

ANNUAL REPORT

Student Legal and Mediation Services



Presented By

GENE ROBERTS, J.D. ED.D





Table of Contents

Office Photos	1-2
Table of Contents	3
Mission Statement	4
Services & Programs	5-6
Staff	7-8
Strategic Priorities	9-10
Consultations	11-12
Demographics	13
Background Reports	14
Impacts	15
COM Access	16
Campus Involvement	17-18
CRM	19-20

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

Services & Programs

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



Staff



Gene Roberts, J.D., Ed.D.

Attorney | Mediator | Director

SHSU Service

- Associate Dean (SHSU)
- Chair of the Student Health Insurance Committee
- Orange Keys Selection Committee - Member
- Search and Screening Committee for the Vice President of Student Affairs - Member
- SHSU Austin Internship Selection Committee - Member
- Space Management & Utilization Committee - Member

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.

Staff



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.



Dani Kaufman

Student Assistant | Senior

SHSU Service

- J.C. Stallings' Chemical Society - Historian
- Society of Forensic Science - Member

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 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.



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
- Elliot T. Bowers Honors College - Member
- 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.

Strategic Priorities

#1: PRIORITIZE STUDENT SUCCESS AND STUDENT ACCESS
#2: EMBODY A CULTURE OF EXCELLENCE

<p>Tailored legal advice and drafting of legal documents</p>	<ul style="list-style-type: none"> • 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.
<p>Direction on business start-ups</p>	<ul style="list-style-type: none"> • 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.
<p>Educating students about legal rights, and responsibilities</p>	<ul style="list-style-type: none"> • 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.
<p>Mediation services</p>	<ul style="list-style-type: none"> • Empowers students to drive sustainable growth.
<p>Background report services</p>	<ul style="list-style-type: none"> • 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.
<p>Direction on law school preparation and legal-related careers to begin planning for their post-graduate career</p>	<ul style="list-style-type: none"> • 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

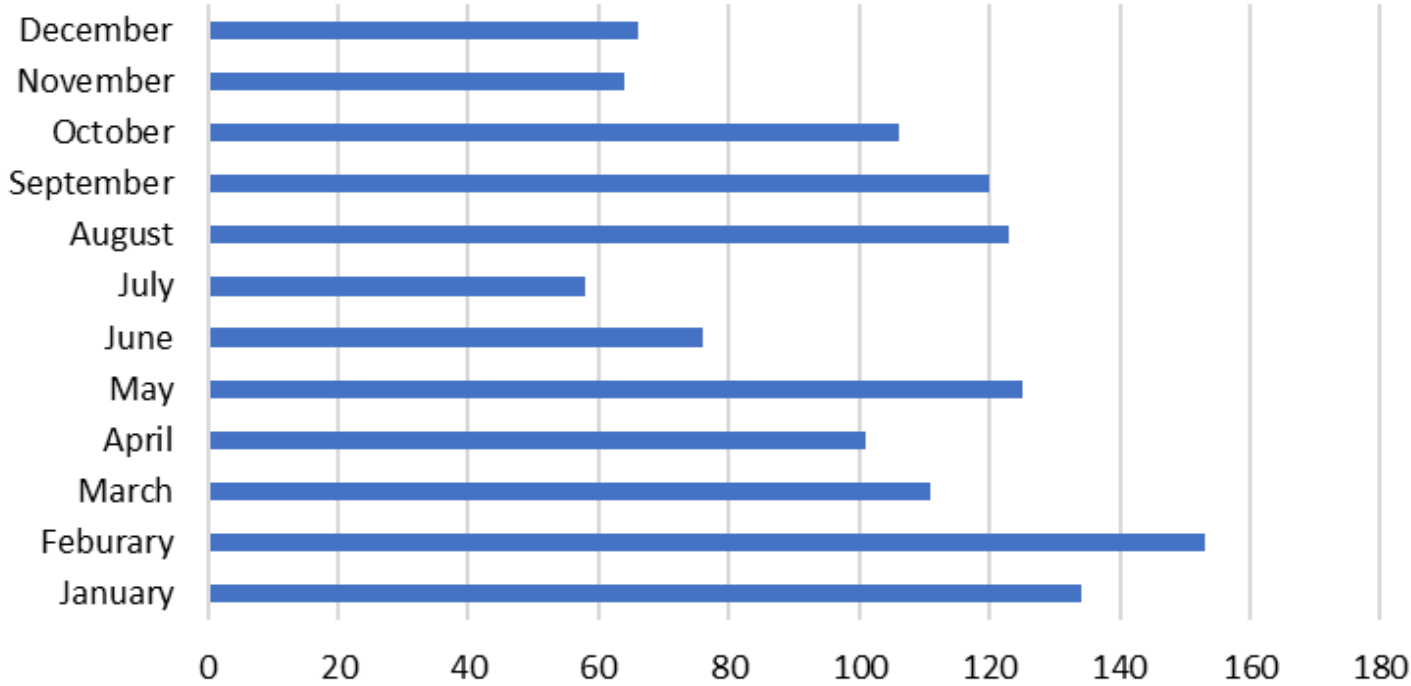
60 Laws in 60 Minutes	<ul style="list-style-type: none"> • 90.24% of participants believed the information will benefit them in their work. • Establish a more visible and high-profile culture by informing SHSU about new laws that were passed by Texas legislation.
Risk Management Training	<ul style="list-style-type: none"> • Establish a more visible and high-profile culture by developing the ability to recognize potentially concerning situations and find a resolution effectively and efficiently.
Advising Students on Court Room Processes	<ul style="list-style-type: none"> • 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. • Establish community engagement as a signature high-impact practice and program for the university.
Dispute Resolution Training	<ul style="list-style-type: none"> • Strengthen relationships with the greater SHSU community. • Establish a more visible and high-profile culture.

#4: EXPAND AND ELEVATE OUR SERVICE TO THE STATE AND BEYOND

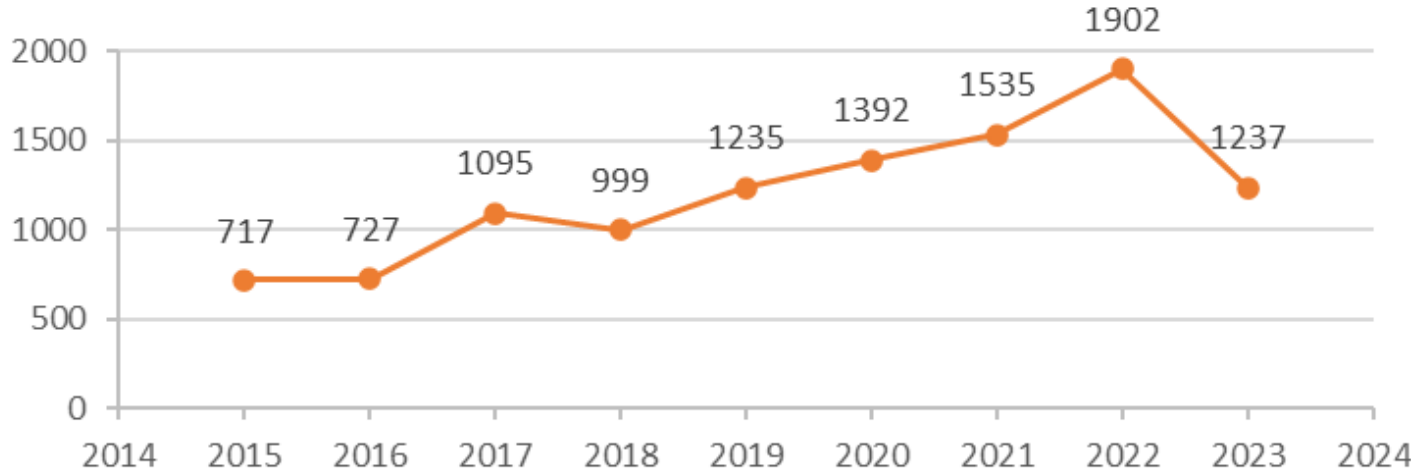
Conflict Resolution Month	<ul style="list-style-type: none"> • 97% of participants felt this presentation met their expectations. • 96% of participants left with new learning or knowledge. • 83% of participants felt more connected to SHSU after this presentation. • Establish community engagement as a signature high-impact practice and program for the university.
Law Related Training	<ul style="list-style-type: none"> • Promote career readiness and attainment through experiences that facilitate personal and professional development. • Educate students about their legal rights and responsibilities so they can focus on their educational goals.

Consultations

Consultations by Month in 2023

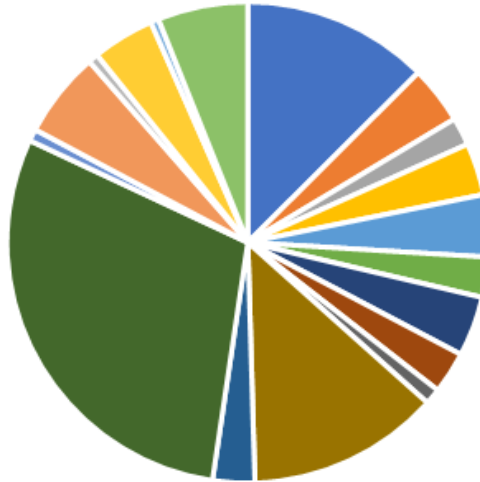


Number of Consultations 2015 - 2023



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



Demographics 2023

CLASSIFICATION	SHSU	SLMS
Freshman	16%	10%
Sophomore	15%	17%
Junior	22%	22%
Senior	30%	33%
Master's	12%	11%
Doctoral	4%	6%
Post-Baccalaureate	1%	1%

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

GENDER	SHSU	SLMS
Male	36%	31%
Female	64%	67%
*Other	N/A	2%

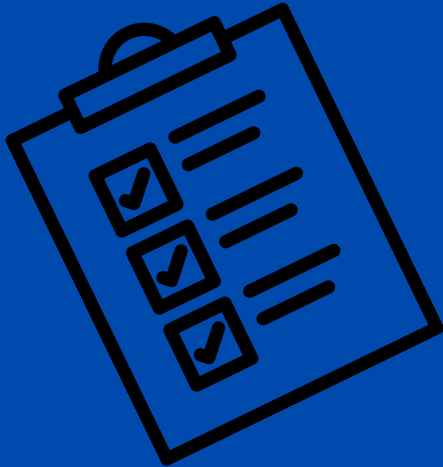
*Other include: Transgender, Gender Variant, Agender, Prefer Not to Respond, and Other.

Background Reports

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.

IMPACTS

“

"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."

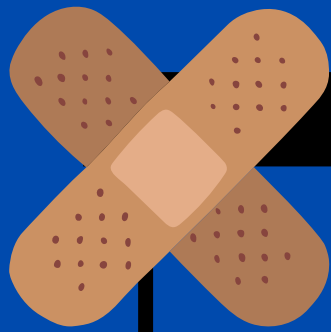
”

“

"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%

General Criminal

5%

Expunction

5%

Car Accident



Campus Involvement



Spring Break Beach Bash

First Week of School Tabling



Berkat 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



Conflict Resolution Month

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.

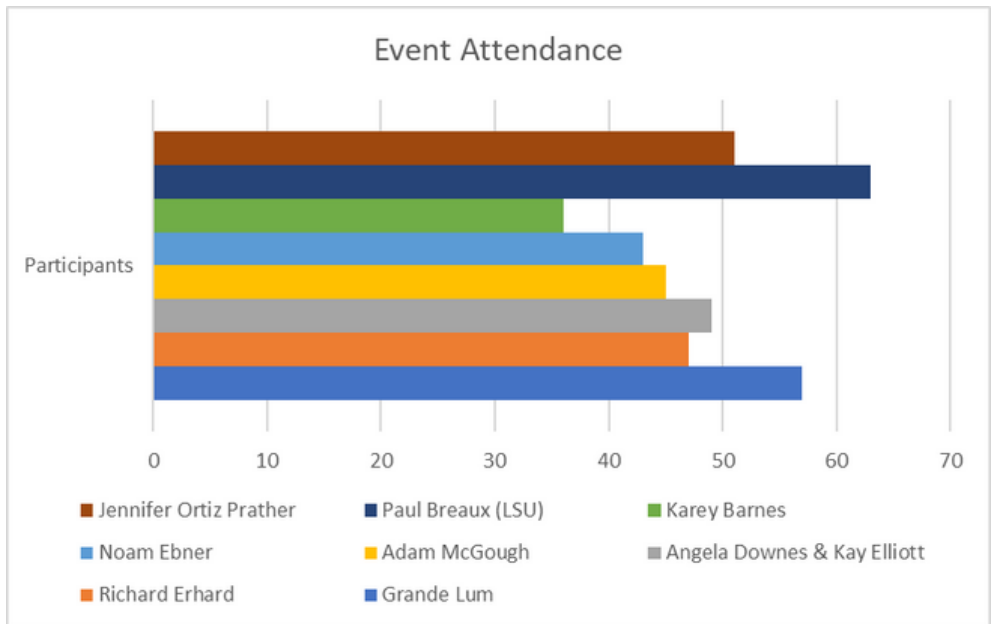


ADAM MCGOUGH
Former Deputy Mayor, City of Dallas

Red Pill Politics: An Insider Perspective on Conflict and Government

Wednesday
October 11, 2023
6 P.M.- 7 P.M. via Zoom

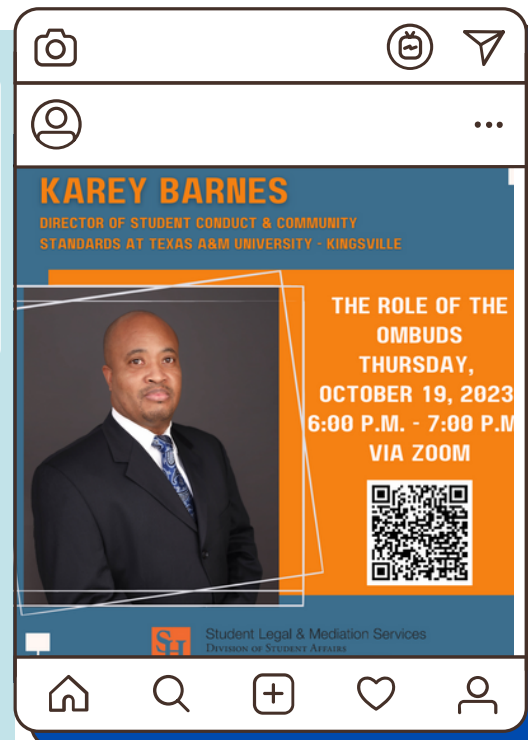
Student Legal & Mediation Services
Division of Student Affairs
LUTHERAN UNIVERSITY




Noam Ebner
Star Wars and Conflict Resolution: There Are Alternatives to Fighting
Tuesday October 17, 2023
6-7 PM via Zoom

PAUL BREAUX
Louisiana State University- Paul M. Hebert Law Center
Civil Mediation Demonstration
Wednesday, October 18, 2023

Richard Erhard
USC Gould School of Law
Dispute Resolution in Special Education Settings
Thursday, October 5, 2023
6-7 P.M via Zoom



KAREY BARNES
DIRECTOR OF STUDENT CONDUCT & COMMUNITY STANDARDS AT TEXAS A&M UNIVERSITY - KINGSVILLE

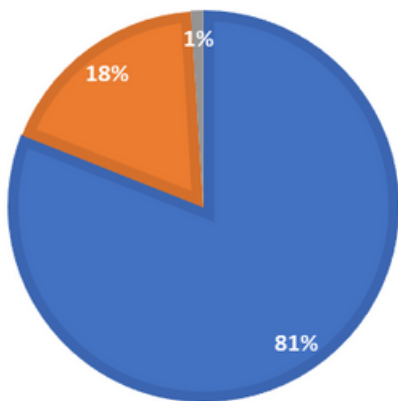
THE ROLE OF THE OMBUDS
THURSDAY, OCTOBER 19, 2023
6:00 P.M. - 7:00 P.M.
VIA ZOOM

Student Legal & Mediation Services
Division of Student Affairs

Conflict Resolution Month

OVERALL CRM PRESENTATION RATINGS

■ Excellent ■ Good ■ Average or less



Conflict Resolution Month Grande Lum

Student Legal & Mediation Services
Division of Student Services
SAM HOUSTON STATE UNIVERSITY

Rebuilding Relationships in Our Communities and in Our Politics

October 4, 2023
6 - 7 PM via Zoom

Director and Senior Lecturer of Law at Stanford Law School's Martin David Gould Center for Conflict Resolution

DR. ANGELA DOWNES & DR. KAY ELLIOTT

UNT-Dallas College of Law and Texas A&M University School of Law

Zealous Civility

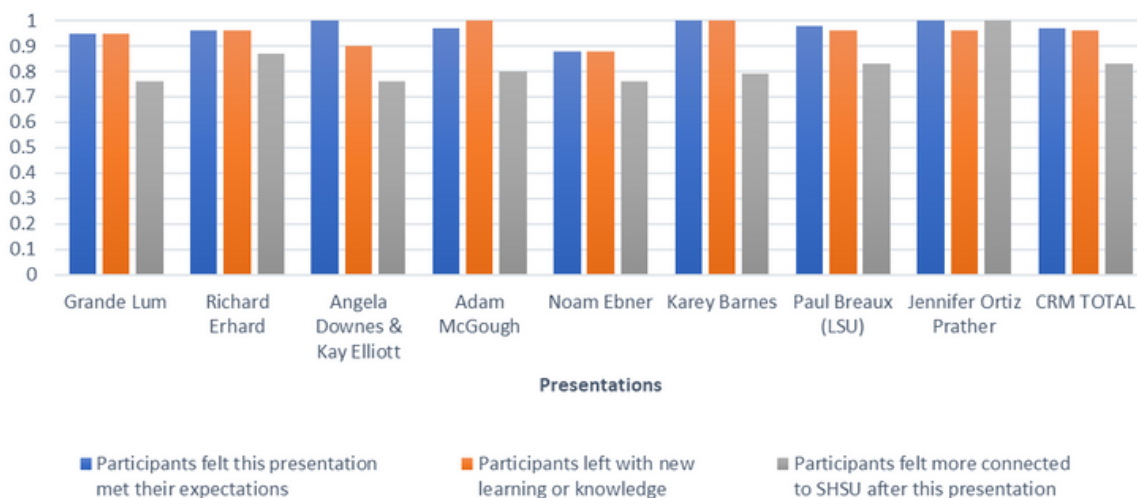
Tuesday October 10, 2023
6 P.M. - 7 P.M. via Zoom

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





**Thank you and
Eat 'em Up Kats!**