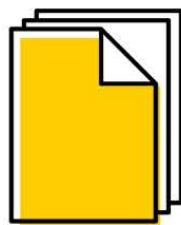


# SLS FY 2024 Annual Report



## At a Glance

|                        |                     |                            |   |   |
|------------------------|---------------------|----------------------------|---|---|
| <b>778</b><br>Students | <b>624</b><br>Cases | <b>661</b><br>Appointments | 53% of Criminal cases resulted in dismissal or acquittal* | <b>\$396,227.38</b><br>saved or rewarded to students by using SLS** |
|------------------------|---------------------|----------------------------|---|---|



\*Compared to 25% for Johnson County    \*\* Not including additional money clients were awarded or saved by SLS

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## Director's Summary

At the beginning of FY24, SLS implemented a comprehensive new legal file management system called Practice Panther. Prior to this, SLS was juggling a patchwork of multiple filing, scheduling, and storage systems. The new system is more efficient and allows us to easily gather more/different data. This year we had a:

- 6.2% increase in the number of students assisted via limited scope (consultation only) representation
- 40% increase in the number of students assisted via full scope (formal legal) representation
- 34% increase in outreach events
- 95% increase in attendance at outreach events
- 40% increase in notary appointments

SLS also made great strides in client satisfaction and client well-being:

- 8% increase in criminal cases resulting in dismissal or acquittal
- 94% of students felt less stressed after their SLS appointment (85% in FY23)
- 85% of students felt less distracted from their studies after their SLS appointment (78% in FY23)
- 82% of students felt more connected to the University after their SLS appointment

Practice Panther has allowed us to collect additional data regarding our tenants' rights work, our largest practice area. We had cases involving 79 unique landlords this year. We are now able to track the top tenants' rights issues our clients face and identify landlords that are most often responsible for these issues, which gives SLS attorneys an edge in negotiating winning outcomes for UI students.



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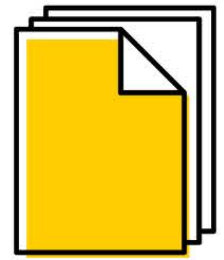
We did see a small dip in the “monetary value” of SLS this year (6.6%), which was anticipated. We did not have any District Court civil litigation matters this year, a welcome break, as those cases are very labor intensive, and add further strain to our staff.

SLS continues to have the highest student to attorney ratio in the Big 10. For every 15,000 Iowa students, there is one SLS attorney. Our Big 10 counterparts have an average ratio of 9,000 students to each attorney. Meanwhile, SLS continues to have the lowest attorney salaries and lowest overall budget in the Big 10 for offices that offer full scope representation.

In short, this past year SLS continued to both “work smarter” and “work harder.” Investing in a legal file management system allowed us to improve our data collection and our level of service to our clients. Unfortunately, (or fortunately depending on your viewpoint), SLS outreach efforts and increased student needs meant that more students asked for our help, stretching SLS staff thinner than ever. The services SLS provides to students are neither nebulous nor frivolous: we keep students in their homes; we keep their money from being unfairly appropriated by unscrupulous landlords; and we help ensure that one bad decision doesn’t derail their education or their future. Adequate staffing and salary levels will mean that we can continue to provide these services in FY2025 and beyond.



# Top 5 Case Types



## Civil



1. DOT

2. Tort

3. Victim/Witness Assistance

4. Name/Gender change

5. Contract

## Landlord-Tenant



1. Lease Termination

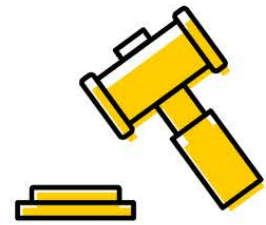
2. Security Deposits

3. Maintenance

4. Lease Review

5. Other

## Criminal



1. Traffic Violation

2. Expungement

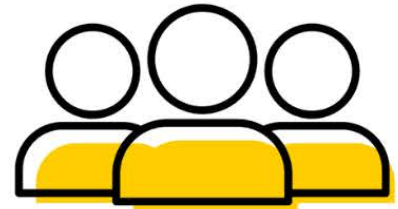
3. In-Bar

4. Fake ID/Info

5. PAULA

# Demographics

% of students that identified as...



## People of Color



Under-Graduate  
**19%**



Graduate  
**40%**

## First- Generation



Under-Graduate  
**25%**



Graduate  
**36%**

## Non-Citizen



Under-Graduate  
**4%**



Graduate  
**31%**

## LGBTQ+



Under-Graduate  
**23%**



Graduate  
**18%**



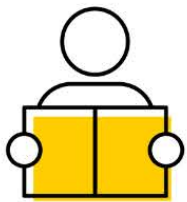


# Wellness

*After an SLS appointment...*



94 % students felt less stressed



85% students felt less distracted



97 % students felt they understood the law better



82 % students felt more connected to the university

# Testimonials



99% students said they would recommend SLS



100 % students said the attorney was polite and professional

"The Iowa SLS office is AMAZING and I would recommend them to any student who requires legal assistance. Your work does not go unnoticed. Thank you for all that you do."

"This experience helped me understand my situation a lot better which overall reduced my stress about it a ton. Has helped me with my sleep, studies, professional work, and my personal life a ton."

"The person I talked to was so kind and caring!"

"Absolutely stellar. Could not have asked for a better experience in any way, I am overjoyed to have my issue relieved."

"Amanda has been phenomenal with helping me throughout my divorce process, I am truly grateful for her help as well as the SLS office."

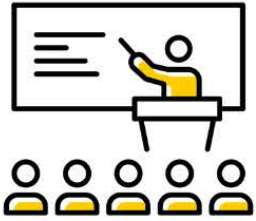
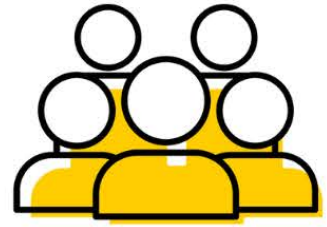
"Student Legal Services has been a Godsend. They supported me and helped me through such a difficult time when I felt like the world was against me they were on my side and helped me fight injustice. Thank you for everything you guys have done, you are literally angels."

"Alyssa Pomponio is the GOAT!!!!!!!!!!"

"The experience was perfect from initial contact through the legal counseling session."



# Outreach



59 Events

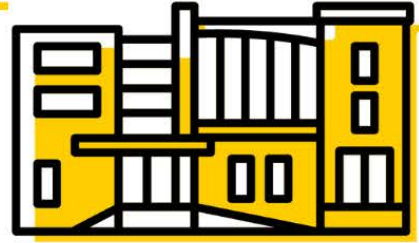


3736 People





# Other



We had 228 Notary appointments

We gave 419 referrals



16 students had immigration consultations.



A special thanks to SLS furry friends Otis and Lacy for their support this year!

