



OFFICE of  
*the* DEAN *of*  
STUDENTS

*2013-2014 Annual Report*

# 2013-2014 ANNUAL REPORT

## FOR THE OFFICE OF THE DEAN OF STUDENTS

---



I am pleased to provide the annual report of the major accomplishments of the units in the Office of the Dean of Students (ODOS). ODOS is comprised of a group of dynamically engaged members of the U of I Student Affairs community who share a single focus:

*We put our students first in all we do.*

This report will give you a glimpse of what can happen when a large group of like-minded people moves together in a positive, student affirming direction. We are particularly appreciative of the collaborative and cooperative efforts from our colleagues across campus.

A handwritten signature in black ink that reads 'Kenneth T. Ballom'.

Kenneth T. Ballom

Dean of Students and Associate Vice Chancellor of Student Affairs

# CONTENTS

<b>Executive Summary</b> .....	4
Accomplishments – <i>Enhanced Knowledge and Appreciation of Diversity</i> .....	6
Fraternity and Sorority Affairs, Late Night Dance, New Student Programs, ODOS, Student Assistance Center, Student Legal Services, Tenant Union, Testing Center,.....	6
Veterans Student Support Services.....	7
Goals for 2014-15 - <i>Enhance Knowledge and Appreciation of Diversity</i> .....	7
Campus and Community Student Services, Student Assistance Center, Student Legal Services, Tenant Union.....	7
Accomplishments – Environmentally Sound and Culturally Relevant Facilities.....	7
Fraternity and Sorority Affairs, New Student Programs, ODOS, Student Legal Services.....	7
Goals for 2014-15 - <i>Environmentally Sound and Culturally Relevant Facilities</i> .....	8
ODOS, Student Legal Services, Tenant Union.....	8
Accomplishments – <i>Clarity and Enhancement of the Student Experience at Illinois</i> .....	8
Campus and Community Student Services, Fraternity and Sorority Affairs, New Student Programs.....	8
ODOS, Student Assistance Center, Student Legal Services, Tenant Union, Testing Center, Veterans Student Support Services.....	9
Goals for 2014-15 - <i>Clarity and Enhancement of the Student Experience at Illinois</i> .....	10
Campus and Community Student Services, New Student Programs, ODOS, Student Assistance Center, Student Legal Services, Tenant Union, Testing Center.....	10
Accomplishments – <i>Engagement with &amp; Commitment to Partners and Stakeholders</i> .....	10
Campus and Community Student Services.....	10
Fraternity and Sorority Affairs, New Student Programs, ODOS, Student Assistance Center, Student Legal Services, Tenant Union, Testing Center, Veteran Student Support Services.....	11
Goals for 2014-15 - <i>Engagement with &amp; Commitment to Partners and Stakeholders</i> .....	12
Campus and Community Student Services, New Student Programs, ODOS, Student Assistance Center, Student Legal Services, Tenant Union, Testing Center.....	12
Accomplishments – <i>Responsive to Emerging Issues in Higher Education</i> .....	12
Campus and Community Student Services, Fraternity and Sorority Affairs, New Student Programs.....	12
ODOS, Student Assistance Center, Student Legal Services, Tenant Union, Veterans Student Support Services.....	13
Goals for 2014-15 - <i>Responsive to Emerging Issues in Higher Education</i> .....	13
Campus and Community Student Services, ODOS, Student Assistance Center.....	13
<b>Financial Summary</b> .....	14



APPENDIX

**Assessments and Metrics**.....15

- Campus and Community Student Services.....15
- Fraternity and Sorority Affairs.....19
- Office of the Dean of Students.....22
- Student Assistance Center.....24
- Student Legal Services.....25
- Tenant Union.....35
- Testing Center.....38

**Presentations, Awards, Publications**.....40

- Campus and Community Student Services, Fraternity and Sorority Affairs, ODOS, Student Legal Services, Veterans Student Support Services.....40

## EXECUTIVE SUMMARY

The Office of the Dean of Students (ODOS) continues innovation and refinement of programs and services. ODOS helps to shape the “Illinois Experience” by providing support and information through outreach efforts and direct services to ensure that students have the tools they need to develop into productive global leaders. Below are a few highlights categorized by the divisional strategic goals.

### *Enhanced Knowledge and Appreciation of Diversity*

- ✚ *Office of the Dean of Students* Professional Development Committee organized eight trainings on student sub-populations such as international students, student parents, LGBTQ, and others.
- ✚ *Student Assistance Center* continues to serve more non-white domestic students than their proportion in the student population. 29% of total contacts were with non-white domestic students of color.
- ✚ *Student Legal Services* continues to see growth in international student clients with 47.9% which is more than twice their proportional representation of the student body.

### *Environmentally Sound and Culturally Relevant Facilities*

- ✚ *Office of the Dean of Students* completed several projects in both the Arcade and Turner Student Services buildings that have or will result in energy savings. The Arcade building achieved energy savings of 25% in FY14 and will decrease energy another 25% in the current fiscal year.

### *Clarity and Enhancement of the Student Experience at Illinois*

- ✚ *New Student Programs* will post the schedule of events for Fall Orientation and Welcome Days on the new Student Affairs phone app.
- ✚ *Office of the Dean of Students* launched the *Illinois Pulse* to disseminate collected data to a broad audience.

- ✦ **Student Assistance Center** helped 7,636 students and of these 2,179 involved high risk students and/or students experiencing serious health or mental health issues.

### ***Engagement with & Commitment to Partners and Stakeholders***

- ✦ **Campus and Community Student Services** won the 2014 STAR Community Partner Award for excellence in community service from the City of Champaign for the second time in three years. In addition, collaborated with the Campus Safety Commission and UIPD to revise and implement the I-Watch Safety Training and Train the Trainer series.
- ✦ **Fraternity and Sorority Affairs** inaugurated two new partnerships with alumni. One of which was the establishment of the University of Illinois Fraternity & Sorority Alumni Hall of Fame.
- ✦ **New Student Programs** collaborated with seven campus partners to create INBOUND, a two day summer orientation program for 60 incoming students.

### ***Responsive to Emerging Issues in Higher Education***

- ✦ **Office of the Dean of Students** had two units recognized for their excellence in assessment, Student Legal Services and ODOS Assessment. These units were finalists for the Student Affairs Assessment Award and were featured panelists at the divisions' 2014 Assessment Conference.
- ✦ **Student Legal Services** provided training to International Student Orientation Leaders on the on the common pitfalls faced by international students; office data confirmed the primary issues are related to driving.
- ✦ **Testing Center** continues to see an increase in the number of individual tests due to the growing national popularity of online courses. 76% of the clients receiving this service are affiliated with UIU in some way.

## ACCOMPLISHMENTS – ENHANCED KNOWLEDGE AND APPRECIATION OF DIVERSITY

**Fraternity and Sorority Affairs** – For the second year a service immersion experience in New Orleans was led by FSA. Seventeen students and four staff members engaged in five community service projects over five days. Twenty-two students attended the Council Officer Retreat. FSA created the Black Greek Summit program which had 65 participants. This one day program led students through dialogues about fraternal values, chapter sustainability, branding, and unity. The program also provided sessions for chapter advisors of black greek organizations.

**Late Night Dance Program** – Served 2,374 underrepresented students and guests by coordinating two dances at CRCE and four dances at the Illini Union. This represents about a 50% decrease from last year due to construction in the Union. Additionally, two dances were canceled because of low ticket sales attributed to competition from black greek-affiliated alumni party promoters.

**New Student Programs** – In partnership with International Student and Scholar Services (ISSS) facilitated a discussion between International Orientation Student Leaders and Orientation Student Leaders about the integration of international and domestic student populations. Significant time was providing during training to enhance Orientation Student Leaders intercultural competencies and social responsibility.

**Office of the Dean of Students** – The Professional Development Committee coordinated trainings on international students; Disability Resources & Educational Services; I-Connect Diversity & Inclusion Workshop; NAPSA Webinar: Supporting Bisexual, Pansexual, Fluid, and Queer Identified Students; webinar on Pregnant & Parenting Students: Best Practices for Support & Compliance; Retention Strategies for American & Latino Male Students, and webinar on Title IX: Office of Civil Rights Investigations on Campus.

**Student Assistance Center** – SAC continues to serve more non-white domestic students than their proportion in the student population. 29% of total contacts were with non-white domestic students of color representing a 2% increase from the year before and 13% were international students (no change).

**Student Legal Services** – 47.9% of students served were international students, an increase from 46.5% in the previous year. Opened cases were comprised of 44.1% international students, with the previous reporting period being 43.1%. SLS produced a presentation for international students entitled, “Driving Related Issues.”

**Tenant Union** - TU hosted two high school students in the Career Empowerment Program; an initiative sponsored by the Office of Diversity, Equity, & Access and Staff Human Resources. A renter glossary with commonly used terms was created.

**Testing Center** – The Testing Center provided special accommodations to 33 computer-based clients and to seven national test takers.

**Veterans Student Support Services** – Provided one-on-one advising to female and underrepresented students. In some capacity VSSS supported all 414 enrolled veterans and 28 veteran-dependents. Of the total 442 students served; 58 were underrepresented minorities and 58 were female veterans.

### **Goals for 2014-15**

**Campus and Community Student Services** – CCSS continues to provide training and development opportunities that enhance CCSS staff knowledge and cultural competency.

**Student Assistance Center** – SAC will expand outreach to students in the colleges with highest utilization rates of services with a special emphasis on at-risk and underrepresented students. SAC will partner with colleagues who manage diversity related programs and initiatives across campus to enhance its knowledge of the needs of diverse students and how to better serve them.

**Student Legal Services** – SLS will strive to consistently practice law with a keen awareness of the various cultural, racial, ethnic, religious, gender, sexual orientation and language backgrounds of our student clientele. SLS staff will recognize biases and those of the civil and criminal justice system at the local level. Staff will act as agents to remove explicit and implicit barriers.

**Tenant Union** - TU will create “webisodes” to upload on its website and other presentations to teach international students the steps of apartment searching, checking landlord complaint records and the lease review process. Also, TU will sponsor Roundtable Lunch Chats for international students to discuss housing related issues.

### **ACCOMPLISHMENTS – ENVIRONMENTALLY SOUND AND CULTURALLY RELEVANT FACILITIES**

**Fraternity and Sorority Affairs** – There are approximately 2,500 students living in the 60 certified fraternity and sorority houses. Changes to the university housing contract settlement fee during the 2013-2014 academic year may affect housing revenue and the ability to fund maintenance and improvement projects.

**New Student Programs** – Student art was installed in the office to create a feeling of inclusion and show examples of student leaders’ individuality and strength of the collective.

**Office of the Dean of Students** – Completed placing the Student Services building on chilled water. The Arcade building decreased its energy costs by more than 25% during the 2014 fiscal year. A new control panel was installed in the Arcade building which should result in an additional 25% decrease in energy cost in the 2015 fiscal year.

**Student Legal Services & Tenant Union**– SLS & TU moved to the Levis Center to facilitate the second phase of the Union infrastructure project. The following was accomplished resulting in energy efficiencies



and improved esthetics: window air-conditioning units removed and replaced by central air and heat; new overhead lighting; carpets cleaned; walls painted; and environmentally sound acoustical ceiling installed.

### Goals for 2014-15

**Office of the Dean of Students** – Entrance and steps to the Student Services building will be replaced resulting in decreased energy costs. The flooring on the first floor of this building will also be replaced resulting in lower maintenance expense.

**Student Legal Services** – Update client vertical files with modern secure cabinets with working locks to more fully comply with Code of Professional Responsibility. Digitally archive confidential client intake and closed case files using HOV Services. The project will increase usable and accessible work room space and enhance long-term protection of attorney-client confidentiality and be FERPA compliant.

**Tenant Union** – TU plans to post vibrant visible signage both inside and outside of the office to increase visibility. Organize space with hanging file folders and cabinets to create more open space and easy access for lease reviews.

### ACCOMPLISHMENTS – CLARITY AND ENHANCEMENT OF THE STUDENT EXPERIENCE AT ILLINOIS

**Campus and Community Student Services** – The CCSS website had 263,283 visitors during the fiscal year, an increase of 450% from the previous year. This is a strong indication that CCSS is gaining visibility and through its website which provides resources. CCSS spearheaded a multi-agency community awareness campaign to compliment the other campus efforts to ameliorate the effects of Unofficial St. Patrick’s Day. In addition, more than 55 educational workshops, community canvassing and tabling efforts, continuing implementation of the Door Hanger Project (which reached 5,500 apartments), two campus expos, the recruiting, hiring, and training of students and volunteers who assisted in education and outreach efforts.

**Fraternity and Sorority Affairs** - Fraternity and sorority community membership numbers increased to 7,796 members in Fall 2013 representing a 9.4% increase from the previous year. The Fall all-greek grade point average was higher (3.25) than the undergraduate grade point average (3.15). The Black Greek Council Fall 2013 grade point average (2.83) was an all-time high for this council. The Black Greek Council sorority average during the Fall 2013 semester was at an all-time high (3.05) and is the first time that it has surpassed the 3.0 mark. FSA launched two new wellness initiatives entitled, “Greek Life Balance” and “Greeks Learning Alcohol Safety Skills.”

**New Student Programs** – NSP evaluated its programs which resulted in improvements made to the Transfer program, Summer Registration Parent Agenda, and Welcome Day programming. The schedule of events for Fall Orientation and Welcome Days will be posted on the new Student Affairs phone app in addition to being available in print.

**Office of the Dean of Students** – ODOS continues its aggressive data collection which included the CIRP Freshman Survey, Core Alcohol and Drug Survey and led the International Student Focus Group study. The *Illinois Pulse* (see: [http://www.odos.illinois.edu/assessment/pulse/2013\\_spring.asp](http://www.odos.illinois.edu/assessment/pulse/2013_spring.asp)) a mechanism for disseminating results of data collected was launched. Staff also chaired the Student Parents Taskforce.

**Student Assistance Center** – Incidents, which are more involved than contacts, totaled 668. Contacts numbered 6,968. The total number of students served was 7,636. High risk or serious issues comprised 2,179 of these contacts and incidents; which represents a decrease of 271 students.

**Student Legal Services** – SLS provided legal counseling, referrals, or notary services to 2,570 students representing a decrease of 7.32%. Fifteen preventative legal education sessions served 740 students. Information fairs and other tabling events served 4,230 students. Formally opened cases decreased by .91% to 653 students. Forty-five legal brochures (both print and online) are currently. Three local court documents were translated into Japanese, Chinese, Arabic, Spanish and Korean. SLS facilitated documentation to Ameren enabling 187 students to contract for electricity service.

**Tenant Union** – The TU provided direct assistance and outreach information to a total of 7,882 students representing a 5.05% decrease from the previous year. The TU website was viewed 195,709 times, which was an increase of 135% from last year. Educational activities reached 2,013 students. Counseling services or landlord complaint records were provided to 3,128 students representing a 14% increase. Lease review services were provided to 549 students representing an 8% increase. Sublet assistance was provided to 135 students representing a 58% increase.

**Testing Center** – The Center delivered 5,795 computer based tests for Prometric and 296 tests for PearsonVue, representing a decrease of 6.5% from the year before. Despite the fewer number of tests delivered revenue increased by 5.5%. The Proctor Pool, which is comprised of 50-58 students, provided 2,713 hours serving 30 departments in 6 colleges and fulfilling 494 faculty requests. Seventeen national tests (specifically, ACT, LSAT, SAT, GRE Subject, & MPRE) were administered accommodating 1,284 testers of which 904 actually tested and 57% were UIUC students. In addition, the Center provided proctoring services to 395 individual tests which included 137 pen and pencil tests and 258 online tests, representing an increase of 19% over last year. This includes students from a Memorandum of Understanding with the Center for Innovative Teaching & Learning and a contract with Procter & Gamble.

**Veterans Student Support Services** – VSSS created a month long veterans display at the Undergraduate Library. The exhibit showcased the rich military history of the university and enhanced the visibility of student veterans' issues. Throughout the year 1,322 veterans participated in VSSS events and an additional 4,115 students utilized the Student Veterans lounge. By class standing, VSSS served 354 undergraduate and 88 graduate veterans representing a 56% decrease.

## Goals for 2014-15

***Campus and Community Student Services*** – CCSS continues to increase its visibility and services for students living off-campus and in privately owned housing in the campus district. The unit will continue refinement of assessment efforts and utilize data to improve services.

***New Student Programs*** – NSP will expand partnerships with campus stakeholders to create a structured and transformative experience for new incoming students.

***Office of the Dean of Students*** – ODOS will promote professional development activities, promote development of student learning outcomes for all units, and to encourage staff to represent the office through conference presentations.

***Student Assistance Center*** – Demonstrate that SAC enhances students’ understanding of university/college policies and procedures related to their presenting issue. Demonstrate that interactions with SAC staff increase students’ clarity about the options to resolve their specific concerns.

***Student Legal Services*** – Evaluate and improve two new presentations on police contacts and student loans. Complete international student component and update of the SLS website to make it more substantive and less text intensive. Continue to update and create new brochures and ensure that all of them are available on the website. Create a presentation outlining the legal status of personal privacy. Students who have legal issues outside the scope/terms and conditions of the SLS plan need attorney referrals. SLS will explore the viability of creating a local attorney referral list.

***Tenant Union*** – TU will create a guide on how to conduct lease reviews and how to use complaint records. TU will expand online access to brochures, annual reports, landlord complaint records, create online complaint intake form, and online appointment scheduler. All of these will enhance the complete overhaul of the TU website. Presentations designed specifically for international students and the Intensive English Institute will be evaluated.

***Testing Center*** – The TC will launch the new Proctor Pool platform and begin designing a similar platform for individual tests that will include an online scheduler.

## ACCOMPLISHMENTS – ENGAGEMENT WITH & COMMITMENT TO PARTNERS AND STAKEHOLDERS

***Campus and Community Student Services*** – CCSS collaborated with the Campus Safety Commission and UIPD to revise and implement the I-Watch Safety Training and Train the Trainer series. CCSS partnered with the cities of Champaign and Urbana to revise the Welcome to the Neighborhood brochure and the Door Hanger Project. Professional staff member sat on the Central Illinois Rental Property Professionals Board as an ex-officio member.

***Fraternity and Sorority Affairs*** – FSA continues existing partnerships and established two new ones with greek alumni. FSA hosted a social event that coincided with a UIUC football game held at Soldier Field in Chicago. The Order of Omega Greek Honor Society established the University of Illinois Fraternity & Sorority Alumni Hall of Fame and honored 2 deceased and 2 living alumni at its inaugural event.

***New Student Programs*** – In collaboration with Division of General Studies, OBFS, Leadership Center, FSA, Campus Recreation, Orange Slice Training, and ThinkFast created INBOUND, a two day summer orientation program for 60 incoming new students. The “Transfer Souper Program” was implemented in collaboration with the Counseling Center, The Career Center, McKinley Health Center, Tenant Union, OIIR, Student Senate, Leadership Center, Campus Recreation and United Greek Council. Other NSP programs/activities involving multiple campus partners include Welcome Days/Fall Orientation Committee, Parent/Guest Summer Orientation Program, International Orientation Student Leader Training, and Orientation Student Leader Training.

***Office of the Dean of Students*** – Monthly professional development training/workshops on a wide range of topics were implemented as well as a New Employee and Grad Student orientation workshop. The Student Affairs Research Approval process requires collaboration with UIUC and non-UIUC researchers. ODOS purchased 12,000 Champaign-Urbana bicycle maps for distribution on campus to promote safe ridership.

***Student Assistance Center*** – SAC processed 3,739 communications related to student absences in collaboration with McKinley Health Center. Also, 383 disciplinary record requests were processed in partnership with the Office of Student Conflict Resolution. The work of the Center requires communication with colleagues in all the colleges on a daily basis and through the Council of Undergraduate Deans and Associate and Assistant Deans groups engaged colleagues to provide input regarding changes to absence letter policy/procedures.

***Student Legal Services*** - SLS collaborated with the University of Illinois Law School to provide community service hours to two international interns in each semester. The TU and SLS collaborate closely regarding students with landlord disputes.

***Tenant Union*** – TU partnered with University Housing to host a three part apartment series entitled, “The Real World.” In addition to landlord disputes, the TU and SLS collaborate annually on sponsoring advertising items such as chip clips and tote bags to raise the visibility of both units.

***Testing Center*** – The Proctor Pool provides an opportunity for the TC to collaborate with every college on campus. In addition, we have established Memorandum of Understandings with other university units and contracts with employers to provide proctoring services to UIUC students.

***Veterans Student Support Services*** – VSSS worked with at approximately 20 campus partners at tabling events, conducted 32 on-campus and 28 off-campus professional development trainings, and managed various partnerships with community-based veteran’s organizations.

## Goals for 2014-15

***Campus and Community Student Services*** – CCSS will continue partnering with community agencies to expand outreach to UIUC students living off-campus.

***New Student Programs*** – NSP will coordinate New Student Sessions during Fall Orientation/Welcome Days. In addition, NSP will collaborate with FYCARE and ACEIT to provide alcohol and sexual assault awareness programs prior to the first day of instruction.

***Office of the Dean of Students*** – The Professional Development Committee will continue to invite staff members from throughout the division and university to provide training opportunities. Two ODOS staff members will join the Institutional Review Board (at the request of IRB). Student learning outcomes for each unit will be developed. Bicycle maps will continue to be purchased and distributed to students.

***Student Assistance Center*** - Assign Assistant Deans to serve as a liaison to each College. Implement the revised absence letter policy.

***Student Legal Services*** – In collaboration with TU revise housing related materials on the SLS website; participate as lease reviewers in the “Lease Lasso” program; and continue to purchase advertising items.

***Tenant Union*** – TU staff will collaborate with ISSS by writing a section of their newsletter, presenting at orientations, and staffing resource tables for international student check-in.

***Testing Center*** – The TC will launch the Proctor Pool computerization project and will seek input from faculty regarding its utility. TC will continue to seek collaborations with more academic departments, testing companies, employers, and university units.

## ACCOMPLISHMENTS –RESPONSIVE TO EMERGING ISSUES IN HIGHER EDUCATION

***Campus and Community Student Services*** – CCSS investigates national trends affecting students living off-campus and routinely solicit feedback from UIUC students. This information is used to develop strategies to create relevant services.

***Fraternity and Sorority Affairs*** - FSA continued it’s Hazing Prevention Initiative by continuing to partner with Dan Wrona, a national expert on hazing. The unit enhanced it social media presence and has 200 Instagram followers; 121 Pinterest followers representing an increase of 26%; 460 Twitter followers representing an increase of 40%; and 3,516 Facebook “likes” an increase of 21%.

***New Student Programs*** – NSP stays up to date on new technologies particularly to recruit student staff. Also, NSP is in conversations with FYCARE about updates to Title IX.

**Office of the Dean of Students** – ODOS stays abreast of emerging issues through its rigorous data collection, interactions with students, and staff input.

**Student Assistance Center** – Increasingly SAC is providing coaching support to faculty and parents as they strive to manage students who are behaving inappropriately in academic settings or who are not coping effectively.

**Student Legal Services** – As a result of the growing number of international students SLS is providing training to International Student Orientation Leaders on the services provided by the office and the common pitfalls faced by international students. Based on office data the biggest pitfall is related to driving issues and this is the focus of the training. Currently, 47.9% of the overall office clients are international which is over twice their proportional representation on campus.

**Tenant Union** – In response to the higher international student population the TU has trained the International Student Orientation Leaders about their services; developed intentional programming for this population; and revised its website to create a more user friendly online presence.

**Veterans Student Support Services** – VSSS staff have presented at seven professional conferences; gave ten interviews to the media regarding veterans in higher education; and published two articles on veterans.

### **Goals for 2014-15**

**Campus and Community Student Services** – CCSS will continue to refine its assessment efforts and utilize data to enhance services.

**Office of the Dean of Students** – ODOS will continue to gather data in order to make policy decisions and program improvements. Units in ODOS will develop student learning outcomes.

**Student Assistance Center** – SAC will work with Legal Counsel and McKinley Health Center to strengthen and clarify practices concerning medical withdrawals. The unit will increase outreach and education to faculty, staff, and students about campus resources available to support distressed and distressing students and how to access them.

FINANCIAL SUMMARY FOR FISCAL YEAR 2014

HOLDING FOR RHONDA

## APPENDIX

### ASSESSMENTS AND METRICS

***Campus and Community Student Services*** - CCSS administered its annual evaluation survey in the spring of 2014. The goal of the survey was to learn about users of our services, their needs, and their learning. 11,395 links to the online survey was distributed electronically and 695 users responded (6%) representing an 87% increase from the year before. Respondents were offered a lottery incentive of \$80 gift certificate.

#### **Survey Demographics:**

- ❖ ***Question 15:*** The overwhelming majority of survey respondents were graduate or professional students (69%), followed by seniors (15%), juniors (10%), sophomores (5%), and freshmen (1%).
- ❖ ***Question 16:*** Nine percent of survey respondents indicated that they were transfer students.
- ❖ ***Question 17:*** Roughly 1/3 (31%) of survey respondents were international students.
- ❖ ***Question 18:*** The majority of survey respondents were students in the College of Liberal Arts and Sciences (27%) followed by the College of Engineering (21%).

#### **Survey Findings:**

- ❖ ***Question 1:*** Half of the survey respondents resided in a privately owned apartment/housing with roommates. Nearly 26% of survey respondents resided in a privately owned apartment/housing without roommates. The remaining respondents resided at home with parents (2%), spouse and/or children (17%), University Private-Certified Housing (2%), or University Housing/Apartment (4%).
- ❖ ***Question 2:*** Bus was the most cited mode of transportation for commuting to campus (40%) followed by walking (26%), car (20%), and bicycle (12%).
- ❖ ***Question 3:*** Twelve percent of survey respondents indicated that they attended at least one program or activity this academic year hosted by CCSS; 18% of survey respondents visited the CCSS website; and 5% of survey respondents interacted with a CCSS Community Liaison student worker.
- ❖ ***Question 3:*** Nearly 1/3 of survey respondents indicated that they have seen CCSS program advertisements displayed on campus and more than a half (55%) responded that they have received and read emails from CCSS.



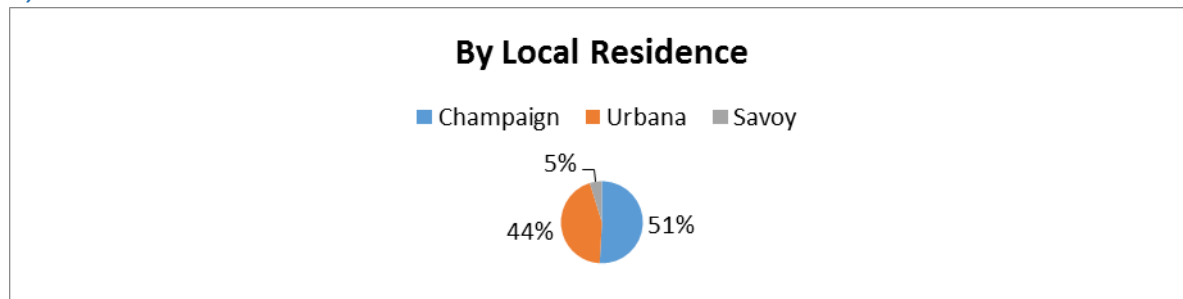
- ❖ **Question 4: Forty percent of survey respondents read at least one article per month from the Connection newsletter**, while 43% indicated that they have never heard of the newsletter.
- ❖ **Question 5:** Of the survey respondents who have read the Connection newsletter (N=332), Neighborhood Code (83%), Safety (90%), Health and Wellness (88%), Volunteer Opportunities (81%), and Campus/Community Event Calendars (89%) were perceived as the most relevant topics covered.
- ❖ **Question 6:** Of the survey respondents who have NOT read the Connection newsletter (N=456), Neighborhood Code (80%), Safety (88%), Health and Wellness (90%), and Campus/Community Event Calendars (84%) were perceived as the most relevant topics covered in the newsletter.
- ❖ **Question 8: Email or Electronic Flyer was rated highest for marketing outreach materials that capture their attention (77%),** while Newspaper Ad received the lowest rating (14%).
- ❖ **Question 10:** Of the topics presented, survey respondents indicated that they were most likely to attend a presentation on “How to manage your finances” (47%), “How to sublet or sublease your apartment” (44%), and “How to search for an apartment” (42%). Survey respondents were least likely to attend a presentation on “How to deal with roommate conflict” (15%).
- ❖ **Question 11: Survey respondents were most likely to attend a CCSS program at the Illini Union (68%) followed by a building located on the Main Quad (55%)** and at or nearby their apartment building (46%).
- ❖ **Question 12:** Of the topics presented, survey respondents were most likely to access information on “Safety on campus and at home” (55%), Health and Wellness (62%), “Managing personal finances and living independently” (58%), “Campus and community resources and services” (57%), and “Campus and community events and activities” (61%).
- ❖ **Question 13: Twenty-eight percent of survey respondents agreed that they have learned about a campus resource or service from CCSS, while 23% have learned of a community resource or service from CCSS.**
- ❖ **Question 13: Thirty-eight percent of survey respondents agreed that CCSS provides resources and information that help students stay safe on campus.**
- ❖ **Question 13:** The majority of survey respondents were neutral in determining if CCSS provides resources and information that help students resolve roommate conflict (60%); **help students manage their finances (55%); has made it easier for them to connect with campus and/or community service**

and entities (45%); and provides resources and information that help students with apartment hunting and selecting roommates (54%).

In the fall of 2013 CCSS requested demographic information on all registered students residing in non-university owned or certified housing in Champaign, Urbana, and Savoy. We received more than 13,000 student records. After contacting our constituents and removing student who wished to opt out and those whose email addresses had “permanent fatal errors” or were otherwise undeliverable we had 11,395 student in our target audience. Please find the demographic information on our target audience below.

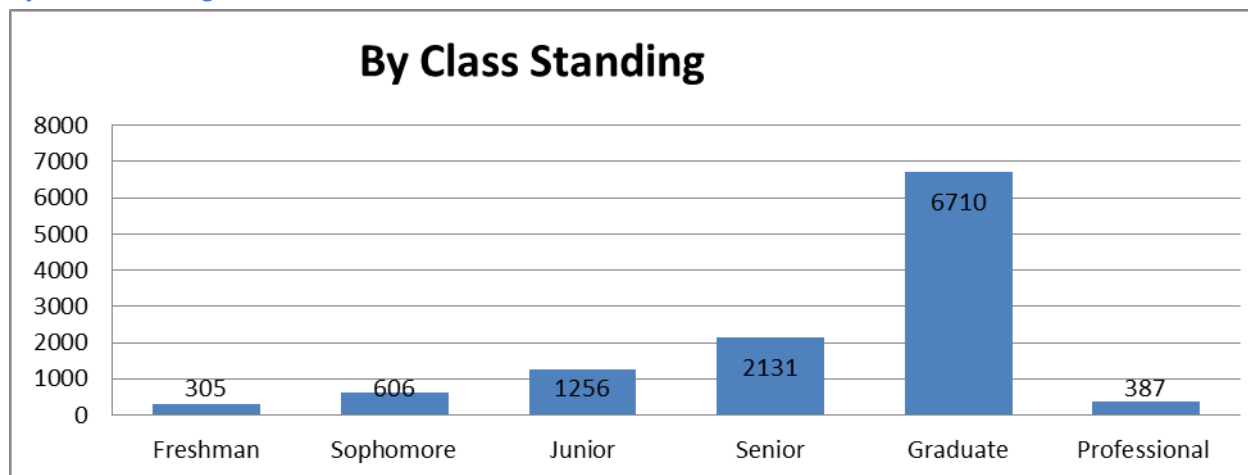
## CCSS Users

*By residence:*

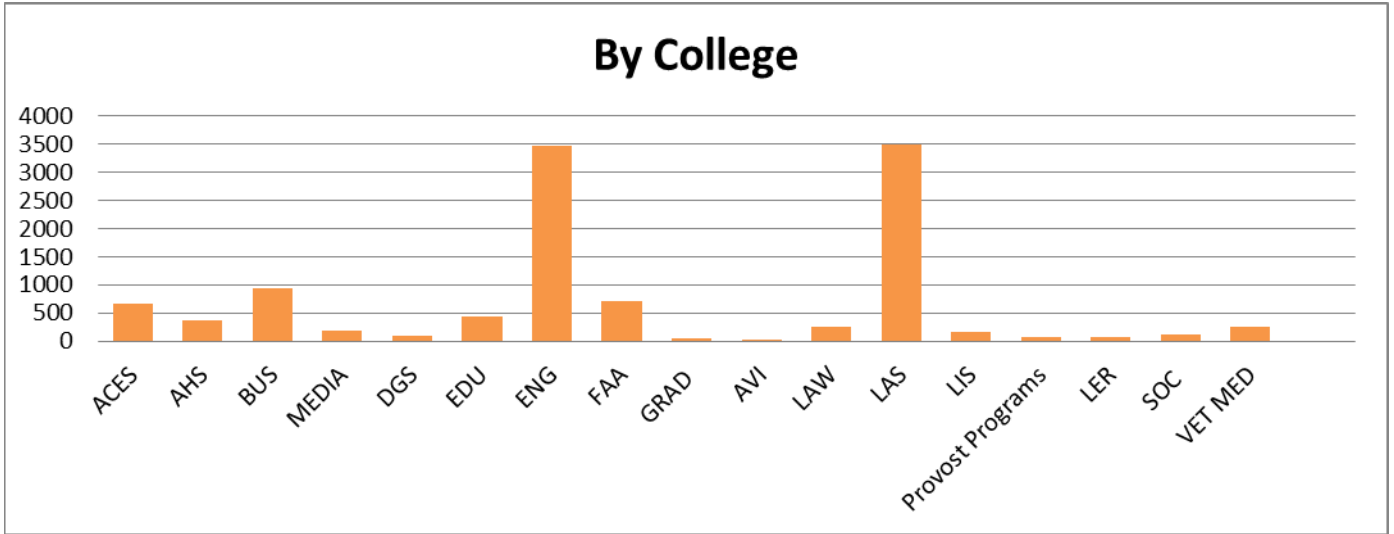


1. 5794 or 51% reside in Champaign
2. 544 or 5% reside in Savoy
3. 5057 or 44% reside in Urbana

*By class standing:*



By college:



1. ACES= 663 or 6%
2. AHS= 373 or 3%
3. BUS= 942 or 8%
4. MEDIA= 190 or 2%
5. DGS= 91 or 1%
6. EDU= 442 or 4%
7. ENG= 3460 or 30%
8. FAA= 722 or 6%
9. GRAD= 50 or .04%
10. AVI= 8 or .1%
11. LAW= 251 or 2%
12. LAS=3487 or 31%
13. LIS= 166 or 2%
14. Provost Programs= 75 or .1%
15. LER= 83 or .1%
16. SOC= 128 or 1%
17. Vet Med= 264 or 2%

*Fraternity and Sorority Affairs* - FSA staff conducted hazing focus groups with faculty and staff members regarding perceptions of what is expected of students who join a club/organization/team at the University of Illinois in 2011 and has concluded the analysis of this data summarized below.

### **Hazing Prevention Team: Focus Group Summary**

#### *Overview*

In the Fall of 2011, AP staff members from the Office for Fraternity and Sorority Affairs in conjunction with Dr. Gina Lee-Olukoya, Associate Dean of Students formed a hazing prevention team. The Purpose of this team was to holistically address issues around hazing in student organizations at the University of Illinois at Urbana-Champaign by employing multiple techniques to first understand the “what” behind hazing at the institution, and then develop initiatives and strategies to create a safer environment for students seeking to join student organizations. After several discussions, the team decided that in order to accurately understand the UIUC culture around hazing practices; we would need to gather information about the student experience from faculty and staff of the institution. In order to solicit the experiences and opinions around hazing from the faculty and staff perspective, the team proceeded to conduct a series of focus-group interviews during the fall of 2012 semester. Preceding this overview is a brief discussion of the focus group efforts.

#### *Methodology*

##### **Qualitative Inquiry**

Creswell (2009) asserts that qualitative research is “a means for exploring and understanding the meaning individuals or groups ascribe to a social or human problem” (p. 4). There is no singular way or method of qualitative thinking; instead, qualitative research has several methods (i.e., ethnographic, naturalistic, phenomenological, or holistic) that rely on interpretation, situation, and personal experiences of the researcher (Stake, 2010).

#### *Participants*

In order to recruit participants, an email was sent to administrative assistants in the central offices of several academic units including Business, Law, Education, Social Work, Graduate School of Library and Information Science, Labor and Employment Relations, and Liberal Arts. Emails were also sent to offices in the Division of General Studies, Campus Recreation, Illini Union, Athletics, the Office of Minority Student Affairs, the Office of Inclusion Intercultural Relations, Certified Housing, and the E-weekly newsletter. Additionally, 90 personal emails were sent to individuals from the aforementioned non-academic units.

We received a total of 14 participants from the school of Social Work, College of Liberal Arts, Division of General Studies, Campus Recreation, Illini Union, Athletics, the Office of Minority Student Affairs, the Office of Inclusion Intercultural Relations, and Certified Housing.

#### *Data Collection*

Focus Group interview sessions in the Illini Union Held on 10/2; 10/1; and 11/10. Sessions ranged from 45-65 minutes and were semi-structured in that the interviewer had a set list of questions but also deviated according to points and topics brought up by participants.

*Questions*

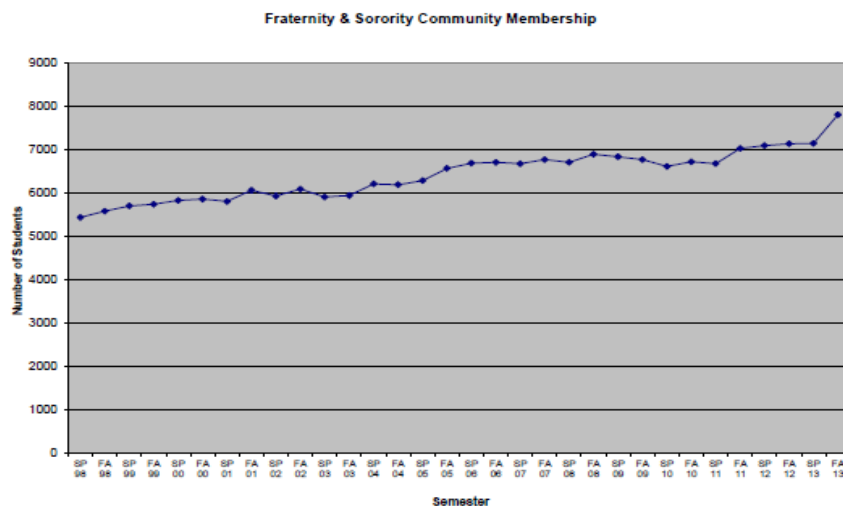
- Can you discuss with me what you believe is expected from students to join an organization/team?
- What do you believe is the institutional message about joining an organization/team?
- Can you speak to a time that you discussed with a student concerning behavior related to their joining an organization or team?
- Tell me about a conversation you have had with students about their experiences joining a club or organization?
- From your perspective, what are the expectations to join a club or sports team?
- What are the expectations for joining different types of organizations?

*Data Analysis*

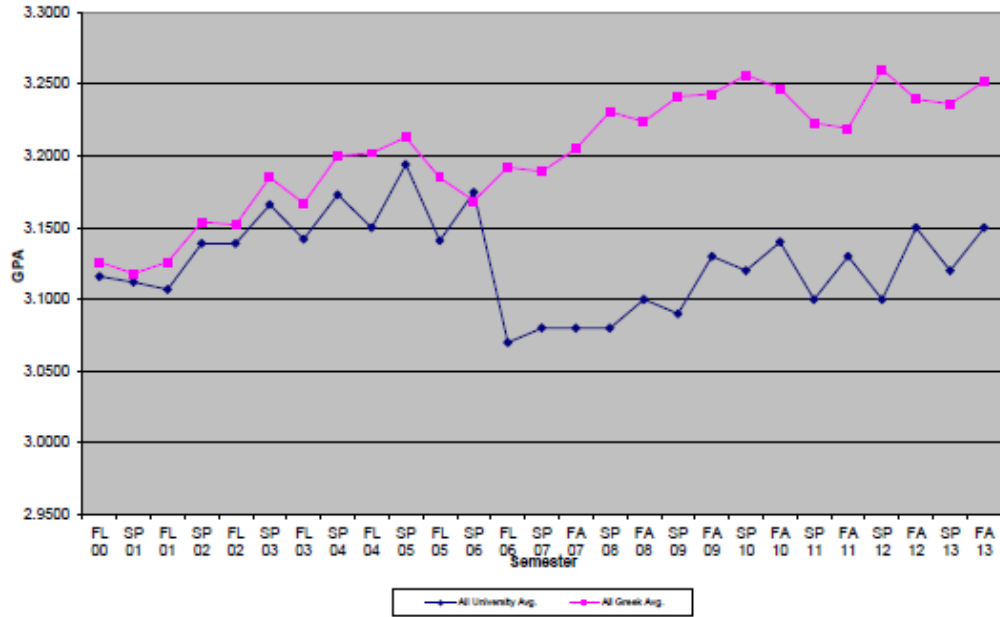
-All focus group sessions were transcribed verbatim and read for recurrence or words, phrases, and ideas.

*Preliminary Findings*

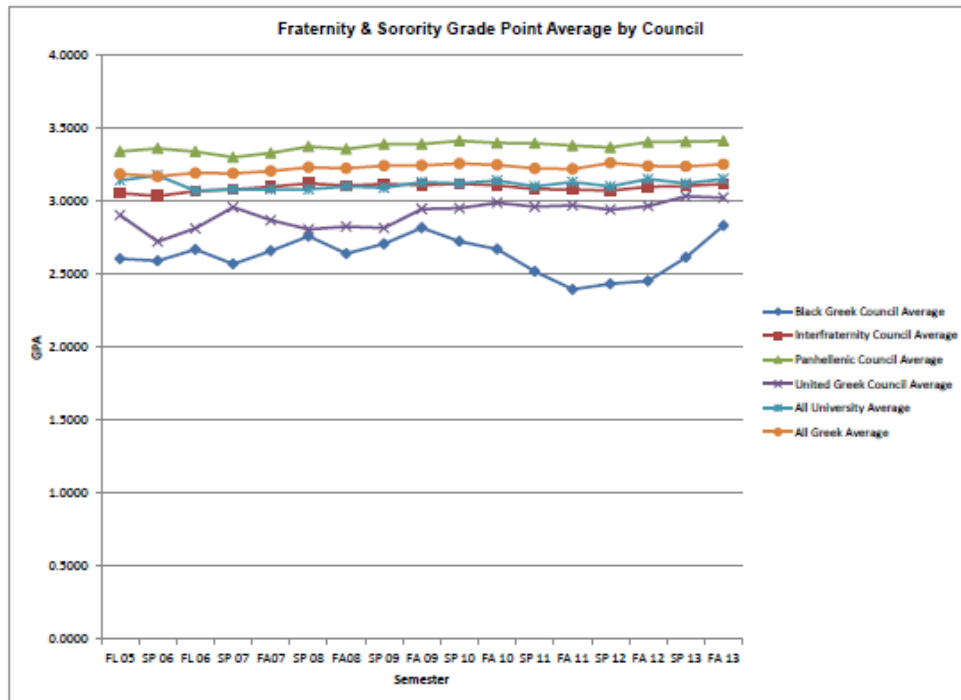
- U of I has a culture of hazing in student organizations that students are indoctrinated into upon their arrival to the institution.
- Our students receive messages about hazing from both inside (e.g., older students, organizational history) and out of the institution (e.g., media, sports, etc.)
- Hazing practices cut across many different types of student organizations
- Students have a strong desire for a “sense of belonging”
- Hazing known and unspoken by the university community



Fraternity & Sorority Grade Point Average



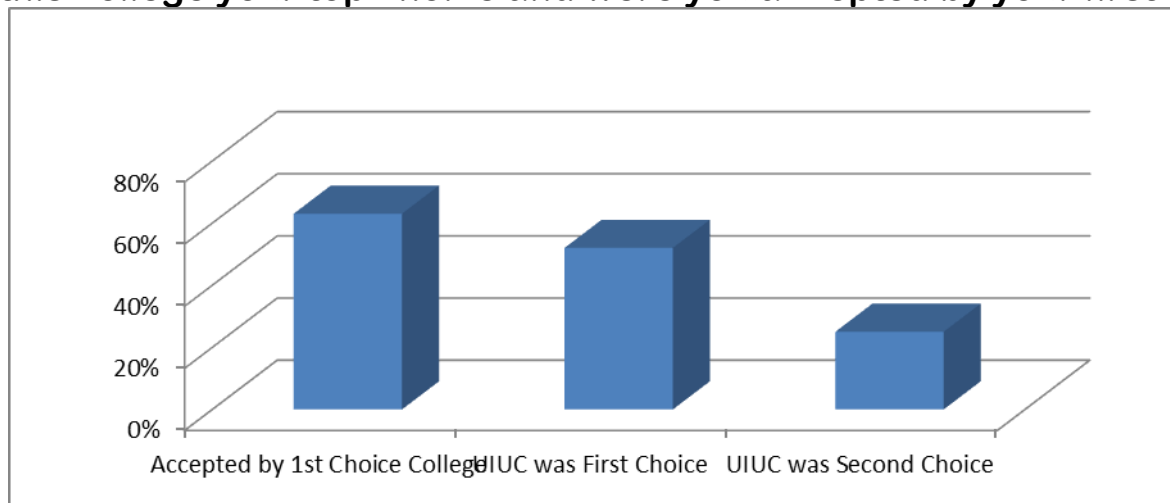
Fraternity & Sorority Grade Point Average by Council



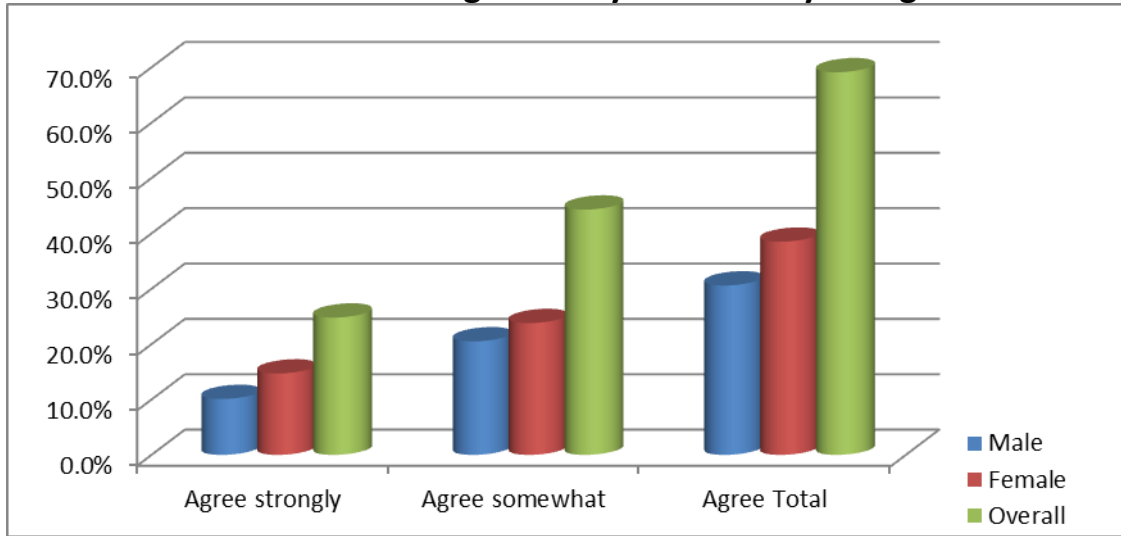
## Selected Results from the 2013 CIRP Freshman Survey

	Freshman Student Body, Fall 2013			Population Sample (rr=12.1%)	
Total	7,331	100%		785	100%
Males	4,125	56.3%		371	47.3%
Females	3,206	43.7%		414	52.7%
African American	433	5.9%		41	5.2%
Asian American	1,245	17.0%		105	13.4%
Hispanic	744	10.1%		69	9.0%
Multiracial	215	2.9%		61	7.8%
Native Am/Alaskan Nat	5	0.1%		1	0.1%
Native Hawaiian/Pac Is	7	0.1%		0	0.0%
White	3471	47.3%		366	46.6%
International Students	1173	16.0%		135	17.0%
Unknown	38	0.5%		7	0.9%

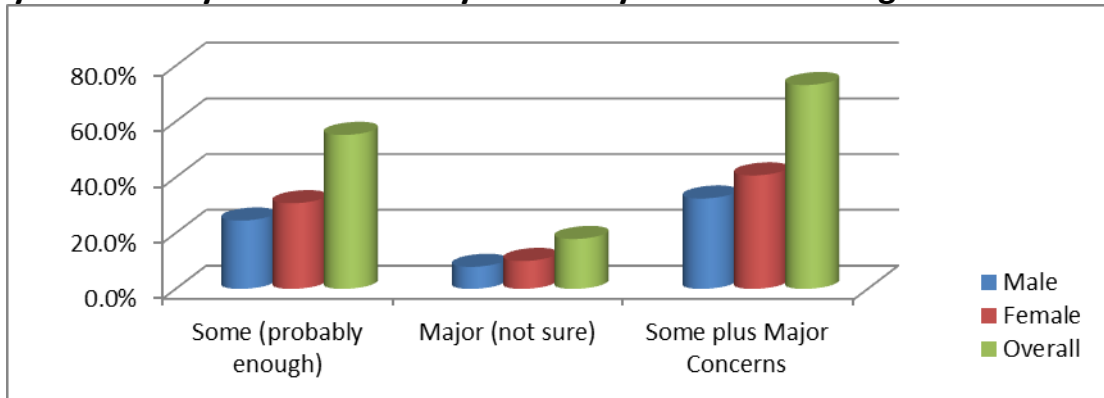
**Is this college your top choice and were you accepted by your first choice?**



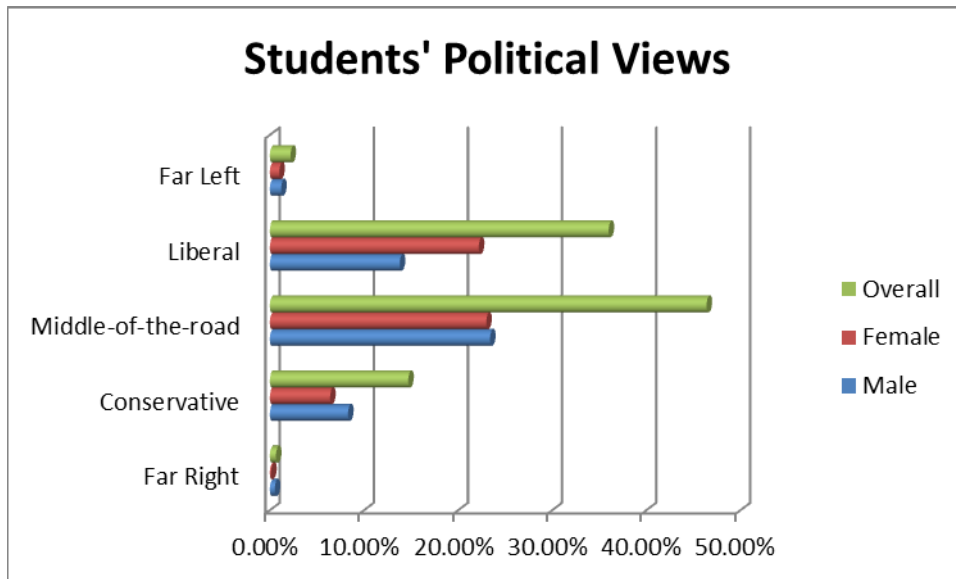
### The current economic situation significantly affected my college choice



### Do you have any concern about your ability to finance college?



### Students' Political Views





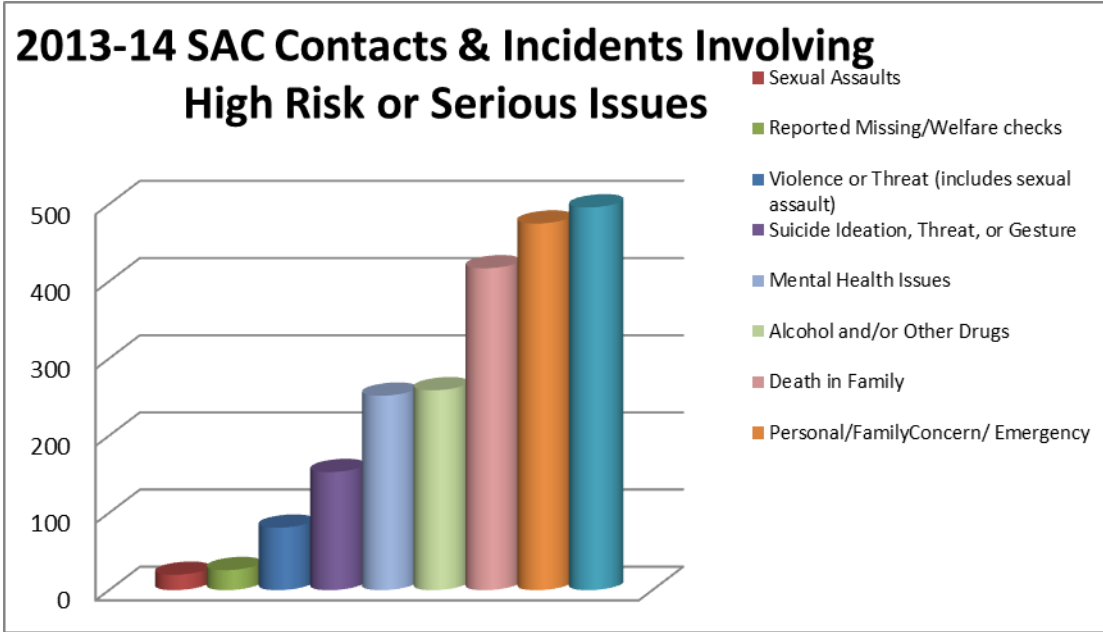
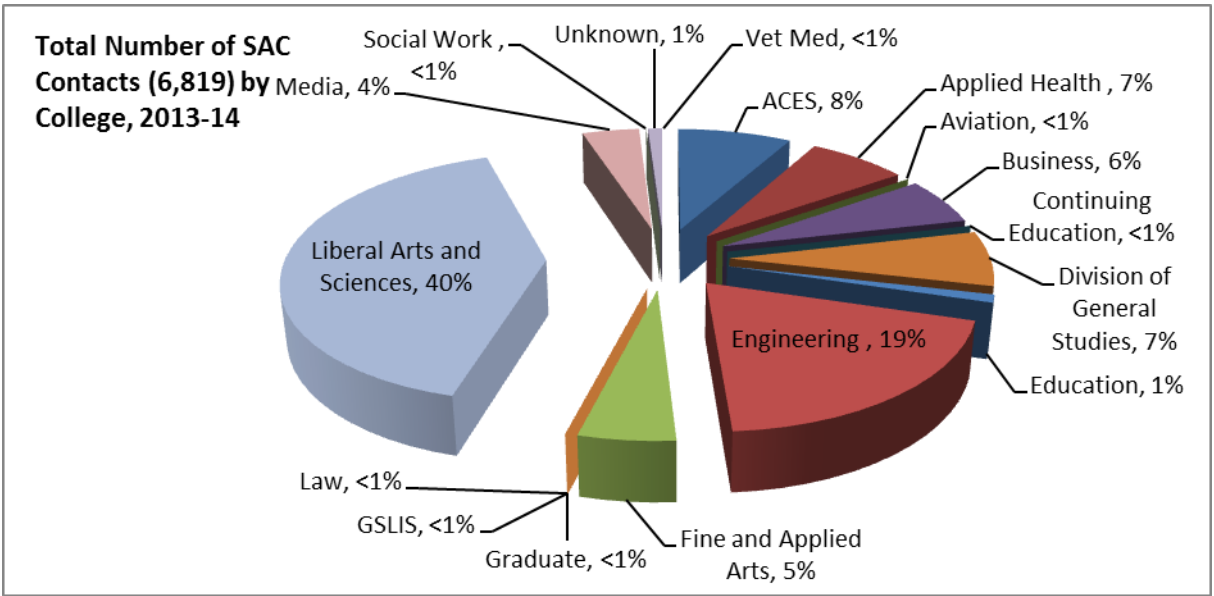
## Students' Religious Affiliations

Top Ten Religions	Male	Female	Total
Baptist	1.2%	1.7%	2.9%
Church of Christ	1.4%	2.9%	4.3%
Hindu	1.6%	1.3%	2.9%
Jewish	1.6%	1.3%	2.9%
Lutheran	2.0%	3.1%	5.1%
Methodist	1.7%	1.4%	3.1%
Presbyterian	1.8%	1.2%	3.0%
Roman Catholic	8.7%	13.9%	22.6%
Other Christian	4.2%	4.5%	8.7%
None	19.0%	16.2%	35.2%

Reason to Attend College	Very Important			Somewhat Important		
	Male	Female	Total	Male	Female	Total
Get a better job	41.3%	49.2%	90.5%	5.5%	3.3%	8.8%
General education & appreciate ideas	33.5%	42.8%	76.3%	11.6%	9.2%	20.8%
More cultured person	24.0%	33.8%	57.8%	16.5%	15.8%	32.3%
Make more money	33.7%	40.0%	73.7%	11.4%	10.7%	22.1%
Learn interesting things	40.0%	46.0%	86.0%	6.8%	6.3%	13.1%
Training for a specific career	36.2%	43.4%	79.6%	9.2%	8.0%	17.2%
Prepare for grad or professional school	26.3%	34.4%	60.7%	14.2%	12.2%	26.4%

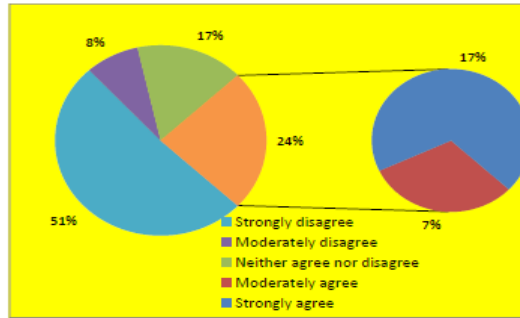
### *Student Assistance Center* – Usage Statistics

- ❖ 1906 withdrawal/cancellation forms processed from Colleges
- ❖ 290 of these were “official” medical withdrawals
- ❖ 20 students assisted with late drops with involves working with college partners and often MHC and Counseling Center staff
- ❖ 365 ODOS holds placed on behalf of partners including the Counseling Center, Housing, McKinley Health Services and our colleagues in the various colleges.
- ❖ 250 Referrals made to Alcohol and Other Drug Office
- ❖ 26 SIRFS Initiated by ODOS
- ❖ 26 Reports of Missing Students/Welfare Checks were requested involving our partners
- ❖ 76 Immunization Petitions were reviewed for partners at McKinley Health

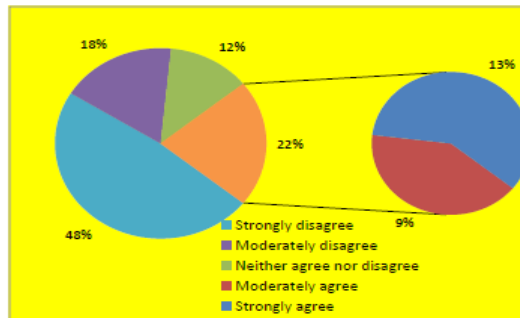


**Student Legal Services – Assessment Initiative 1:** Campus Labs was used to assess Consultation-Only and Cases Closed cases for a second year. The question “Without legal help, I would have considered leaving school” was added. NLADA-Student Legal Service Section sanctioned the use of this question. 1,504 Consultation-Only clients were solicited and 162 representing 15.21% responded. 497 Closed Case clients were solicited and 98 or 20.42% responded. Selective results follow.

(A) CONSULTATION-ONLY



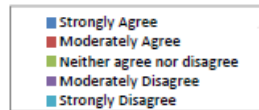
(B) CASES CLOSED



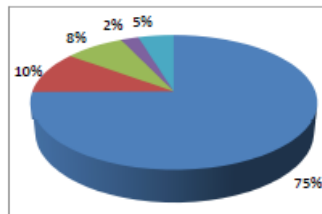
### Consultation-Only Cases:

#### (1) Satisfaction

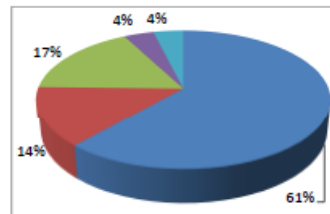
Please indicate your level of agreement with the following statements:



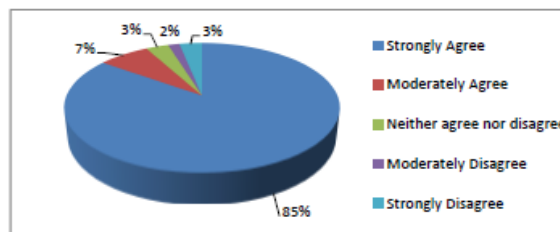
(a) I was satisfied with the goal the staff and I agreed to pursue in my case.



(b) I consider the final resolution to my case to be fair.



I would use Student Legal Service again if I had a qualifying legal problem.



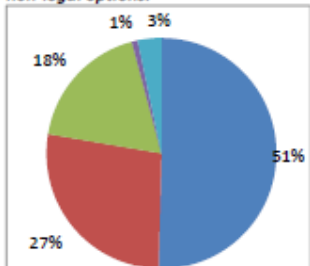
Please indicate your level of agreement with the following statements:

- Strongly Agree
- Moderately Agree
- Neither agree nor disagree
- Moderately Disagree
- Strongly Disagree

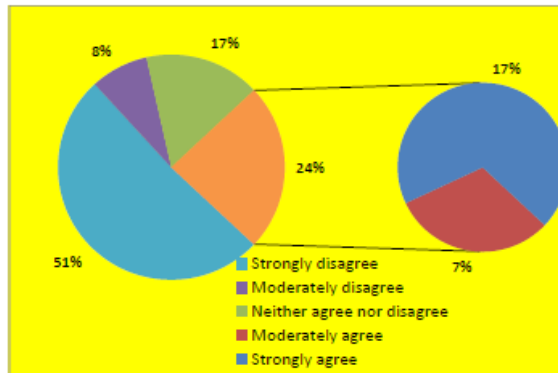
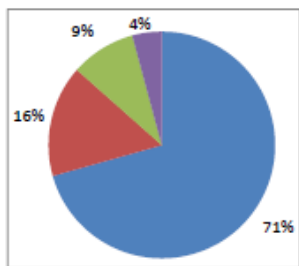
(b)-(g) Through my experience in the legal process and because of the particular way Student Legal Service operated, I have...

Without legal help, I would have considered leaving school.

a better understanding of the options available to me in my case including non-legal options.



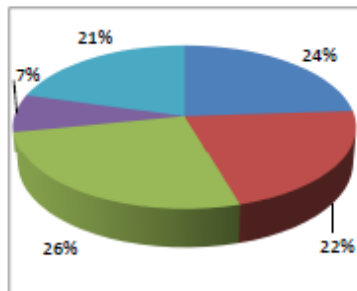
After Consulting with Student Legal Service, I feel better equipped to handle similar situations in the future.



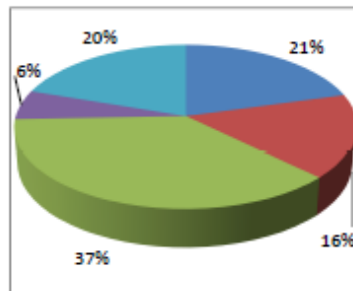
In retrospect, the legal problem I had affected my...

- Strongly Agree
- Moderately Agree
- Neither agree nor disagree
- Moderately Disagree
- Strongly Disagree

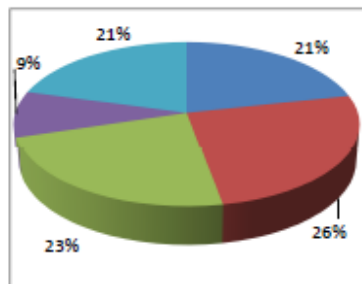
(b) academic performance



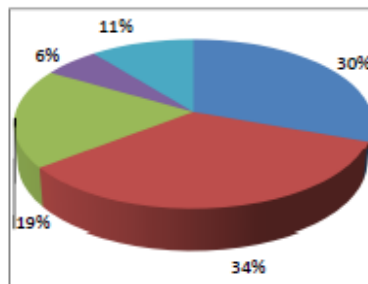
(c) job performance



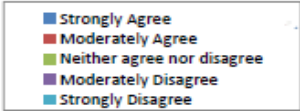
(d) social relationships.



(e) general well-being.



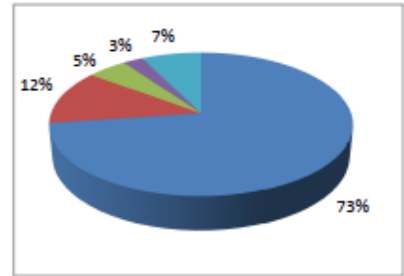
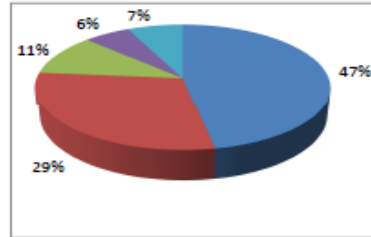
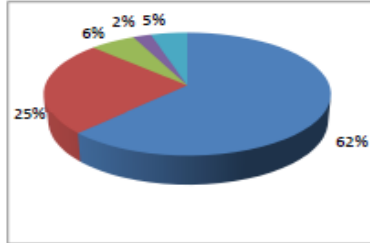
**(1) Satisfaction**



Please indicate your level of agreement with the following statements:

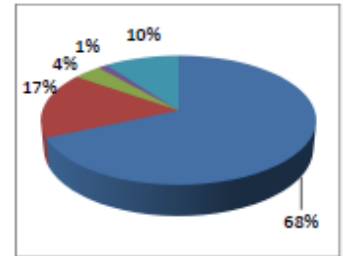
(a) I was satisfied with the goal the staff and I agreed to pursue in my case.

(b) I consider the final resolution to my case to be fair.

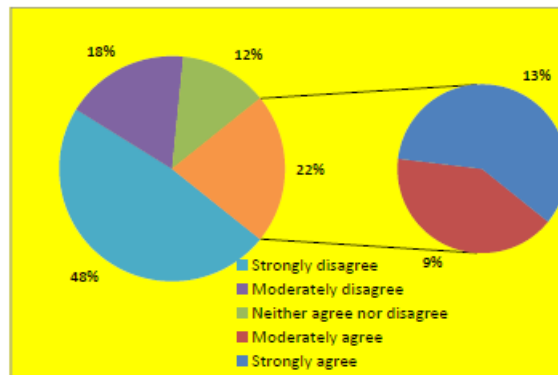


*I would use Student Legal Service again if I had a qualifying legal problem.*

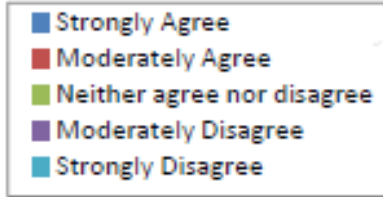
*I feel that without Student Legal Service, I would have had a greater difficulty in resolving my problem.*



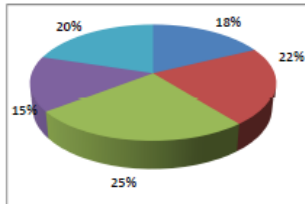
**Without legal help, I would have considered leaving school.**



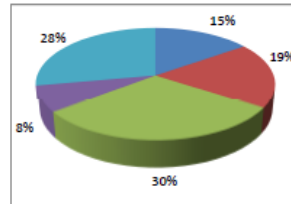
*In retrospect, the legal problem I had affected my...*



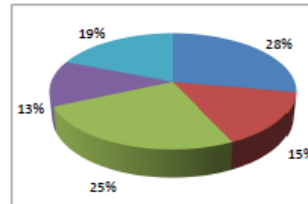
(b) *academic performance*



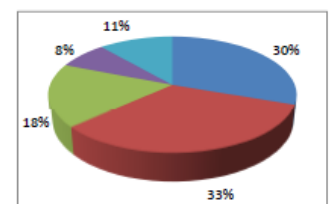
(c) *job performance*



(d) *family life*

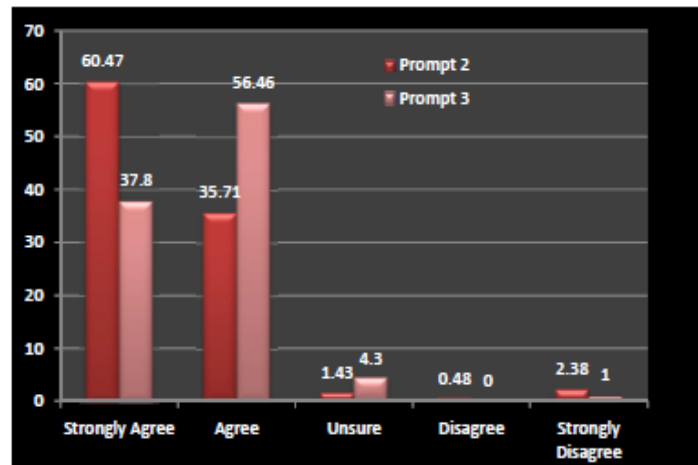


(e) *general well-being*



**Assessment Initiative 2:** Attorneys distributed surveys at speaking events for Greek organizations, RSOs, an other groups. 445 students attended these events and 219 completed some or all of the survey for a 49.2% response rate. Selected learning outcomes questions and the responses follow.

2. *During the presentation/event, I learned at least one thing I did not already know that will enhance my ability to avoid legal difficulties.*
3. *During the presentation/event, I learned about my legal rights and how to assert these rights properly.*



Prompt 2. Strongly Agree and Agree: 96.18%

Prompt 3. Strongly Agree and Agree: 94.26%

❖ STUDENT LEGAL SERVICE METRICS FY2014

STUDENT LEGAL SERVICE METRICS - FY2014			
<b>OFFICE USAGE</b>		Post Plea Issue	20
<b>CONSULTATION-ONLY</b>		Post Settlement Issue	1
Accident	28	Power of Attorney	15
ADA	1	Property Damage	1
ADA-Support Animal	2	Referral	92
Ameren	187	RJAA/MPAA/Copyright	8
Application Qs	8	RSO	2
Banking Issue	1	Search & Seizure Rights	2
Certification	79	Sexual Assault	1
City Ordinance Violation	96	Small Claims	5
Civil	1	Stalking	1
Collection	4	Student Discipline Hearing Qs	52
Computer Crime	1	Subpoena	3
Consultation letter	1	Towing	3
Consumer (4 SubX)	81	Traffic	148
Contract	9	Unofficial SPD Qs	4
Credit	1	Unpaid Tolls	1
Crime Victim	4	<b>TOTAL 1363</b>	
Criminal	11	<b>CASES OPENED</b>	
Cyberbullying-twitter	1	Accident	17
Cyberstalking	1	Certification	1
Damage Deposit	35	City Ordinance Violation	41
Death of Student	1	Collection	4
Defamation	1	Consumer (SubX-B)	40
Discrimination	1	Credit	1
Divorce	6	Crime Victim	1
Domestic Battery	3	Criminal	2
Domestic Violence	1	Damage Deposit	35
DUI	3	Domestic Battery	2
Employment	35	DUI	9
Expungement	17	Employment	1
Fake ID	10	Expungement	3
Family	10	Family	2
Fraud	1	Final Affairs of Student	1
General Qs	6	Housing	86
Guardianship	3	ID Theft	1
Harrassment	5	Insurance	3
Housing	240	Miscellaneous	1
ID Theft	2	Misdemeanor	114
Insurance	10	Name Change	9
Interview	5	Post-Judgment Issue	1
Medical POA	1	Post Plea Issue	19
Miscellaneous	38	Power of Attorney	1
Misdemeanor	39	RJAA/MPAA/Copyright	2
Name Change	5	Small Claims	1
Parking Permit	1	Student Discipline hearing	6
Parking Ticket	4	Towing	1
Personal Injury	3	Traffic	248
Phone Stalking	1	<b>TOTAL 653</b>	
		<b>NOTARY SERVICES</b>	
		Students Served	554
		Number of Signatures	929
<b>DEMOGRAPHICS</b>			
<b>YEAR</b>	<b>CONSULT</b>	<b>OPEN</b>	<b>%</b>
Freshman	109	68	8.78
Sophomore	187	101	14.29
Junior	265	130	19.60
Senior	324	151	23.57
Graduate	434	182	30.57
Professional	17	14	1.54
Non-Degree	26	7	1.64
	1362	653	2015
<b>GENDER *</b>			
Female		715	65.01%
Male		1336	
Other		4	
<b>SOCIAL STATUS *</b>			
Single		1901	
Married/Civil Union		154	
<b>U.S. VETERAN *</b>			20
<b>HAVE DEPENDENTS *</b>			55
<b>U.S. CITIZEN *</b>			1071
<b>INTERNAT'L/NON-CITIZEN *</b>			984 47.88%
* Note: Some demographics data does not appear to match totals because of the way the database is set up; a student is counted only once but may have consulted on more than one issue.			

WEBSITE USAGE FY2014		
TOTAL PAGEVIEWS		38,415
Page Name		Pageviews
SLS Home/Index Page		9,326
Schedule Appt./Intake Page + Online Intake Index		8,519
Housing/Tenant Pages		3,444
Online Intake Form Pages		5,223
General Intake	852	
Traffic Intake	819	
Housing / Damage Deposit Intake	660	
City Ordinance Violation Intake	270	
Misdemeanor Intake	316	
Ameren Intake	238	
Health Care Power of Attorney Intake	87	
Power of Attorney Intake	45	
Name Change Intake	26	
Thank You/Successful Submission of Intake	1,910	
General Information Pages		3,006
Attorney Bios		2,065
Contact + Email Information		2,088
Brochures/Ads		1,157
Court + Court Forms		1,590
Engagement *		195
Archives *		55
Other Links:		1,747
Attorney Speaker Request Page	529	
Student Legal Service History	279	
Maps	279	
Legal Links	251	
Annual Reports	239	
Spring Break	100	
Legal Disclaimer	67	
Other (translations of unidentified pages)	3	

FIVE-YEAR STATISTICAL SUMMARY			
YEAR	ALL INTAKES <sup>1</sup>	CONSULTATION ONLY <sup>1</sup>	OPENED CASES
2013-2014	2570	1017	653
2012-2013 **	2773	2114	659
2011-2012	2400	1858	542
2010-2011	1797	1333	464
2009-2010 *	1731	1321	410
5 year average	2254.2	1708.6	545.6
<sup>1</sup> Figure includes notary service			
	Lowest Figures, in all categories, of the five-year period		
	Highest Figures, in all categories, of the five-year period.		
<b>Percentage increase from Lowest to Highest</b>			
All Intakes:	60.20%	(2773-1731)/1731	
Consultation Only:	60.03%	(2114-1321)/1321	
Opened Cases:	60.73%	(659-410)/410	



### SLS Outreach Events FY 2014

Date	Tabling Event / Information Fair	# attendees	Atty(s)
8/25	Quad Day	4,000	MAM, TEB, SYH
9/14	CCSS Safety Fair	1	MAM, SYH
10/3	Daily Illini Housing Fair	75	SYH
1/23	CCSS Information Fair	95	MAM, Beckee
2/13	DI Housing Fair	34	MAM, Beckee
2/27	America Saves Financial Fair	25	Beckee, MAM

4,230

Date	Fraternity/Sorority/RSO/Program/ University Unit	# attendees	Atty(s)
9/16	Sigma Phi Delta Fraternity	30	MAM
9/17	Sigma Delta Tau Sorority	100	SYH
9/24	Sigma Chi Fraternity	80	MAM
10/1	Central Black Student Union	45	MAM
10/23	Special Population Student Health Concerns Committee - McKinley	100	MAM
11/7	Illiac (Academic Advisors' group)	10	TEB
1/17	ISSS New Student Orientation	103	All
2/26	Panhellenic Council February Pride Event	110	TEB
3/31	Phi Kappa Psi	60	TEB
4/10	Money Smart Week Event	2	MAM
4/13	Money Smart Week Event	4	MAM
4/14	Beta Sigma Psi	25	SYH
4/14	Sigma Phi Delta	29	MAM
4/28	Phi Kappa Alpha	35	SYH
4/28	Engineering Excellence Workshop (Engineering Intl Student Programs)	7	TEB

740

### ARTICLES, 2014

Date	Publication	Article
2/11	<i>The Daily Illini</i>	"When (and how) to settle landlord disputes", p. 13, Housing Guide
3/3	<i>The Daily Illini</i>	"Students warned that bad decisions follow into future", p. 2A→3A
3/10	<i>The Daily Illini</i>	"Local police: Unofficial better than expected despite weather", p. Front Page (1A)→3A

### LISTINGS, FY 2014

Publication	Context
LAS 101	Student Legal Service Fact Sheet in LAS 101 orientation materials for new students.
<i>The Daily Illini</i>	Fall 2013 Housing Fair announcements, multiple notices on various dates.
Sullivan's Law Directory	Listing of SLS Office, Attorneys and their credentials.
The News Gazette	Money Smart Week insert; listed among Eastern Illinois Partners, and among sessions: presentation done for Money Smart week by Attorney Mary Ann Midden.
The Daily Illini	Spring 2014 Housing Fair announcements, multiple notices on various dates.

### SLS - Materials Requests FY 2014

Date	Fraternity/Sorority/RSO/Program/ University Unit	Materials
7/15	Office of International Students and Scholars Services (ISSS)	300 Student Legal Service Program Brochures, 250 Campus Urban Legends Brochures, 2509 Can You
8/1	ISSS	400 SLS Program brochures; 400 Arrest Cards; 400 Ameren procedure flyers; 400 SLS/TU bags
8/1	School of Music - Information Desk	20 SLS Program Brochures
8/13	Illini Parent Program	115 Each brochure: SLS Program, Campus Urban Legends, Steal This Pamphlet, Why Would My Student Need A Lawyer?; 115 clip chips
8/14	ISSS	50 Ameren procedure flyers
8/23	Graduate School of Library and Information Science	pdf of Student Legal Service Information Sheet for FY2013 to print and distribute to students
9/9	Bruce Nesbitt African-American Cultural Center	Videos: <i>Busted: The Citizen's Guide to Surviving Police Encounters</i> , and <i>10 Rules for Dealing with Police</i>
9/9	Illinois Skateboarding Society (RSO)	Videos: <i>Busted: The Citizen's Guide to Surviving Police Encounters</i> , and <i>10 Rules for Dealing with Police</i>
1/15	Undergraduate Engineering: New International Students	120 SLS Program brochures, 120 keyboard brushes for their "goodie bags"
1/29	Institute for English as an International Language	100 each: SLS Program brochure, Rights of International Students Scholars in the United States brochure
2/21	Campus and Community Student Services	SLS/TU Plastic Tote Bags - approx. 1,000
2/21	UC Books for Prisoners (GSLIS is a partner group/org.)	225 - "How to Address Arrests and Convictions When Seeking Employment" and 100 - "Drug Conviction and Your Financial Aid"
3/5	Young Americans For Liberty	100 arrest cards; 50 each: City Ordinance Violation Tickets, Marijuana Laws, Guidelines to Throwing a Party
4/14	8 separate students	requests for powerpoint, "How to Reduce or Cancel Federal Student Loan Payments"
4/15	Nuclear and Plasma Engineering	Powerpoint from "How to Reduce or Cancel Federal Student Loan Payments"
4/15	A student	Powerpoint from "How to Reduce or Cancel Federal Student Loan Payments"
5/21	Judge Kennedy (Circuit Court, Misdemeanor arraignments)	60 SLS Programs brochures
6/5	ODOS Office	30 SLS Program brochures for brochure rack in elevator lobby
6/20	ODOS Office	Replace 20 remaining SLS Program brochures with newly revised, adding 30 more

### FIVE YEAR STATISTICAL SUMMARY

YEAR	ALL INTAKES <sup>1</sup>	CONSULTATION ONLY <sup>1</sup>	OPENED CASES
2012-2013	2773 **	2114 **	659 **
2011-2012	2400	1858	542
2010-2011	1797	1333	464
2009-2010	1731 *	1321 *	410 *
2008-2009	1823	1364	459
5 YEAR AVERAGE	2236.6	1729.8	506.8
<sup>1</sup> Figure includes notary service.			
* = Lowest Figure of the five-year period.			
** = Highest Figure of the five-year period.			

**Percentage difference between Lowest and Highest:**

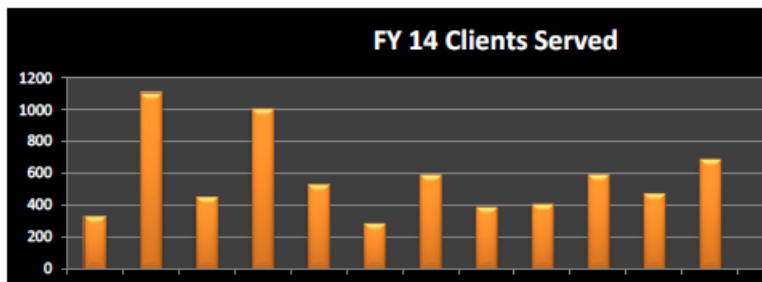
<b>All Intakes:</b>	60.20%
<b>Consultation Only:</b>	60.03%
<b>Opened Cases:</b>	60.73%

ADS AND PUBLICATIONS, FY 2014			
Published	Publication	Ad Name	Special Issue
Summer	Daily Illini	"Parents, Do you know that there is free legal help..?"	Campus Navigator, Parents' section
Summer	iBook	"Student Legal Service"	Annual Planner by Illini Union Board
Summer	KSA Planner	"Student Legal Service"	Annual Planner by Korean Students Assn.
7/24	Daily Illini	"Welcome to Illinois"	New Student Edition
8/16	Daily Illini	Guard Your Security/Damage Deposit	Move-In Edition
8/21	Daily Illini	"Welcome Back to Illinois"	Welcome Back Edition
9/17	Daily Illini	'youthful indiscretions' threatening your job search?	Fall Career Guide
10/22	Daily Illini	"Guidelines for Homecoming"	2013 Homecoming Guide
12/12	Daily Illini	"Tips for Winter Break"	The Finals Edition
12/16	Daily Illini	"Word Search"	The Puzzle Guide
12/13-12/28	dailyillini.com	Large Block Ad, "Don't Turn Off the Heat!"	
12/17	Daily Illini	"Top Ten Reasons Student Consult Student Legal Service"	The List Issue
1/28	Daily Illini	"'youthful indiscretions' threatening your job search?"	Spring Career Guide
2/12	Daily Illini	"Sweet Talk," talking heart ad	"Sweet Talk," special page
2/11, 2/13	Daily Illini	"6 Steps to Signing a Lease, Spring Housing Guide"	Spring Housing Guide
2/13	Daily Illini	ad on Housing Fair door knob hangers	(2,000 distributed at Housing Fair)
2/28- 3/3	Daily Illini	6 panel leaderboard ad for dailyillini.com for "unofficial"	
4/	Daily Illini	"Welcome, Moms!"	Moms Day Guide
3/4, 3/5	Daily Illini	"unofficial" ad - two runs	
3/5	The Odyssey	"unofficial" ad in The Odyssey	
3/12	The Odyssey	"post-unofficial" ad	
3/19	Daily Illini	"Guidelines for Spring Break"	
3/20	Daily Illini	"Guidelines for Spring Break"	
5/7	Daily Illini	"Congratulations Class of 2014! Moving?"	Turning the Tassels, 2014 Graduation Guide
5/12	Daily Illini	"Student Legal Service Word Search"	The Puzzle Guide
5/13	Daily Illini	"2014 Photo Montage"	The Photo Issue
5/14	Daily Illini	"Subletting your apartment? Moving?"	Year in Review Issue

Articles		
Date(s)	Article Title	Publication
9/17	Editorial: "Students, residents should have better access to Champaign, Urbana legal codes"	<i>The Daily Illini</i>
9/19	"Discipline from UI independent of courts"	<i>The Daily Illini</i>
10/25	"Think Before You Drink program educates students on alcohol safety"	<i>The Daily Illini</i>
2/13	Possession, making of fake IDs common on campus	<i>The Daily Illini</i>
2/13	Student Legal Services	<i>ISSS e-Newsletter</i>
2/28	(inset) Your RA has no more right to search your room than police	<i>The Daily Illini</i>
4/11	"Students organize against street harassment"	<i>The Daily Illini</i>
4/19	"Viral Facebook post about Suburban Express sparks controversy"	<i>The Daily Illini</i>
4/26	"Suburban Express files more lawsuits"	<i>The Daily Illini</i>
4/26	"Bus firm's legal practices maligned"	<i>The News Gazette</i>
5/1	"Bus suits outrage college patrons"	<i>The Chicago Tribune</i>
5/1	"Suburban Express drops Ford County civil court cases"	<i>The Daily Illini</i>
5/2	"Suburban Express hits Reddit front"	<i>The Daily Illini</i>
5/2	Editorial: "The University has remained silent on Suburban Express"	<i>The Daily Illini</i>
5/26	"Bus service asks to get some cases reinstated"	<i>The Daily Illini</i>

Tenant Union – Usage Statistics

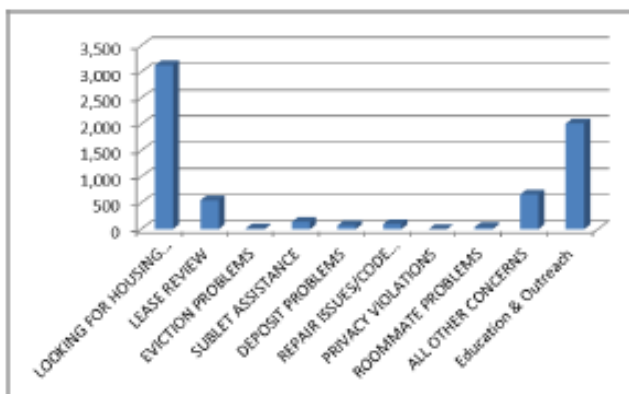
Numbers of clients served by Tenant Union by month in FY 14



N = 7, 882

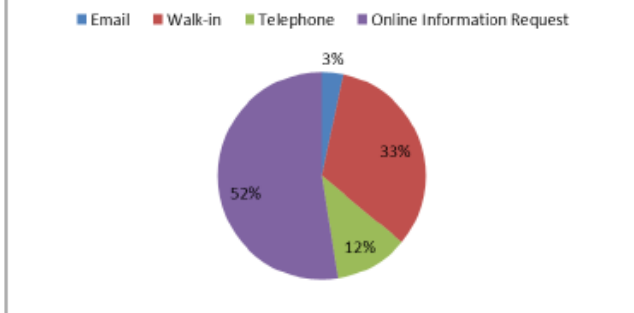
FY 14 Clients Served	
July	333
August	1106
September	455
October	1008
November	533
December	288
January	595
February	391
March	409
April	596
May	476
June	692
Book/Guide Reviewed <sup>1</sup>	1000

FY14 SERVICE TYPE



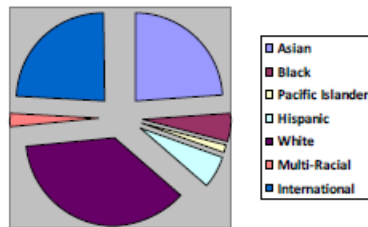
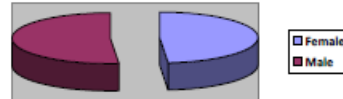
Student Service Type	nof contacts
Looking for housing/checking landlord complaint records	3226
Lease Review	545
Eviction Problems	17
Sublet Assistance	135
Deposit Problems	72
Repair Problems/Code Violation	96
Privacy Violation	4
Roommate Problems	38
All Other Concerns	664
Education & Outreach	2013
Total	6716

STUDENT CONTACT METHOD



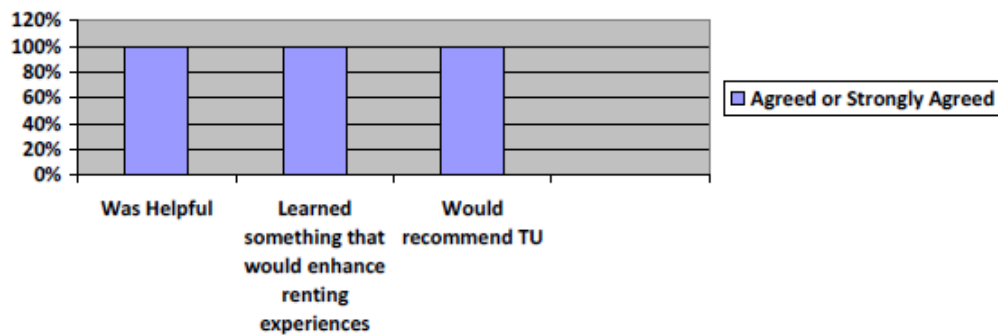
CONTACT METHOD	
Informaton Request Form	2926
Walk-in	423
Telephone	1201
Email	121
Education & Outreach	2013
Total	6684

DEMOGRAPHICS	
<b>YEAR</b>	
Freshman	415
Sophomore	49
Junior	485
Senior	587
Graduate	650
	<b>2186</b>
<b>GENDER</b>	
Female	1406
Male	1482
<b>Total</b>	<b>2888</b>
<b>CITIZEN DESCRIPTION</b>	
<b>CITIZEN</b>	
CITIZEN	1867
NON-CITIZEN	5
Resident	840
Non Resident Alien	703
US Permanent Resident	92
Resident Alien	750



RACE/ETHNICITY	
Hispanic	241
Asian	919
Black	202
Pacific Islander	122
White	1427
Multi-racial	96
International	1112

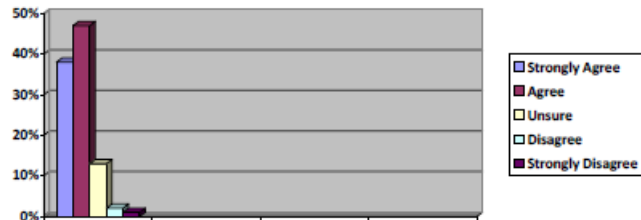
## Results of In-Office Evaluations (n=163, 13% RR)



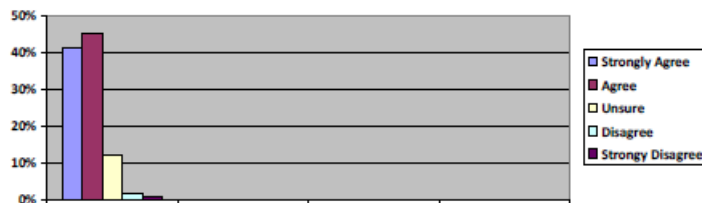
- 100% agreed or strongly agreed that the assistance that they received from the Tenant Union was helpful.
- 100% agreed or strongly agreed that they learned information about leasing apartments that would enhance their ability to have a positive renting experience.
- 100% agreed or strongly agreed that they would recommend the Tenant Union to other students.

## Results of Information Request Evaluations (n=128, 4.3% RR)

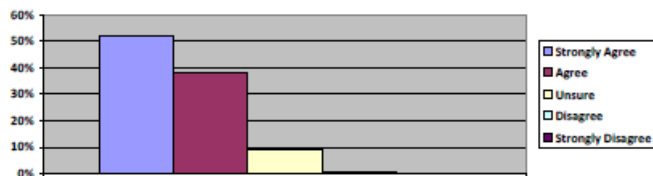
85% agreed or strongly agreed that the assistance they received from the Tenant Union was helpful.



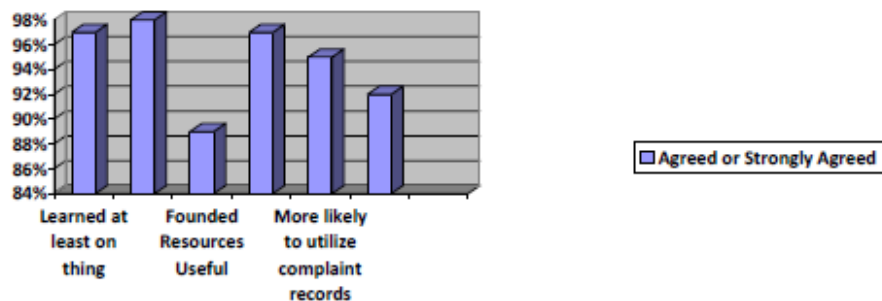
86% agreed or strongly agreed that they learned information about leasing apartments that will enhance their ability to have a positive experience when renting



90% agreed or strongly agreed that they would recommend the Tenant Union to other students

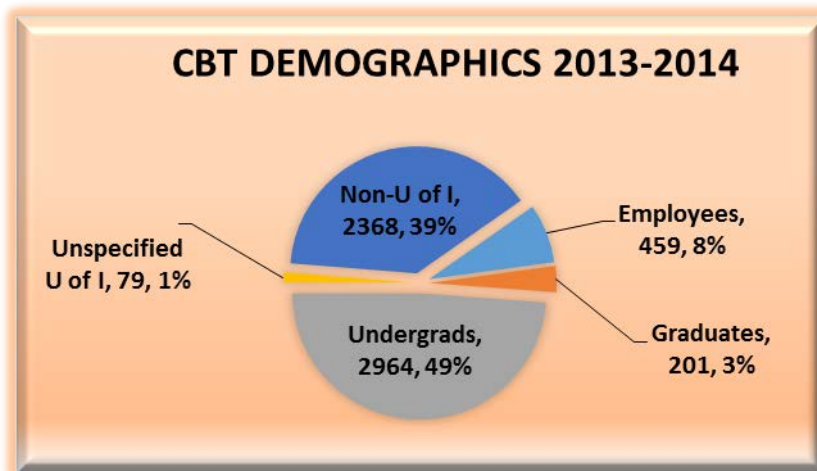


## Results of Apartment Hunting Presentations Evaluations (n=202, 48% RR)

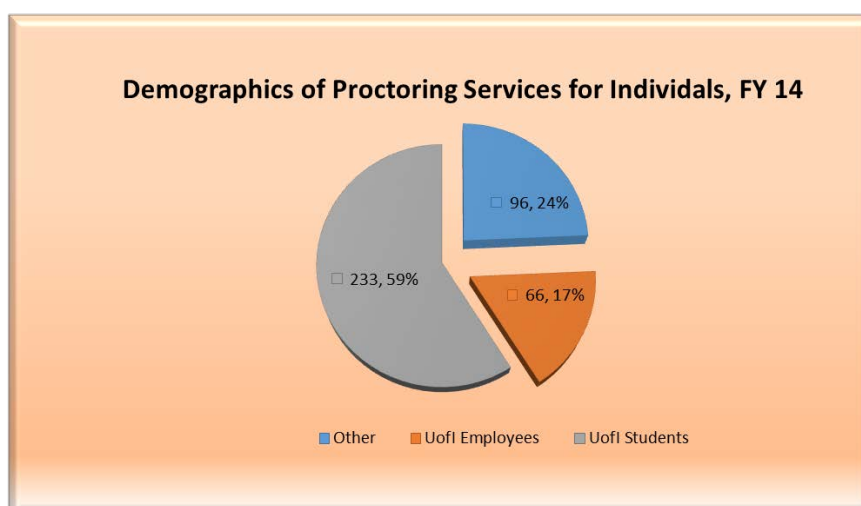


- 97% of respondents agreed or strongly agreed that they learned at least one thing
- 98% agreed or strongly agree that they learned how to start their apartment search
- 89% agreed that they founded the resources provided useful
- 97% agreed or strongly agreed that they would recommend other students utilize Tenant Union services

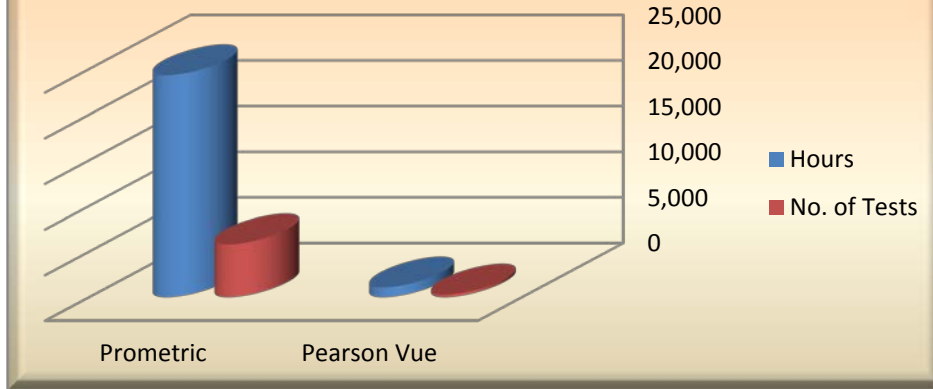
**Testing Center** – Annual assessments documented that 61% of all computer-based testing clients were affiliated with the university in some way. Among these test takers 8% were UIUC employees; 3% were UIUC graduate students; 49% were UIUC undergraduate students; 1% had an unspecified affiliation with UIUC; and 39% were non-UIUC affiliated individuals. This information will inform the orientation of services and documents that the Center provides a valuable service to campus and the region.



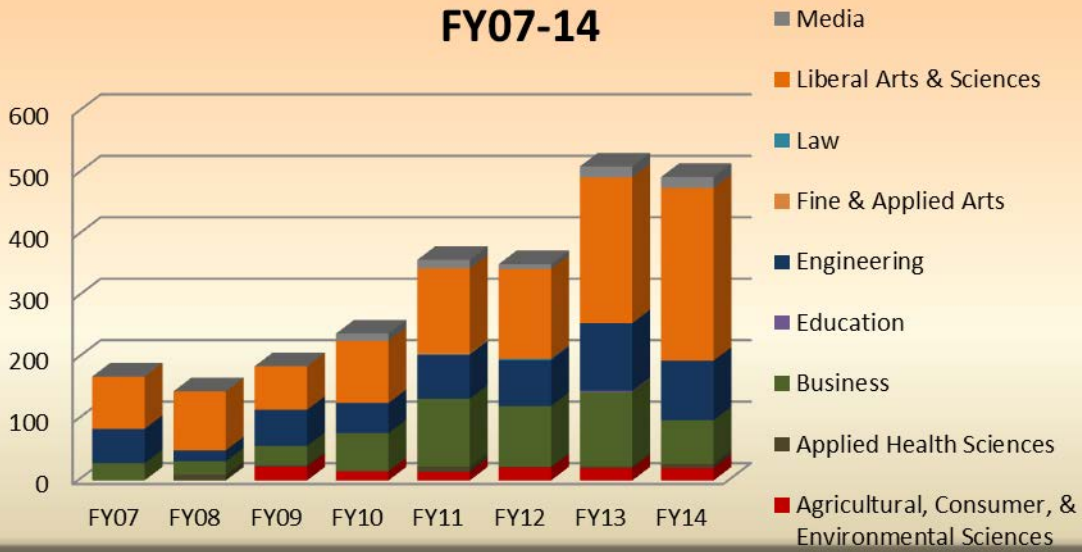
A review of proctoring services for individuals documented that 59% of clients were UIUC students; 17% were UIUC employees; and 24% were non-UIUC affiliated individuals. 76% of these clients are affiliated with the university in some way indicating that the Center provides a valuable service. The longitudinal data suggests that increasingly more students and employees are taking online courses that require proctoring services.



### Number of Hours and Tests by Company in FY 13



### Number of Proctor Pool Requests by College, FY07-14





## PRESENTATIONS, AWARDS, PUBLICATIONS

***Campus and Community Student Services*** – The unit received the 2014 STAR Community Partner Award for excellence in community service from the City of Champaign for the second time.

***Fraternity and Sorority Affairs*** – Panhellenic Council received a College Panhellenic Excellence Award from the National Panhellenic Council. Michelle Hart received the 2014 Student Affairs Outstanding Civil Service Staff Member award. Andrew Hohn was one of the top 5 finalists for the National Panhellenic Conference Outstanding Advisor Award

***Office of the Dean of Students*** – Belinda De La Rosa co-presented on the work of the Student Affairs Assessment Committee at the 2014 NASPA Retention and Assessment Conference. She also co-presented four times on campus on the results of the International Student Focus Group Study. In addition, she was asked to co-present to the Student Affairs Directors, at the OMSA Staff Retreat, and for the STARS program. Her work “International Student Focus Group Study” was nominated for the divisions’ Assessment Recognition Award and featured at the Student Affairs Assessment Conference on a panel.

***Student Legal Services*** – SLS was recognized for 15 years of service to the University Student Legal Section Western Region. Thomas E. Betz presented at the USLS Annual Meeting and Winter Conference. He also received the Elizabeth Berg Streeter Community Service award 2013 from NLADA Student Legal Service Section. His work assessment project on “Consultation-Only and Cases Closed” was nominated for the divisions’ Assessment Recognition Award and featured at the Student Affairs Assessment Conference on a panel.

Mary Ann Midden co-authored “Protocols for Interaction with International Students in a Student Legal Service Practice” with Thomas Betz. She presented for Money Smart Week on “How to Reduce or Cancel Federal Student Loan Payments.” Mary Ann organized the Annual Triple I Regional Student Legal Service meeting held in April 2014 where she was re-elected President. She also delivered two presentations at the meeting.

***Veteran Student Support Services*** – Nick Osborne spoke seven times at professional conferences.