

Impact &
Feedback

University Law
Clinic Perspective



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Client Feedback Analysis 2019 Onwards

Student Advisor Appointment Clients

- 124 clients surveyed
- 19% response rate

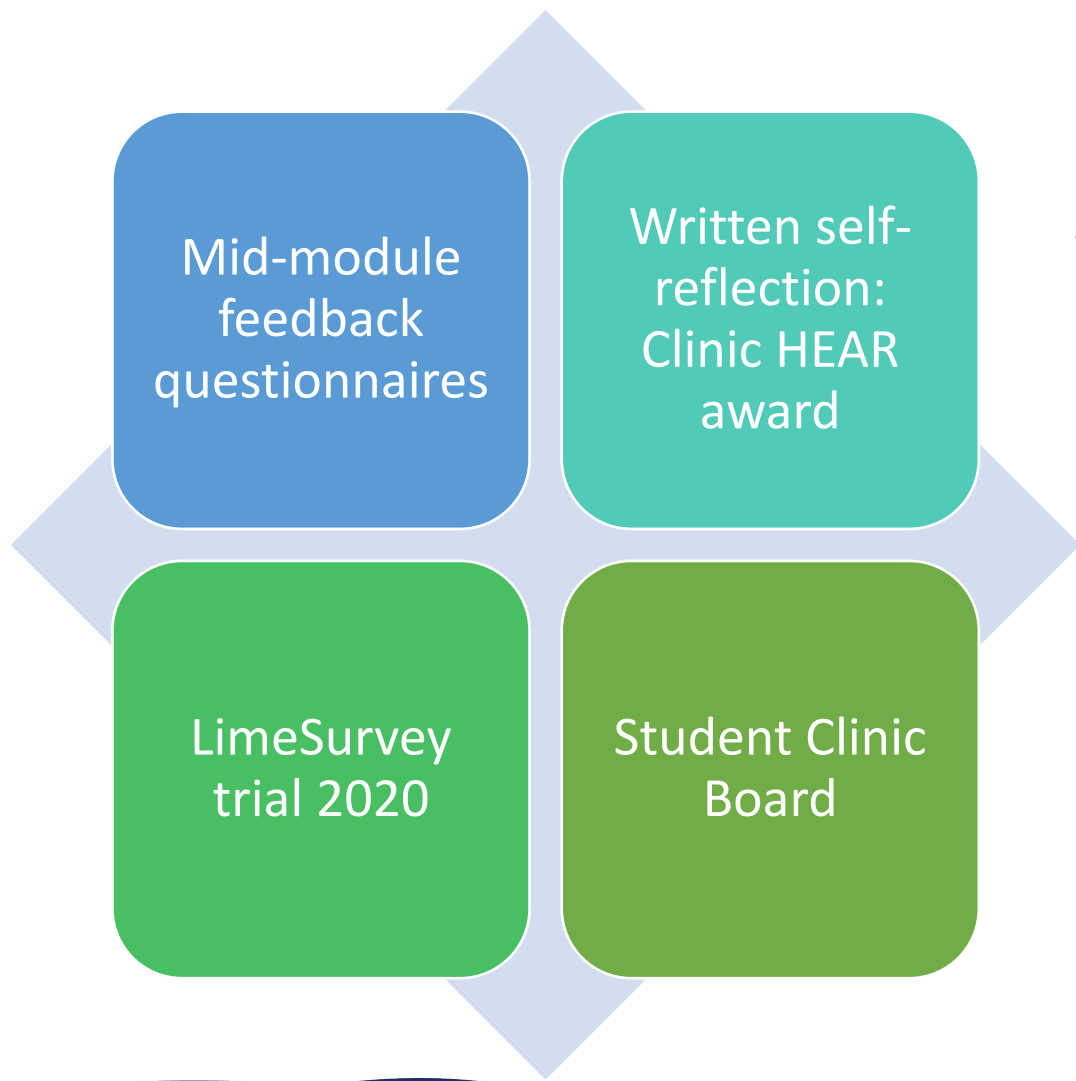
Drop-in Appointment Clients

- 78 clients surveyed in 2020 trial
- 26% response rate





Student Feedback and Reflection



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Clinic Reporting

2017 onwards – Annual Reports

2019 onwards – Review of Client Feedback

2022 onwards – Quarterly Performance Review Reports

Strategic Development and Delivery Plan (2019-2022 and 2022-2025)



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Sector
Feedback



SNPTCAN

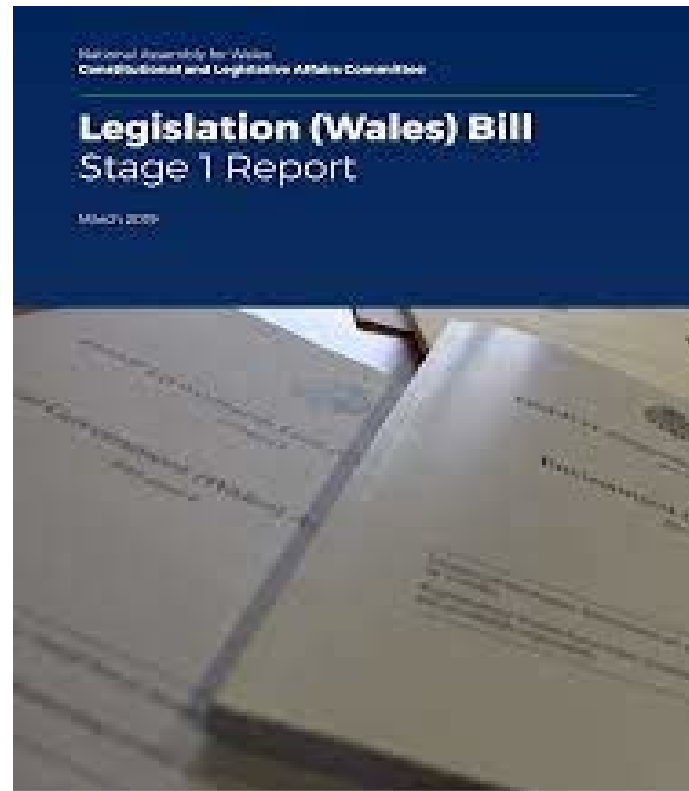
SWANSEA NEATH PORT TALBOT COMMUNITY ADVICE NETWORK

RHWYDWAITH CYNGOR CYMUNED ABERTAWA CASTELL-NEDD PORT TALBOT





Law and Policy Reform Impact



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Reflection

Clients most responsive prior to appointments

Limited client contact with drop-in model

LimeSurvey trial: method of contact and time

Student Board works really well

Biggest hurdle: staffing and time restraints



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