. While this is a better response rate than last reporting period, we also identified far fewer self-helpers in total. This response rate is still lower than the goal we identified last reporting period, so I think it would be in our office’s best interest to pursue assessments more in line with the division’s changing goals regarding learning outcomes.

5. For more information:

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## Appendix A: Top Three for Executive Leadership

1.5 students learned how to be active advocates for their consumer/legal issues.

2.4 percent of students seeking advice/representation at Student Legal Services were identified as “self-helper”. Due to this decrease, we are ending evaluation of this assessment.

3. The decrease in students identified as self-helpers shows that our office is moving in a different direction. It’s becoming more difficult for students to resolve issues without further assistance from the attorney.

## Appendix B: Sample of Standard Language Used

Good (morning, afternoon)

You previously visited our office where you received advice from the SLS attorney, Keisha Ware.

We're following up to find out whether you've been able to resolve your legal issue. Please hit "reply" and let us know if you've been successful or if you need more assistance.

Of course, please do not hesitate to contact our office with any questions or concerns.

Sincerely,