ANNUAL REPORT
Student Legal and Mediation Services

Presented By
GENE ROBERTS, J.D. ED.D
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Mission

We serve currently enrolled SHSU students by providing them with high-quality legal advice and equipping them with techniques to resolve disputes so they can focus on their educational goals.

We accomplish our mission by...

- Educating students - individually and in groups - about their legal rights, responsibilities, and conflict resolution skills
- Informing students of where to find applicable law and legal resources
- Teaching students the proper ways to participate in the legal system
- Drafting legal documents
- Providing mediation services and training so conflicts may be managed responsibly and constructively
Services & Programs

- Legal Advice and Counsel
- Legal Documents
- Mediation
- Conflict Coaching
- Notary Services
- Background Reports
- Law School Advising
- Legal Career Guidance
- Negotiation Coaching
- Name Changes

- Conflict Resolution Month
- 60 Laws in 60 Minutes
- Law Related Training
- Dispute Resolution Training
- Risk Management
Student Legal and Mediation Services is capable of providing various legal advice and counseling services, which include, but are not limited to:

- Business Startup
- Car Accident/Traffic Tickets
- Child Support & Custody
- Consumer Law
- Divorce
- Employment Issues
- Expunction
- General Civil Law
- General Criminal
- Landlord/Renting Issues
- Minor in Possession/Consumption
- Protective Orders
- Wills & Power of Attorney
Taylor is a first-generation college student and a 2022 alumna of Sam Houston State University. As a first-generation student, Taylor learned that there are no failures, just different results to learn from, including leadership roles, education, professional career, or everyday life.

Ellen is from Mont Belvieu, Texas, and is pursuing her bachelor's degree in psychology with a minor in communication studies. After graduating, she hopes to obtain her master's degree in clinical mental health counseling before acquiring her Cognitive Behavioral Therapy certification and specializing in providing therapy for young adults (ages 14-24) who struggle with anxiety, depression, and OCD.

Gene Roberts is an Associate Dean and the Director of Student Legal & Mediation Services. He has over 20 years of experience as counsel representing clients in litigated cases. Gene’s philosophy—as a private attorney and as the full-time Director of SLMS—is to help individuals understand their rights and responsibilities, comprehend the complexities of the legal system, and develop a proactive and productive strategy for the situation they face. Gene is married with one son.

Taylor Keen

Administrative Associate

SHSU Service
- B.S., Sam Houston State University
- Elevate Committee Member

Taylor is a first-generation college student and a 2022 alumna of Sam Houston State University. As a first-generation student, Taylor learned that there are no failures, just different results to learn from, including leadership roles, education, professional career, or everyday life.

Ellen Claassen

Student Assistant | Senior

SHSU Service
- Active Minds - President
- Alpha Lambda Delta, First Year Honor Society - Member
- Elliott T. Bowers Honors College - Member
- Elliott T. Bowers Honors College Ambassadors - Vice President
- Honors Student Advisory Council - Member
- Integrative Health Lab - Research Assistant
- Psi Chi - Member

Ellen is from Mont Belvieu, Texas, and is pursuing her bachelor’s degree in psychology with a minor in communication studies. After graduating, she hopes to obtain her master’s degree in clinical mental health counseling before acquiring her Cognitive Behavioral Therapy certification and specializing in providing therapy for young adults (ages 14-24) who struggle with anxiety, depression, and OCD.
Daniela is from Rowlett, Texas, pursuing her bachelor’s degree in Criminal Justice and Spanish with a minor in Legal Studies. After graduating, she hopes to attend law school to become an attorney and specialize in criminal and family law.

Daniela Luna  
**Student Assistant | Senior**  
**SHSU Service**  
- Alpha Lambda Delta, First-Year Honor Society - Member  
- American Criminal Justice Association Lambda Alpha Epsilon, Delta Chi - Treasurer 2022-2024  
- Pre-Law Society - Member  
- Smith-Hutson Scholar Leadership Council - Public Relations Chair 2022-2024  

Daniela is from Rowlett, Texas, pursuing her bachelor’s degree in Criminal Justice and Spanish with a minor in Legal Studies. After graduating, she hopes to attend law school to become an attorney and specialize in criminal and family law.

Dani is from Carrollton, Texas, pursuing her bachelor’s degree in forensic chemistry with minors in criminal justice, forensic science, and biology. After graduating, she plans to obtain her M.S. in forensic science and work in a federal crime lab.

Dani Kaufman  
**Student Assistant | Junior**  
**SHSU Service**  
- J.C. Stallings’ Chemical Society - Historian  
- Society of Forensic Science - Member  
- American Criminal Justice Association Lambda Alpha Epsilon, Delta Chi - Recruiter & Membership Committee  

Dani is from Carrollton, Texas, pursuing her bachelor’s degree in forensic chemistry with minors in criminal justice, forensic science, and biology. After graduating, she plans to obtain her M.S. in forensic science and work in a federal crime lab.

Garrett is from Kingwood, Texas, and is pursuing his bachelor’s degree in criminal justice with a minor in homeland security studies. After graduating, he hopes to become a Texas Game Warden and protect the many species of wildlife in Texas.

Garrett Estes  
**Student Assistant | Junior**  
**SHSU Service**  
- Alpha Lambda Delta, First-Year Honor Society - Member  
- Alpha Sigma Phi - VP of Growth & Tailgate Committee  
- American Criminal Justice Association Lambda Alpha Epsilon, Delta Chi - Recruiter & Membership Committee  

Garrett is from Kingwood, Texas, and is pursuing his bachelor’s degree in criminal justice with a minor in homeland security studies. After graduating, he hopes to become a Texas Game Warden and protect the many species of wildlife in Texas.

Bianca Cruz is from Austin, Texas, and is pursuing her bachelor’s degree in criminal justice with a minor in psychology. After graduating, she hopes to obtain her master’s degree and eventually join the Texas Department of Public Safety work force. She hopes to one day be a Texas Ranger.

Bianca Cruz  
**Student Assistant | Junior**  
**SHSU Service**  
- Alpha Phi Sigma National Criminal Justice Honor Society - Member  

Bianca is from Austin, Texas, and is pursuing her bachelor’s degree in criminal justice with a minor in psychology. After graduating, she hopes to obtain her master’s degree and eventually join the Texas Department of Public Safety work force. She hopes to one day be a Texas Ranger.

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### Strategic Priorities

#### #1: PRIORITIZE STUDENT SUCCESS AND STUDENT ACCESS

**#2: EMBODY A CULTURE OF EXCELLENCE**

<table>
<thead>
<tr>
<th>Service Area</th>
<th>Results</th>
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</table>
| Tailored legal advice and drafting of legal documents                        | - 88.43% of students claimed that they know the law that applies to their legal situation much better.  
- 85.54% of students are much more confident in taking the next steps in their situation.  
- 95.45% of students state that because of the SLMS services their academic focus will improve or stay the same. |
| Direction on business start-ups                                              | - 90.91% of students strongly agree that during their consultation they received a clear explanation of their rights and the way the legal system works in this case.  
- 88.43% of students claimed that they know the law that applies to their legal situation much better.  
- 85.54% of students are much more confident in taking the next steps in their situation. |
| Educating students about legal rights, and responsibilities                  | - 90.91% of students strongly agree that during their consultation they received a clear explanation of their rights and the way the legal system works in this case. |
| Mediation services                                                           | - Empowers students to drive sustainable growth.                                                                                                                                                    |
| Background report services                                                    | - 90% of students state that they learned more about their background because of SLMS background report services.  
- 95% of students stated that having access to background report services is a good use of the Student Service Fee.  
- 90% of students stated they felt relieved having the information obtained in the background report.  
- Eliminates opportunity and achievement gaps.                                    |
| Direction on law school preparation and legal-related careers to begin planning for their post-graduate career | - Eliminates opportunity and achievement gaps.  
- Promote career readiness and attainment through experiences that facilitate personal and professional development.  
- Strengthen relationships with the greater SHSU community.                        |
### Strategic Priorities

#3: Elevate the Reputation and Visibility of SHSU

<table>
<thead>
<tr>
<th>Activity</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>60 Laws in 60 Minutes</td>
<td>• 90.24% of participants believed the information will benefit them in their work.</td>
</tr>
<tr>
<td></td>
<td>• Establish a more visible and high-profile culture by informing SHSU about new laws that were passed by Texas legislation.</td>
</tr>
<tr>
<td>Risk Management Training</td>
<td>• Establish a more visible and high-profile culture by developing the ability to recognize potentially concerning situations and find a resolution effectively and efficiently.</td>
</tr>
<tr>
<td>Advising Students on Court Room Processes</td>
<td>• 90.91% of students strongly agree that during their consultation they received a clear explanation of their rights and the way the legal system works in this case.</td>
</tr>
<tr>
<td></td>
<td>• Establish community engagement as a signature high-impact practice and program for the university.</td>
</tr>
<tr>
<td>Dispute Resolution Training</td>
<td>• Strengthen relationships with the greater SHSU community.</td>
</tr>
<tr>
<td></td>
<td>• Establish a more visible and high-profile culture.</td>
</tr>
</tbody>
</table>

#4: Expand and Elevate Our Service to the State and Beyond

<table>
<thead>
<tr>
<th>Activity</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Conflict Resolution Month</td>
<td>• 97% of participants felt this presentation met their expectations.</td>
</tr>
<tr>
<td></td>
<td>• 96% of participants left with new learning or knowledge.</td>
</tr>
<tr>
<td></td>
<td>• 83% of participants felt more connected to SHSU after this presentation.</td>
</tr>
<tr>
<td></td>
<td>• Establish community engagement as a signature high-impact practice and program for the university.</td>
</tr>
<tr>
<td>Law Related Training</td>
<td>• Promote career readiness and attainment through experiences that facilitate personal and professional development.</td>
</tr>
<tr>
<td></td>
<td>• Educate students about their legal rights and responsibilities so they can focus on their educational goals.</td>
</tr>
</tbody>
</table>
Consultations by Month in 2023

- December
- November
- October
- September
- August
- July
- June
- May
- April
- March
- February
- January

Number of Consultations 2015 - 2023

- 2014: 717
- 2015: 727
- 2016: 1095
- 2017: 999
- 2018: 1235
- 2019: 1392
- 2020: 1535
- 2021: 1902
- 2022: 1237
- 2023: (peak)
- 2024: (expected decrease)
Consultations

Types of Consultations in 2023

- Notary - 13%
- Business Start Up - 2%
- Child Support & Custody - 4%
- Divorce - 4%
- Expunction - 1%
- General Criminal - 3%
- Minor in Possession/Consumption - 1%
- Protective Order - 1%
- Mediations - 1%
- Background - 4%
- Car Accident - 3%
- Consumer Law - 3%
- Employment Issues - 3%
- General Civil Law - 13%
- Landlord/Renting Issue - 30%
- Name Change - 6%
- Traffic Ticket - 4%
- Wills & Power of Attorney - 6%

1,237
CONSULTATIONS IN 2023

SLMS 2023 Annual Report
## Demographics 2023

<table>
<thead>
<tr>
<th>CLASSIFICATION</th>
<th>SHSU</th>
<th>SLMS</th>
</tr>
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<tbody>
<tr>
<td>Freshman</td>
<td>16%</td>
<td>10%</td>
</tr>
<tr>
<td>Sophomore</td>
<td>15%</td>
<td>17%</td>
</tr>
<tr>
<td>Junior</td>
<td>22%</td>
<td>22%</td>
</tr>
<tr>
<td>Senior</td>
<td>30%</td>
<td>33%</td>
</tr>
<tr>
<td>Master's</td>
<td>12%</td>
<td>11%</td>
</tr>
<tr>
<td>Doctoral</td>
<td>4%</td>
<td>6%</td>
</tr>
<tr>
<td>Post-Baccalaureate</td>
<td>1%</td>
<td>1%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>RACE/ETHNICITY</th>
<th>SHSU</th>
<th>SLMS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Caucasian</td>
<td>48%</td>
<td>39%</td>
</tr>
<tr>
<td>Latinx</td>
<td>27%</td>
<td>29%</td>
</tr>
<tr>
<td>Black/African American</td>
<td>16%</td>
<td>19%</td>
</tr>
<tr>
<td>Asian/Pacific Islander</td>
<td>3%</td>
<td>6%</td>
</tr>
<tr>
<td>American Indian</td>
<td>1%</td>
<td>1%</td>
</tr>
<tr>
<td>Other</td>
<td>6%</td>
<td>3%</td>
</tr>
<tr>
<td>Prefer Not to Respond</td>
<td>N/A</td>
<td>2%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>GENDER</th>
<th>SHSU</th>
<th>SLMS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>36%</td>
<td>31%</td>
</tr>
<tr>
<td>Female</td>
<td>64%</td>
<td>67%</td>
</tr>
<tr>
<td>*Other</td>
<td>N/A</td>
<td>2%</td>
</tr>
</tbody>
</table>

*Other include: Transgender, Gender Variant, Agender, Prefer Not to Respond, and Other.
90% of students said the background report service helped them with their personal well-being.

90% of students agree that access to a background report is a good use of the Student Service Fee.

100% of students said they would recommend the background report service to a friend.

25% of students said their background report identified an error that they are going to investigate.

80% of students stated the background report service prepared them to improve some of their life skills.
"Everyone is very nice and follows up fast. They take things very seriously and make you feel like your case is important."

"The entire experience was great."

"Mr. Roberts is very helpful and caring. I am glad to have received help from him."

"Gene Roberts was perfect and highly personable and incredible. The student at the front is such a wonderful spirit."

"Service was exemplary."

"Very much satisfied with the experience. It was just as honest as it was helpful."
COM Student Access

- **40%** Landlord/Renting Issue
- **20%** General Civil Law
- **15%** Name Change
- **10%** Traffic Ticket
- **5%** Expunction
- **5%** General Criminal
- **5%** Car Accident

SLMS 2023 Annual Report
Campus Involvement

- Spring Break Beach Bash
- First Week of School Tabling
- Bearkat Safety Bash
- Res Life Mediation Training
- Volunteer Opportunities & Organization Fair
- Brad Ertl Webinar
Campus Involvement

Grad School Resource Fair

First Generation Resource Fair

Carving Out Conflict

Bearkat Mania

10th Court of Appeals

SHSU Visitors Center & Admissions Students
In the month of October, SLMS hosts a month-long series of events that feature a lineup of distinguished speakers who will share their insights and expertise on various aspects of conflict resolution, mediation, and peacemaking. The goal is to promote peaceful conflict resolution and communication within our campus community and beyond.
Conflict Resolution Month

OVERALL CRM PRESENTATION RATINGS

- Excellent: 18%
- Good: 1%
- Average or less: 81%

Dr. Angela Downes & Dr. Kay Elliott
UNT-Dallas College of Law and Texas A&M University School of Law
Zealous Civility
Tuesday October 10, 2023
6 P.M. - 7 P.M. via Zoom

Jennifer Ortiz Prather
United States Equal Employment Opportunity Commission and National Aeronautics and Space Administration

The Jedi Mediator Approach: Tips from Federal Mediators on Conflict Management

CRM 2023 Survey Results

Presentations:
- Participants felt this presentation met their expectations
- Participants left with new learning or knowledge
- Participants felt more connected to SHSU after this presentation

SLMS 2023 Annual Report
Thank you and Eat 'em Up Kats!