

OFFICE of
the **DEAN** *of*
STUDENTS

UNIVERSITY of ILLINOIS *at* URBANA-CHAMPAIGN

2014–2015 Annual Report



2014-2015 Annual Report
For The
Office of the Dean of Students



This report documents what can happen when a large group of dedicated people work together in a positive culture of care as advocates for students. We are particularly appreciative of the collaborative and cooperative efforts from our colleagues across campus. The Office of the Dean of Students 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.

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

Kenneth T. Ballom
Dean of Students and Associate Vice Chancellor of Student Affairs



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EXECUTIVE SUMMARY

The Office of the Dean of Students (ODOS) is comprised of a diverse range of units that provide specialized advocacy for students of the University of Illinois. ODOS is a vibrant staff whom through a culture of care empower students to navigate the university while developing essential life skills such as resiliency, critical thinking, leadership, life-long learning, effective inter-personal communication, and problem solving. This year ODOS refined its' vision, mission, and values through a strategic planning process.

VISION:

Our vision is for Illinois students to reach their full potential as ethical leaders and engaged citizens.

ODOS MISSION:

The Office of the Dean of Students educates students through services, advocacy, and opportunities designed to maximize *lifelong learning and success*.

ODOS PRACTICE WILL BE GUIDED BY VALUES OF:

- Inclusion – individuality; social justice; diversity; respect; dissent
- Ethical Behavior and Accountability – fairness; doing what’s right; responsibility; doing no harm; stewardship
- Collaboration – cooperation; collegiality; intentionality; resources
- Excellence - innovation and continuous improvement; reliable, prepared & informed
- Leadership – initiative; role-model; goal oriented/driven; empower others; inspiration
- Service – attitude; betterment of others; working toward common good; support; contribution

GUIDING PRINCIPLES

- We will model respectful dissent and appreciation for individuality while also promoting social justice, a welcoming environment and acceptance of all differences that make us unique.
- We will practice open and transparent communication.
- We will act in alignment with the university’s mission and values.
- We will collaborate with stakeholders to create opportunities for student success.
- We will increase and share our knowledge and expertise about campus resources and best practices.
- We will strive to be innovative and improve all aspects of our work through evidence-based practice.
- We will strive to provide high quality, value-added services and educational programs.
- We will distinguish ourselves by staying abreast of issues and trends affecting higher education.

- We will empower and inspire students and colleagues to create an environment for learning and leadership growth.
- We will continue to provide opportunities for students to be active and responsible members of the campus and global community.

Below are FY highlights categorized by the Division of Student Affairs Strategic Goals

Foster collaboration, discovery, and innovation

- ✚ **Office of the Dean of Students** supported the “It’s on Us” campaign resulting in national attention and a visit from Vice President Biden. Staff developed and launch a new data dissemination mechanism, “The Illinois Pulse” (see: http://odosdev.illinois.edu/new_assessment/pulse/).
- ✚ **Student Assistance Center** continues to serve more non-white domestic students than their proportion in the student population. 30% of total contacts were with non-white domestic students of color. 13% were international students.
- ✚ **Student Legal Services** continues to see growth in international student clients with 53% which is more than twice their proportional representation of the student body.

Provide transformative learning experiences

- ✚ **Campus and Community Student Services** staff and volunteers offered more than 55 educational workshops, canvassing and tabling efforts. The Door Hanger project reached more than 10,000 apartments.
- ✚ **Fraternity and Sorority Affairs** launched a new alcohol education program, “Greeks Learning Alcohol Safety Skills” and collaborated on a sexual assault prevention and bystander intervention program, GUARD.
- ✚ **Student Assistance Center** revised the ODOS Absence Letter Policy and received Chancellor’s approval to implement the changes effective summer 2015.
- ✚ **Student Legal Services** reports that 81.6% of students served believe that their legal representation enhanced their ability to focus on studies.

Make a significant and visible societal and community impact

- ✚ **New Student Programs** collaborated with Illinois Leadership Center, University Housing and OIIR to bring Incite Change to campus to provide diversity and social justice training to student leaders.

- ✚ **Tenant Union** launched three new programs, served over 8,000 students and helped students resolve 43 filed complaints and consulted on an additional 112 complaints.
- ✚ **Veterans Student Support Services** supported the Illini Veteran Annual 5k Run which raised more than \$9,000 for the Chez Family Center for Wounded Veterans in Higher Education.

Steward current resources and generate additional resources for strategic investment

- ✚ **Office of the Dean of Students** completed Retro-Commissioning of the Student Services Building resulting in \$54,663 utility savings in FY 15 and the unit was awarded \$16,000 in grant funds due to this utility savings.
- ✚ **New Student Programs** collaborated with seven campus partners to create INBOUND, a two day summer orientation program for 60 incoming students.
- ✚ **Testing Center** provided over 6,000 computer and paper-based exams for students and professionals in the region to either gain entrance to a graduate school, show progress in a current course, or gain certifications for professional practice. These exams generated \$183,247.



ACOMPLISHMENTS: FOSTER COLLABORATION, DISCOVERY, AND INNOVATION

Campus and Community Student Services – CCSS spearheaded a multi-agency, community awareness campaign to compliment the campus' Unofficial efforts that included information regarding local and state laws, alcohol safety, community expectations, and other resources. More than 40,000 electronic packets were distributed and an additional 4,100 were taken door to door. CCSS co-sponsored campus Resource Expos w/ the Campus and Community Connections committee that reached over 600 within the campus district and partnered with more than a dozen campus and community agencies. A 48% increase in survey respondents indicates that 20% of respondents participated in at least one sponsored event, an increase of 12%.

Fraternity and Sorority Affairs – FSA collaborated with Women's Resource Center to create a sexual assault prevention and bystander intervention program, GUARD. GUARD is specifically designed for fraternity and sorority members and 62 students participated. FSA launched a new alcohol education program, "Greeks Learning Alcohol Safety Skills."

New Student Programs – NSP collaborated with the Office of Admissions and the colleges to create a Transfer Student Orientation. Also, collaborated with the Transfer Cluster in University Housing to create a welcome event. In collaboration with OIIR and the Office of the Provost served 198 student in the Readying Illinois Students for Excellence. NSP partnered with College of Liberal Arts and Sciences, College of Education, and Division of General Studies for the overnight summer INBOUND program.

Office of the Dean of Students – The Office of the Dean of Students collaborated with White House, Illinois Student Senate, Women's Resource Center, Division of Intercollegiate Athletics and Public Affairs to produce "It's On Us" videos. The videos were funded by the Office of the Dean of Students for display at Illinois Sporting Events and online. The videos received national recognition from the White House and resulted in Vice-President Biden visiting campus. Inaugural year that two staff members sit on the Institutional Review Board on a permanent basis. ODOS completed a Strategic Plan for FY16-18. ODOS staff led PCC in the development of student learning outcomes and of a campus sexual assault climate study.

Student Assistance Center – SAC had 3,254 communication with instructors across campus and 3,221 of these were absence letters. An advisory committee was convened to address the needs of student parents which has redesigned the Illinois-Student Parents website. Senior staff have met with the coordinator of LAS 101 in the College of LAS to discuss outreach opportunities.

Student Legal Services – 1,908 students received in-office legal consultations and 53% were international students. For the first-time ever international student’s outnumbered domestic students served. Opened cases were comprised of 49% international students. 76.72% of students receiving representation services have a better understanding of the legal process. 54.80% of respondents indicating that because of the particular way Student Legal Service operated they have been motivated to take a greater interest in the law and current legal issues.

Tenant Union – In collaboration with many units across campus, the TU inaugurated its first Tenant Services and Landlord Resources Conference, themed “Setting the Tone: Building Bridges.”

Testing Center – TC provided special accommodations to 52 computer-based clients, seven national test takers and to one DRES student.

Veterans Student Support Services – VSSS collaborated with Illini Veterans to co-sponsor their annual end of the year barbeque where more than half a dozen graduating veterans were honored. In addition, VSSS, DIA, and Illini Veterans co-sponsored the annual Veteran’s Day tailgate and ceremony during half time at Memorial Stadium.

Goals for 2015-16

Campus and Community Student Services – CCSS will expand collaborative programming by 10% in FY16 and develop an evaluation for each programmatic offering.

New Student Programs – NSP plans to create college-specific Transfer Student Meet & Greets, a Transfer Student Committee, and develop a comprehensive Fall orientation program. NSP will expand the INBOUND program to include multiple sessions and more colleges for the incoming class.

Student Assistance Center – SAC will host a “Thank You Reception” for faculty and staff partners whom have been collaborators. By the end of spring 2016, SAC will have hosted 3 Behavioral Intervention Team outreach presentations in an effort to foster collaboration between faculty and ODOS to more effectively manage distressed and distressing student in the campus community. SAC will meet with the Committee of Deans and Directors who oversee University 101 courses across all of the colleges to propose a lesson plan that contains uniform outreach messages for all students.

Student Legal Services – SLS will continue to refine assessments to improve legal advice/counseling, preventive educational programming, document student learning outcomes, and provide quality legal representation in court or through negotiation/arbitration. Beginning August 1, 2015, an alert with links on the SLS website on the subject of “Move-In” which will automatically direct users to Housing Section “Move-In” and to Tenant Union downloadable “Move-In” forms. SLS will begin the development of an attorney referral program for student issues outside the parameters of SLS.

Tenant Union – TU will develop a platform for future TU conferences.

Testing Center – TC will increase the number of special accommodations once the Center moves to a larger suite that includes a separate testing accommodations room. TC will begin the development of an online platform for Proctoring Services for Individuals.

Veterans Student Support Services – In collaboration with units across campus, VSSS will create an orientation and peer mentoring program in FY16.



ACOMPLISHMENTS: PROVIDE TRANSFORMATIVE LEARNING EXPERIENCES

Campus and Community Student Services – CCSS recruited, hired, and trained 3 Graduate Assistants, 6 Community Liaisons, and over 300 student volunteers. Staff and volunteers offered more than 55 educational workshops, canvassing, and tabling efforts. The Door Hanger project reached more than 10,000 apartments.

Fraternity and Sorority Affairs – Panhellenic Council received a “College Panhellenic Excellence Award” from the National Panhellenic Council for the second consecutive year. The All-Greek grade point average was higher than the All-Undergraduate grade point average for the Fall 2014 and Spring 2015 semesters—a total of 28 out of the last 29 semesters. Spring 2015 semester, all three council had at an all-time GPA high. Black Greek Council (2.9474), Interfraternity Council (3.1253), Panhellenic Council (3.4400), and all three overall (3.2684).

New Student Programs – NSP developed INBOUND 2015 as a two day overnight orientation experience attached to Summer Registration for 146 incoming students. Provided training for 66 Orientation Leaders and revised the Readyng Illinois Students for Excellence (R.I.S.E.) to include a large lecture with a professor, a workbook about the challenges of transitioning from high school to college, and provided additional opportunities for incoming students to meet each other. NSP created a structured International Orientation resulting in an opportunity for larger numbers of international students to learn about campus resources.

Student Assistance Center – SAC revised the ODOS Absence Letter Policy and received the Chancellor’s approval to implement the changes effective summer 2015. These changes will encourage students to communicate directly and more proactively with their professors about missed classes, health and personal issues.

Student Legal Services – 81.6% of students served believe that their legal representation enhanced their ability to focus on studies. 4 LL.M International students from the College of Law provided translation services as part of their internship including materials translation and one-on-one consultation observation and analysis. As a result of consultation 74.07% of students reported they had a better understanding of the legal process.

Tenant Union – TU collaborated with SLS to host Lease Lasso events where students were able to have their lease reviewed without an appointment.

Testing Center – TC Proctor Pool provided 30 departments in 6 colleges with 2,767 hours of service which allowed students to demonstrate academic progress. A new software platform was fully launched and faculty have expressed their satisfaction. 1,245 faculty requests for proctors were filled. The number of new first time faculty users increased to 30, the highest number of new users in 6 years.

Veterans Student Support Services – VSSS recruited, hired, and trained 5 undergraduates to staff the Veteran Student Lounge and assist with outreach and programming. Through a SIG grant and in collaboration with Illini Veterans and the Career Center, VSSS offered a five-part career development series for veterans.

Goals for 2015-16

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.

New Student Programs – NSP will increase attendance to R.I.S.E. by 50% and tie the program to summer registration dates. NSP will create a Transfer Student Leadership team to assist with orientation programming and will develop a summer bridge program with the Office of the Provost.

Student Assistance Center – SAC will revise its student learning outcomes (SLO's) and the survey in current use. The primary focus is to align SAC SLO's with the Division of Student Affairs strategic goals and to increase the response rate for the survey.

Student Legal Services – SLS will maintain and update preventative education materials online and continue to translate materials into more languages. SLS will develop a PowerPoint or brochure on “Legal Issues in Employment Contracts/Offer” that could be linked with the University of Illinois Career Center.

Tenant Union – TU will enhance its step-by-step housing guides.

Testing Center – TC will increase the number of faculty using the Proctor Pool and the number of hours provided. TC will also create student employee learning outcomes.

Veterans Student Support Services – VSSS will review and revise SLO’s for outreach and programming in FY16.



ACOMPLISHMENTS: MAKE A SIGNIFICANT AND VISIBLE SOCIETAL AND COMMUNITY IMPACT

Campus and Community Student Services – Associate Dean Cobb represented the University of Illinois on the Central Illinois Rental Property Professionals board and on the Champaign County Community Coalition Executive Committee.

Fraternity and Sorority Affairs – FSA collaborated with Public Affairs and Illinois Student Senate on the “It’s On Us” campaign. Sexual assault prevention public service announcements featured fraternity and sorority members. The Presidents of all four governing councils were included in the Joe Biden campus visit and were given time to talk about how the fraternity and sorority community take the topic of sexual assault prevention seriously. The third year of GreekServe Spring Break had 17 student and 4 staff participants. For the first time, Vice Chancellor Romano joined the group for a few hours of service.

New Student Programs – NSP collaborated with Illinois Leadership Center, University Housing and OIIR to bring Incite Change to campus to provide diversity and social justice training to student leaders. NSP is creating a video about diversity and inclusion and is bringing actress Tessa Thompson to speak to the incoming class about social issues, diversity and inclusion in college.

Office of the Dean of Students – ODOS has become an institutional partner for the Interfraternity Institute whose mission is to develop informed, committed and connected leadership, grounded in purpose and principle for the fraternity/sorority life movement. Dean Lee-Olukoya served on the planning committee as senior fellow and ODOS provided support for 5 additional fellows.

Student Assistance Center – SAC has begun consultations with University Legal Counsel about creating a better defined medical withdrawal policy that is more accessible to students. Staff have revitalized the Student Parent website.

Student Legal Services – SLS was awarded the 2014 Jim Aldridge Special Project Award for “Especially for International Students” initiative by the United States Student Legal Service Association (see <http://www.uslawr.org>). 20.23% of traffic cases and 16.67% of misdemeanor cases were dismissed as a result of SLS representation.

Tenant Union – Over 8,000 students attended TU workshops, presentations, resource fairs, or had one-on-one counseling sessions. Three new events were launched, Lease Lasso, Speed-Roomming with Experience Renter Panel, and International Student Roundtable Chat. TU helped students resolve 43 filed complaints and consulted on an additional 112 complaints.

Testing Center – TC provided over 6,000 computer and paper-based exams for students and professionals in the region to either gain entrance to a graduate school, show progress in a current course, or gain certifications for professional practice and generated \$183,247.

Veterans Student Support Services – VSSS supported the Illini Veteran Annual 5k Run which raised more than \$9,000 for the Chez Family Center for Wounded Veterans in Higher Education. The University was designated “Best for Vets” by the Military Times and a “Top College and University” by Military Advanced Education. Victory Media has designated the University “Military-Friendly” for 4 consecutive years.

Goals for 2015-16

Fraternity and Sorority Affairs – FSA will use various communication methods to articulate the story of the Illinois fraternity and sorority community.

New Student Programs – NSP will create a new committee to address diversity and inclusion issues in Fall Orientation/Welcome days.

Office of the Dean of Students – ODOS will promote development of student learning outcomes for all units, and encourage staff to represent the office through conference presentations and award programs. ODOS will continue to support innovative campaigns such as “It’s on Us.”

Student Assistance Center – SAC will initiate a “Coffee and Conversation” series for faculty focused on furthering their understanding of ODOS and more specifically, efforts to arm students with skills for life beyond college, and look for opportunities for additional collaborations between Academic and Student Affairs.

Student Legal Services – SLS will continue to translate materials into other languages and continue to offer workshops on reducing or eliminating student loan debt in collaboration with Parkland Community College, Champaign Public Library, Office of Financial Aid, College of Engineering, and School of Social Work.

Tenant Union – TU will collaborate with the Champaign County Fire departments to develop safety workshops and certifications.

Testing Center –TC will expand to a larger facility and seek additional opportunities to provide more testing opportunities to individuals and employers.



ACOMPLISHMENTS: STEWARD CURRENT RESOURCES AND GENERATE ADDITIONAL RESOURCES FOR STRATEGIC INVESTMENT

Fraternity and Sorority Affairs – FSA continues to collaborate with The Order of Omega Greek Honor Society and honored 3 living and 2 deceased alumni. This collaboration has generated \$5,500 for the Adlon Jorgenson Fund.

New Student Programs – NSP is investing in programs such as QConnect (a welcoming program for LGBTQ students), FYCARE, ACEIT, and Interconnect programs.

Office of the Dean of Students – Completed Retro-Commissioning of the Student Services Building resulting in \$54,663 utility savings in FY 15 and the unit was awarded \$16,000 in grant funds due to this utility savings. Additionally, Gender Neutral Bathroom signs have been placed, renovation of entrance initiated, and renovation of the ground level to accommodate move of the Counseling Center staff in the Student Services Building has begun. Replacement of damaged cork flooring on the first floor of both Student Services and Arcade buildings is in progress.

Student Legal Services - 250,000 file and intake documents in paper form were digitized and archived. SLS will continue the sustainable effort to make preventive education materials fully available online in a downloadable format.

Testing Center – Through the administration and proctoring of exams the TC provides a valuable service to both students and professionals in the region. 16 paper-based national exams (specifically, ACT, LSAT, SAT, GRE Subjects, & MPRE) were administered and these accommodated 1,284 individuals of which 904 actually tested and 56.8% of these were UIUC students. The ACT and SAT are pre-college tests which provide a valuable service both to prospective UIUC students and the university. Additionally 395 individuals had online exams proctored in the TC.

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 2015-16

Fraternity and Sorority Affairs – FSA will collaborate with Student Affairs Advancement to market the Jorgenson Fund and cultivate prospective donors, young alumni, national fraternities/sororities, and local

chapters.

New Student Programs – NSP will create strategic partnerships with businesses to provide more exposure to local resources for students.

Student Assistance Center – SAC will examine and begin to refine the Emergency Dean Fund with the intention of making the fund more widely accessible and beneficial to students.

Student Legal Services – SLS will cease printing 49 of 52 distinct paper brochures.

Tenant Union – TU will generate new revenue through the Tenant Services and Landlord Resources Conference and online rental listing service.

Testing Center – With larger facilities, the TC will be able to seek collaborations with more academic departments, testing companies, employers, individuals, and university units resulting in increased revenue.



STAFF, PROGRAM, OR SERVICE RECOGNITION

Fraternity and sorority Affairs – Director Dye was honored with “Central Illinois Business Magazine Forty Under 40” award. Director Dye and Associate Director Andrew Hohn were each honored with Phi Sigma Sigma’s Fraternity/Sorority Advisor of the Year Award. Assistant Director Alex Sune and Graduate Assistant Raven Whitley, co-presented “What are Excuses? Taking NPHC to the Next Level” at the Association of Leadership & Values Central Leadership Conference. Graduate Assistants Whitley and Allison Davies co-presented “Leadership in Thirds” at the Association of Fraternal Leadership & Values Central Leadership Conference. Sune also was a facilitator at the Kappa Alpha Theta Fraternity Emerging Leader Institute.

New Student Programs – Assistant Director Dorantes Rebolledo was appointed NODA Co-Chair of the Multicultural Network. Interim Director Thoss, Assistant Director Dorantes Rebolledo, and Assistant Director Sullivan presented at NODA Regional Conference on International Orientation at Illinois. Sullivan served on the NODA regional planning committee for Communications/Publications Materials and is the communications coordinator for NODA region V.

Office of the Dean of Students – Dean Cobb was accepted and attended NASPA’s Institute for Aspiring Chief Student Officers and was invited to lecture on “Macroaggressions and Everyday Racism” by the Champaign Rotary. Director De La Rosa received the first monetary award from the Student Affairs Recognition of

Exemplary Assessment Projects for “2014 CORE Alcohol and Drug Survey.” Dr. De La Rosa received a certificate of appreciation for dedicated service to the WILL Community Advisory Committee. She was appointed for a two year term as Area Chair of Student Union, Student Activities, Greek Life, Leadership, and related areas for the NASPA Excellence Awards. Dr. De La Rosa co-presented on the “International Student Focus Group Study,” at the annual NASPA meeting and was an invited speaker for InterCultural Horizons program. Dean Lee-Olukoya presented two invited workshops at the Legal Issues in Higher Education Conference, “Building a Bystander Education Initiative” and “Integrating Student into Campus Safety and Compliance Efforts.” Assistant Dean Zilmer won the national HECMA Leadership Award for dedication to the future of Case Management in Higher Education. ODOS supported “It’s on Us” campaign has received national recognition leading to a visit from Vice President Biden.

Student Legal Services – Directing Attorney Betz is Chair of the Elizabeth Berg Streeter Award Committee for NLADA Student Legal Service Section. Attorney Midden continues to serve on the Money Smart Week Committee, the Champaign County Financial Literacy Summit Planning Council, and Vice President of the Champaign County Humane Society. Staff member Bachman has be promoted to Office Manager. SLS was awarded the 2014 Jim Aldridge Special Project Award for “Especially for International Students” initiative.



Assessments and Metrics

Campus and Community Student Services - CCSS administered its annual evaluation survey in the spring of 2015. 13,009 students living off-campus were solicited and 1,028 responded (8%) representing an 48% increase from the year before. 38% of the respondents self-identified as an international students (up from 31% in FY 14).

Survey Demographics:

- ❖ *Question 15:* The overwhelming majority of survey respondents were graduate or professional students (64%), followed by seniors (17%), juniors (11%), sophomores (6%), and freshmen (2%).
- ❖ *Question 16:* Twelve percent of survey respondents indicated that they were transfer students.
- ❖ *Question 17:* Nearly 2/5 (38%) of survey respondents were international students.
- ❖ *Question 18:* The majority of survey respondents were students in the College of Liberal Arts and Sciences (29%) followed by the College of Engineering (26%).

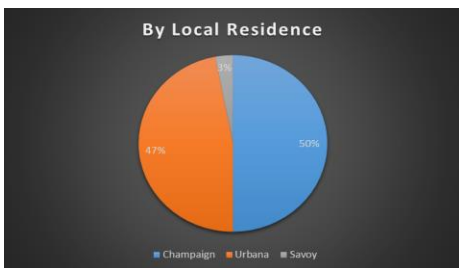
Survey Findings:

- ❖ *Question 1:* Forty nine percent of the survey respondents resided in a privately owned apartment/housing with roommates. 21% of survey respondents resided in a privately owned apartment/housing without roommates. The remaining respondents resided at home with parents (3%), spouse and/or children (10% down in FY 14)
- ❖ *Question 2:* Bus was the most cited mode of transportation for commuting to campus (39%) followed by walking (30%), car (19%), and bicycle (12%).
- ❖ *Question 3:* Twenty percent of survey respondents indicated that they attended at least one program or activity this academic year hosted by CCSS (up from 12% in FY 14); 25% of survey respondents visited the CCSS website (up from 18 in FY 14); and 9% of survey respondents interacted with a CCSS Community Liaison student worker (up from 5 in FY 14).

- ❖ *Question 3:* Thirty two percent of survey respondents indicated that they have seen CCSS program advertisements displayed on campus and nearly half (48%) responded that they have received and read emails from CCSS.
- ❖ *Question 4:* Thirty eight percent of survey respondents read at least one article per month from the Connection newsletter, while 48% indicated that they have never heard of the newsletter.
- ❖ *Question 8:* Email or Electronic Flyer was rated highest for marketing outreach materials that capture their attention (73%), while Newspaper Ad received the lowest rating (16%).
- ❖ *Question 11:* Survey respondents were most likely to attend a CCSS program at the Illini Union (74%) followed by a building located on the Main Quad (60%) and at or nearby their apartment building (56%).
- ❖ *Question 13:* Thirty percent of survey respondents agreed that they have learned about a campus resource or service from CCSS (up from 28% in FY 14) while 27% have learned of a community resource or service from CCSS (up from 23% in FY 14).
- ❖ *Question 139:* Thirty-seven percent of survey respondents agreed that CCSS provides resources and information that help students stay safe on campus.

CCSS Users

By residence:



By class standing:



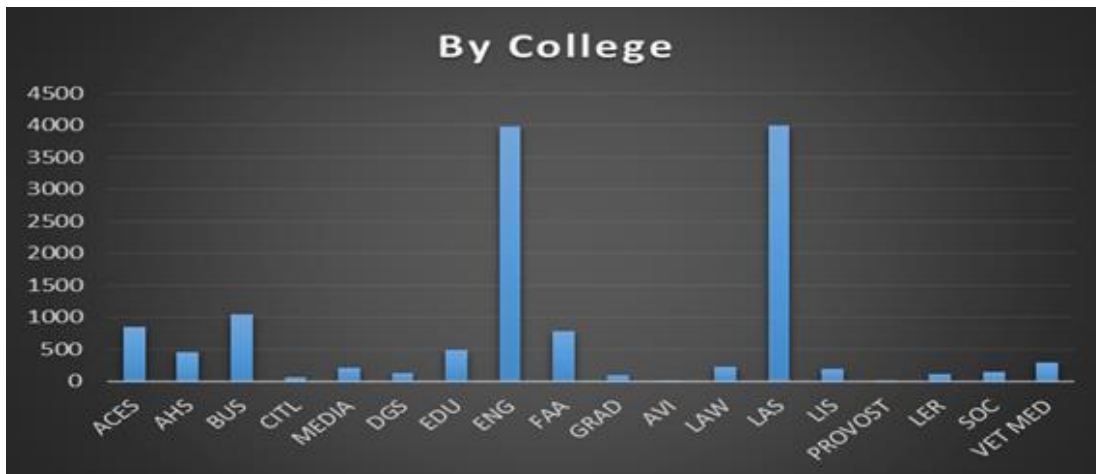
By Residence:

1. Champaign: 6424 (50%)
2. Urbana: 6121 (47%)
3. Savoy: 503 (3%)

By Class Standing:

1. Undergraduate = 5,276
 - a. Freshman = 414
 - b. Sophomores = 891
 - c. Juniors = 1,420
 - d. Seniors = 2,551
2. Graduates = 7,369
3. Professionals = 400

By college:

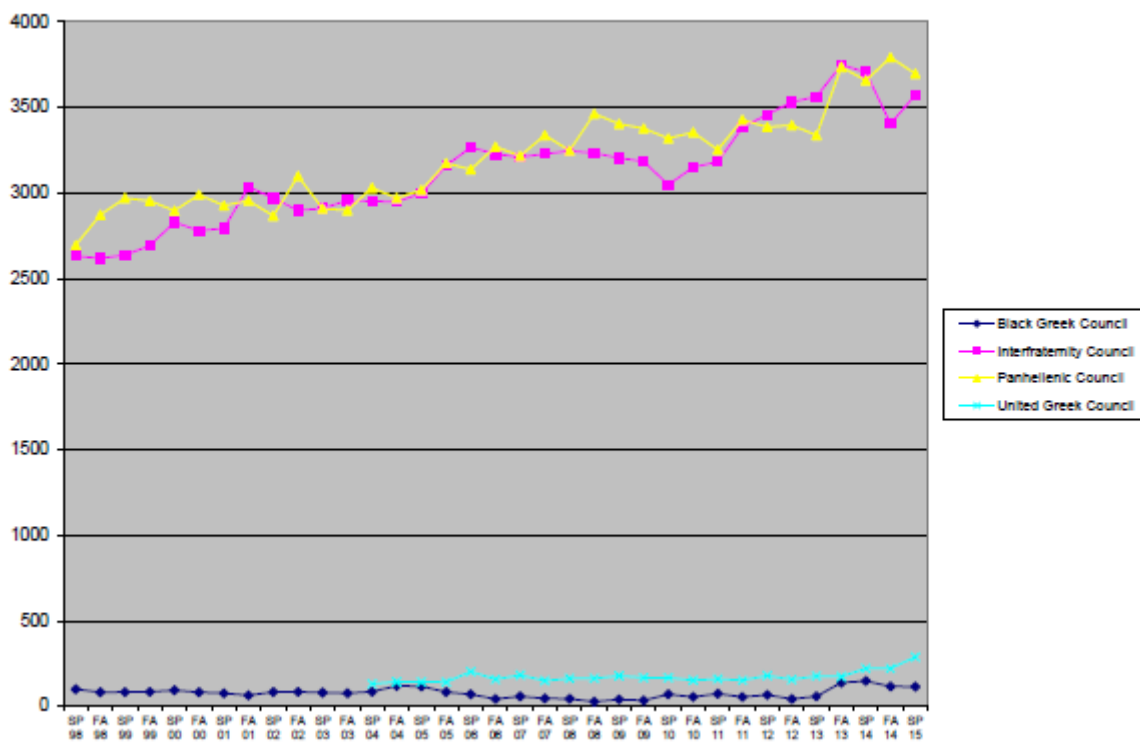
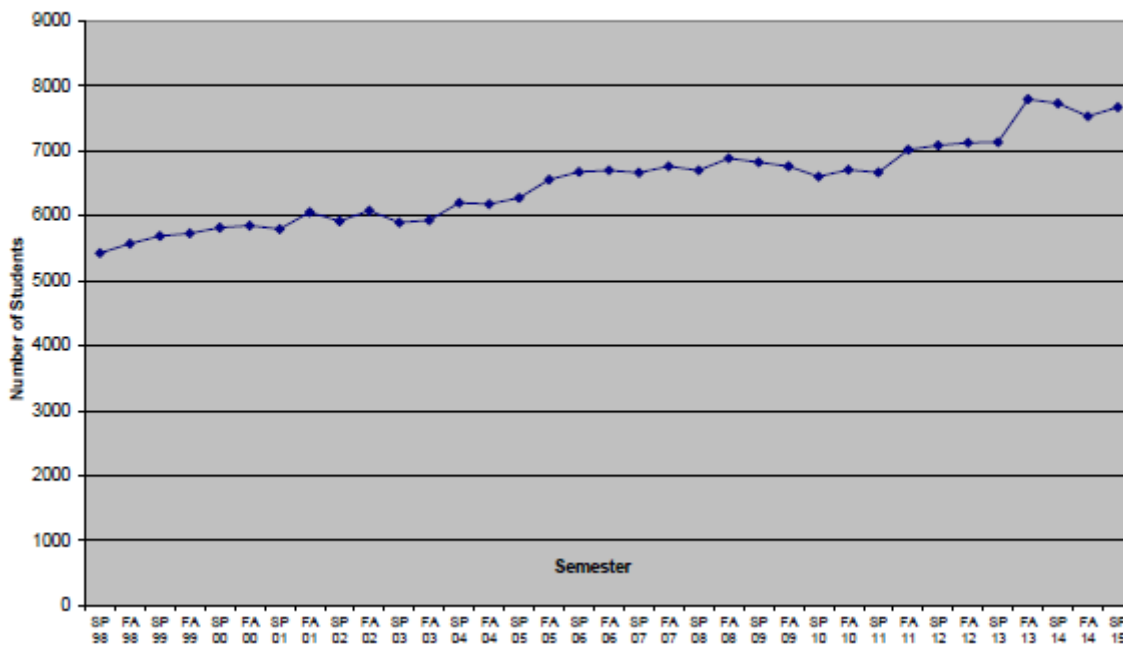


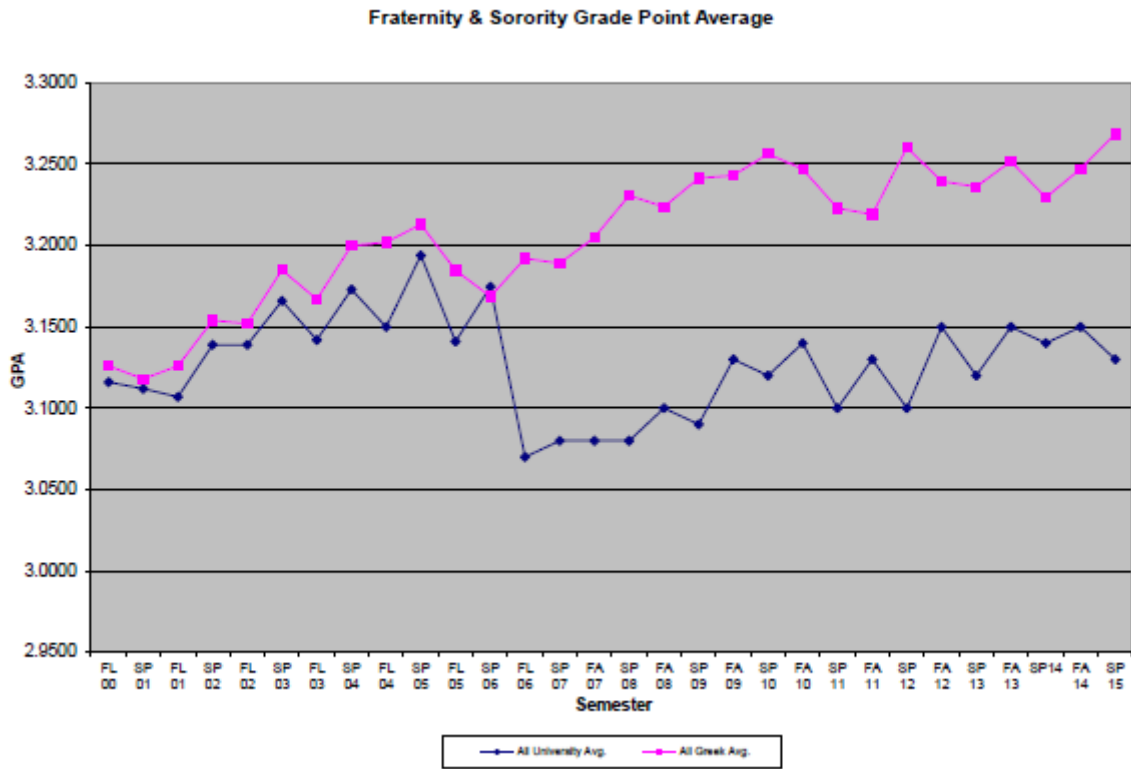
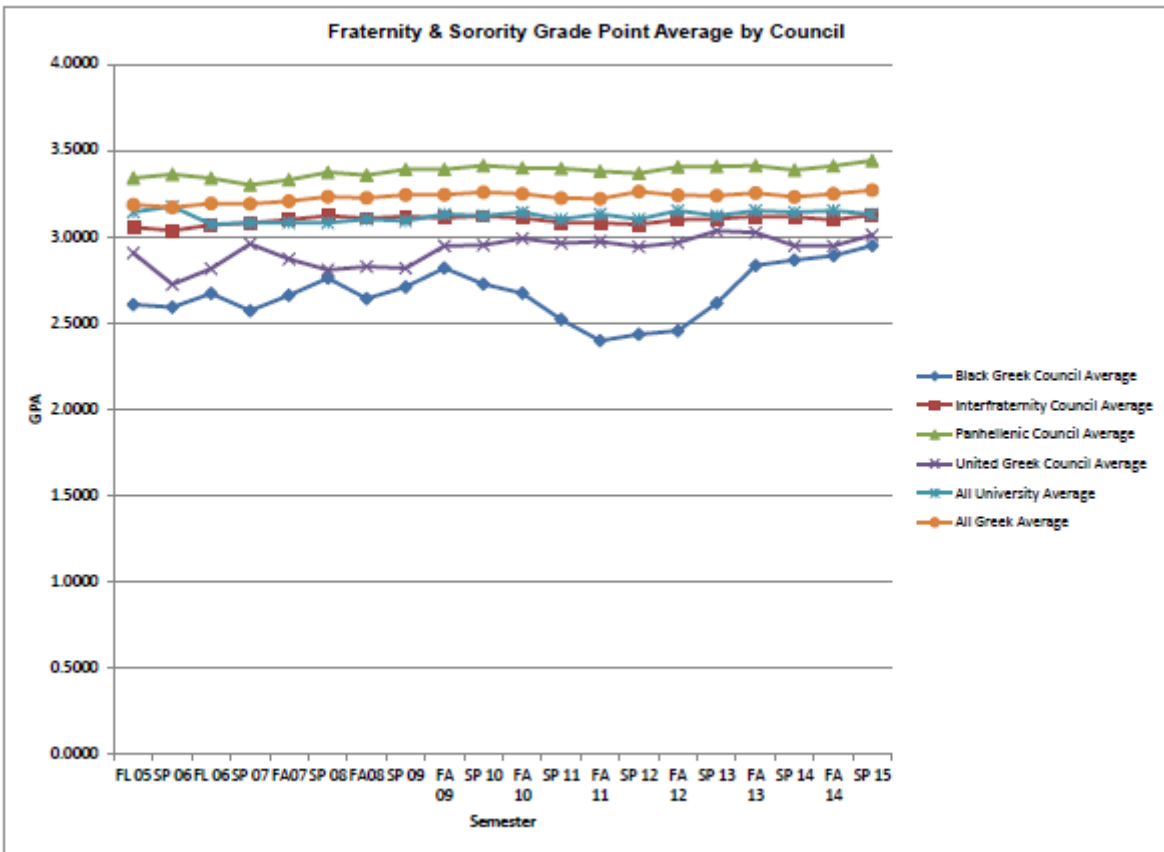
ACES	845	6%	GRAD	100	1%
AHS	461	4%	AVI	2	0%
BUS	1048	8%	LAW	219	2%
CITL	58	0%	LAS	4005	31%
MEDIA	202	2%	LIS	196	2%
DGS	120	1%	PROVOST	1	0%
EDU	487	4%	LER	104	1%
ENG	3977	30%	SOC	147	1%
FAA	775	6%	VET MED	287	2%

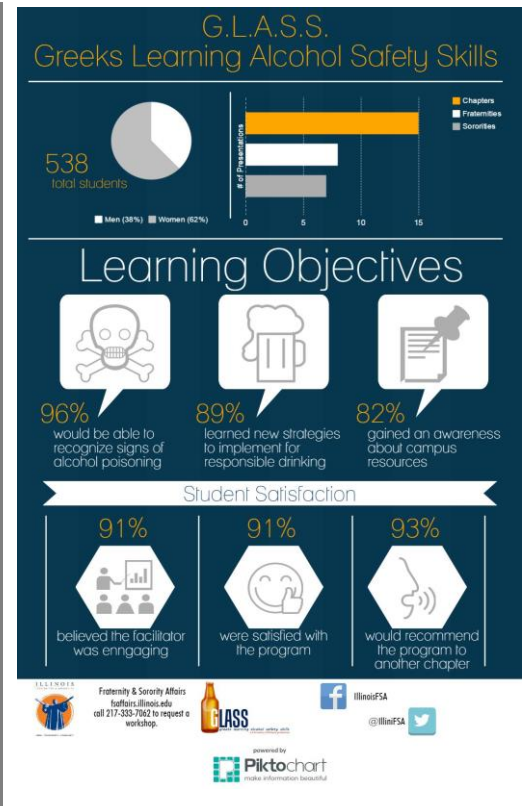
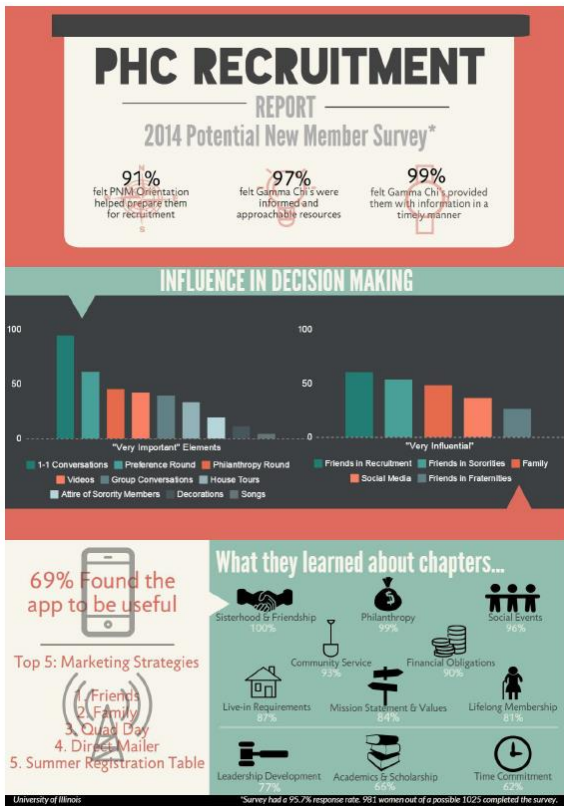
Fraternity and Sorority Affairs – Results from two surveys are summarized below.

- Panhellenic Council Formal Recruitment Survey
 - 981 surveys completed; 95.7% return rate
 - Survey was completed by students who were participating in the formal recruitment process
 - Survey measured what the students learned about in the process, what factors influenced their decision making and what marketing strategies they took notice of.
- G.L.A.S.S—Greeks Learning Alcohol Safety Skills
 - After a 3 semester pilot program; data from participant evaluations were compiled
 - Over 530 students participated in the program during the pilot timeframe through 15 chapter workshops
 - Evaluation measured learning objectives and student satisfaction
 - 96% of respondents indicated that they would be able to recognize signs of alcohol poisoning
 - 89% of respondents indicated they learned new strategies to implement for responsible drinking
 - 82% of respondents indicated they gained an awareness about campus resources

Fraternity & Sorority Community Membership

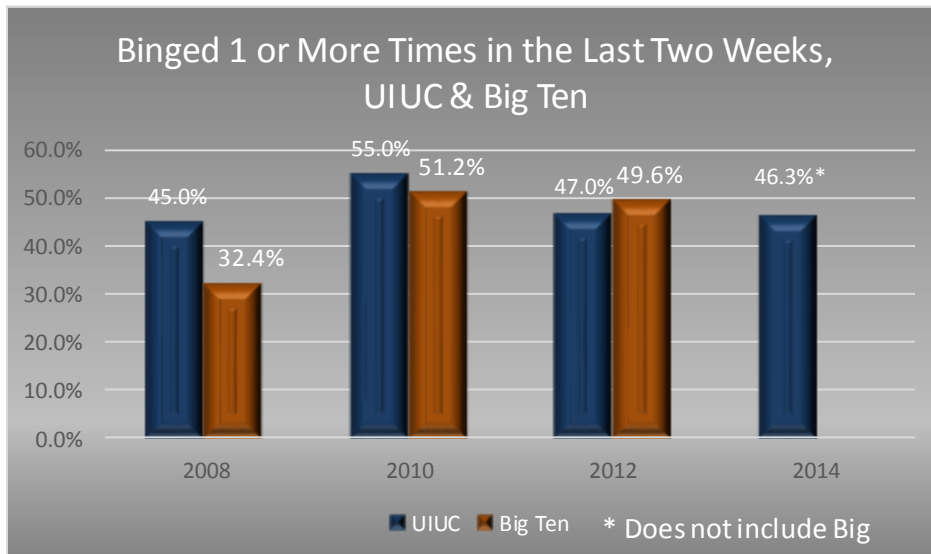




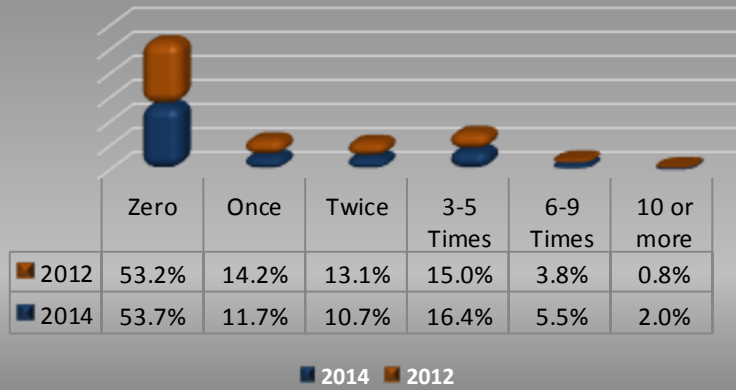


New Student Programs – NSP will continue to implement its research project, “Transfer Student Experience at Illinois.”

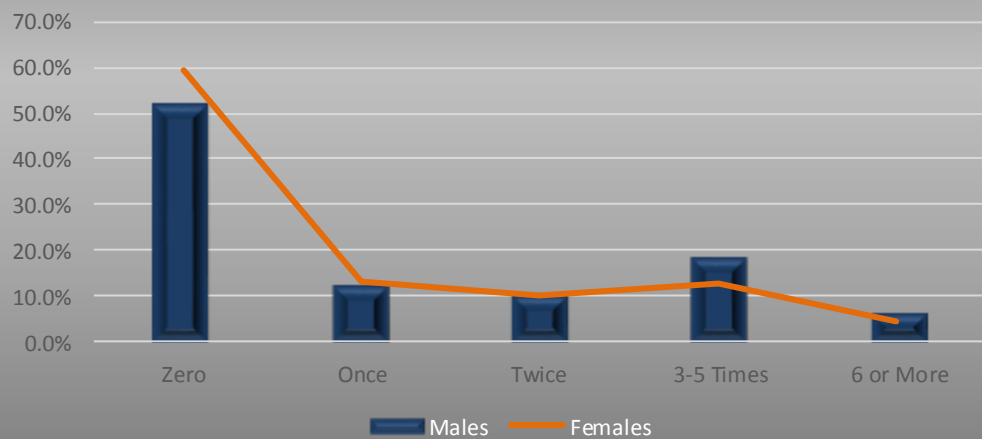
Office of the Dean of Students – In an effort to provide evidence in which to ground decision-making ODOS conducts national profile surveys. In FY14 the CORE Alcohol and Drug Survey was administered to a 9,000 sample of all undergraduates, with a response rate of 14%. Selected results follow.



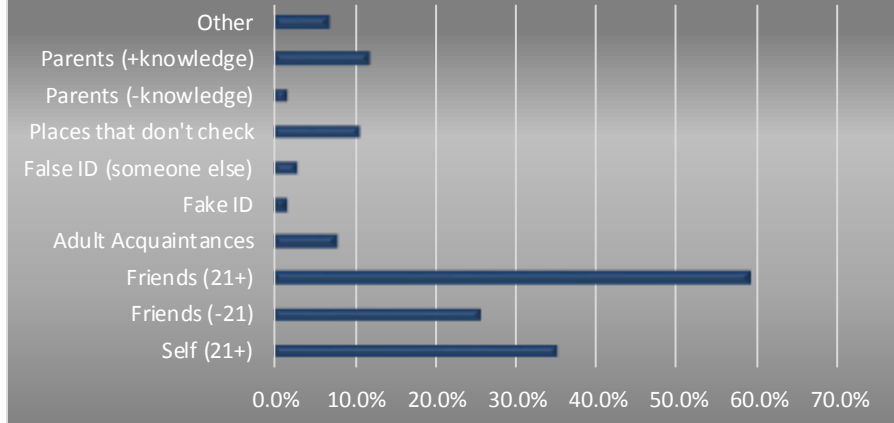
In the Last Two Weeks how Many Times Did You Bring Drink?



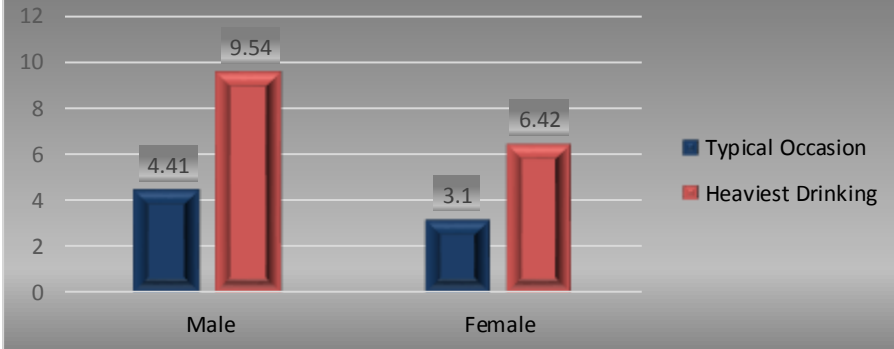
Binge Drinking within the Last Two Weeks by Gender, 2014



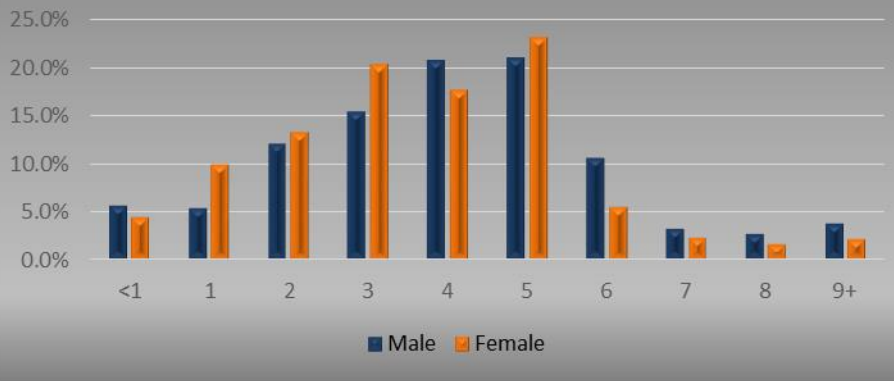
Sources of Alcohol, 2014



Mean Number of Drinks Consume on a Typical Occasion & When Most Intoxicated by Gender

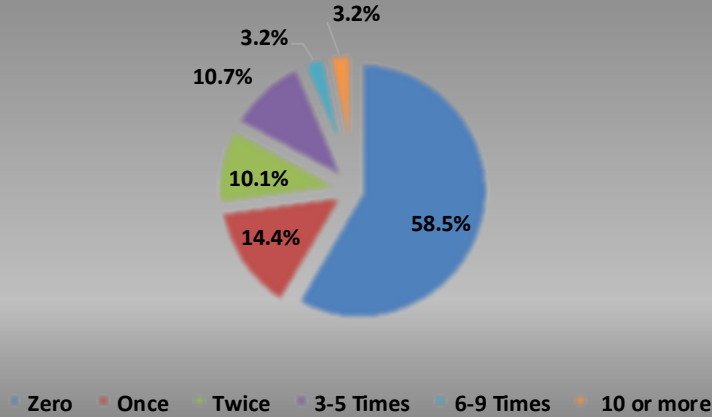


During Heaviest Drinking Episode this Month Hours Spent Drinking by Gender



During the Past 30 Days to What Extent have You Experienced Peer Pressure to Drink

Source:
2014
Core
Alcohol &



During the Past 30 Days to What Extent have you Experience Peer Pressure to Drink by Gender

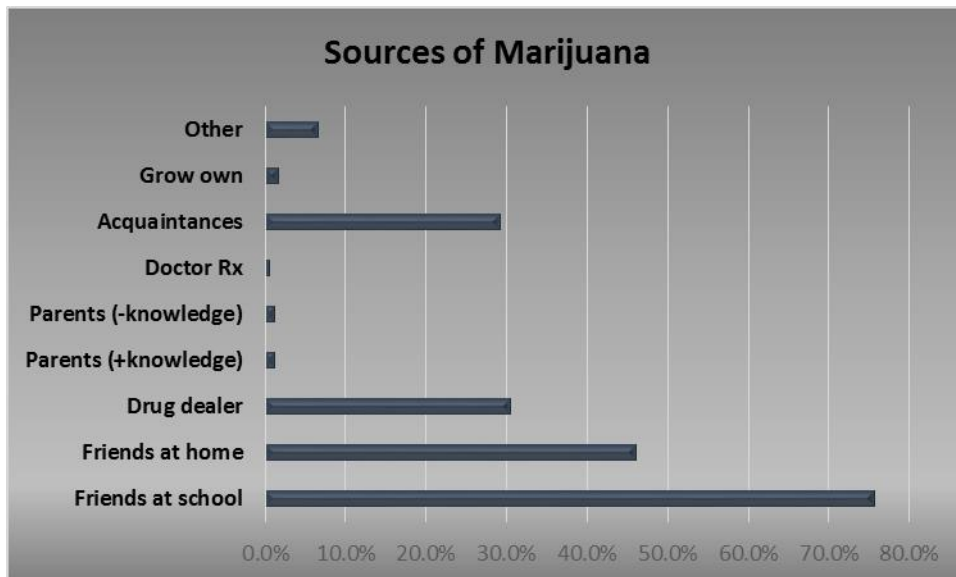


DRUG USAGE

Within the Last Month How Many Days Did You Use... without a Prescription?							
	Not Used	1-2 Days	3-5 Days	6-9 Days	10-19 Days	20-29 Days	All 30 Days
None of items below	54.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Pain medication	99.2%	0.5%	0.3%	0.0%	0.0%	0.0%	0.0%
Sedatives/Anti-Anxiety	98.4%	1.4%	0.1%	0.0%	0.1%	0.0%	0.0%
Stimulants	97.5%	1.5%	0.5%	0.3%	0.1%	0.1%	0.0%
Sleep medication	99.7%	0.1%	0.0%	0.1%	0.0%	0.0%	0.0%
Antidepressants	99.6%	0.1%	0.0%	0.0%	0.0%	0.0%	0.3%
Medicinal Marijuana	98.2%	0.6%	0.4%	0.3%	0.3%	0.1%	0.1%
Alcohol	56.8%	8.0%	10.9%	14.2%	7.7%	2.4%	0.0%

Recreational Marijuana	84.8%	6.2%	2.6%	2.0%	1.9%	1.8%	0.8%
Cigarettes, cigars, pipe tobacco	87.7%	6.3%	1.8%	2.1%	1.0%	0.5%	0.6%
Chewing tobacco, snuff	97.5%	1.3%	0.3%	0.3%	0.5%	0.1%	0.1%
Cocaine	98.6%	1.0%	0.3%	0.1%	0.0%	0.0%	0.0%
Amphetamines/Meth	99.5%	0.3%	0.1%	0.1%	0.0%	0.0%	0.0%
Opiates	99.7%	0.1%	0.0%	0.1%	0.0%	0.0%	0.0%
Steroids	99.9%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%
Hallucinogens	98.0%	1.9%	0.1%	0.0%	0.0%	0.0%	0.0%
Inhalants	99.4%	0.4%	0.0%	0.3%	0.0%	0.0%	0.0%
Synthetic drugs	99.6%	0.3%	0.1%	0.0%	0.0%	0.0%	0.0%
Designer drugs	99.1%	0.5%	0.3%	0.1%	0.0%	0.0%	0.0%
Other illegal drugs	99.7%	0.1%	0.1%	0.0%	0.0%	0.0%	0.0%

Where Marijuana was Used in the Past 30 Days				
	Never	Once	A Few Times	Often
On-campus residence	56.3%	13.8%	14.4%	15.6%
In campus buildings	93.0%	4.4%	60.0%	1.9%
On campus grounds	67.5%	10.8%	17.2%	4.5%
Fraternity house	66.0%	6.9%	13.2%	13.8%
Sorority house	93.0%	1.9%	3.2%	1.9%
Other Greek functions	91.1%	2.5%	4.4%	1.9%
Bars/restaurants	91.6%	4.5%	2.6%	1.3%
Off-campus residence	46.5%	16.6%	15.3%	21.7%
In a car	71.5%	9.5%	13.9%	5.1%
Other location	70.1%	7.0%	16.6%	6.4%



Student Assistance Center – The SAC developed and implemented a survey to try to assess SLO’s and student satisfaction with SAC services. 333 surveys were sent from April –May 2015. The response rate is 10%. Staff will work with Campus Labs to analyze the data in late summer to determine student satisfaction and the extent to which SLO’s are being achieved.

Aggregate usage statistics

Total Contacts= 7674 Emergency Dean Contacts= 103
Total Incidents=466 Emergency Dean Incidents= 88

631 Contacts centrally focused on Academic Issues
35 Contacts related to assisting students with late drops which involves working with college partners and often, colleagues from McKinley Health Center and the Counseling Center

1333 Withdrawal/Cancellations

700 Other	3 Low Grades/Academic Probation
350 Personal Issues	4 Military Service/Active Duty
177 Illness-Self	2 Lack of Interest
48 Finances	2 Unhappy Housing
31 Academic Difficulty	1 Lonesome Unhappy
9 Family Illness	
6 Full-Time Job	

290 Medical Withdrawals
318 Medical Re-Entry Contacts

523 ODOS holds placed on behalf of our partners
136 -Counseling Center Non-Compliance
244- Medical Withdrawals
102- Freshman Housing Residency Requirement
41- Other

250 Alcohol and Other Drug Referrals

Data about more serious issues that place students at greater risk

300 Total Hospitalizations
176 of these were Mental Health related
36 Suicide Incident Report Forms Initiated by ODOS

480 Mental Health Related Issues (does not include MH hospitalizations)
136 of these were Suicide-related

15 Student Deaths

4 of these were Suicides

310 contacts related to Deaths in Family

152 contacts related to Personal/Family Emergency

7 Disruptive/Distressed Students

83 Faculty Concerns- most commonly about distressed/ distressing students

88 Case Management (follow up due to re-entry/behavioral issue)

40 Sexual Assault

24 Other Violence/Threat

8 Discrimination and/or Harassment

Demographic data (if available)

Contacts by Gender

3412 Female

4274 Male

3 Unknown

Incidents by Gender

200 Female

269 Male

Percentage Contacts/Academic Class

<1% Unknown

17% Fresh

22% Soph

24% Junior

32% Senior

4% Grad

Percentage Incidents/Academic Class

0% Unknown

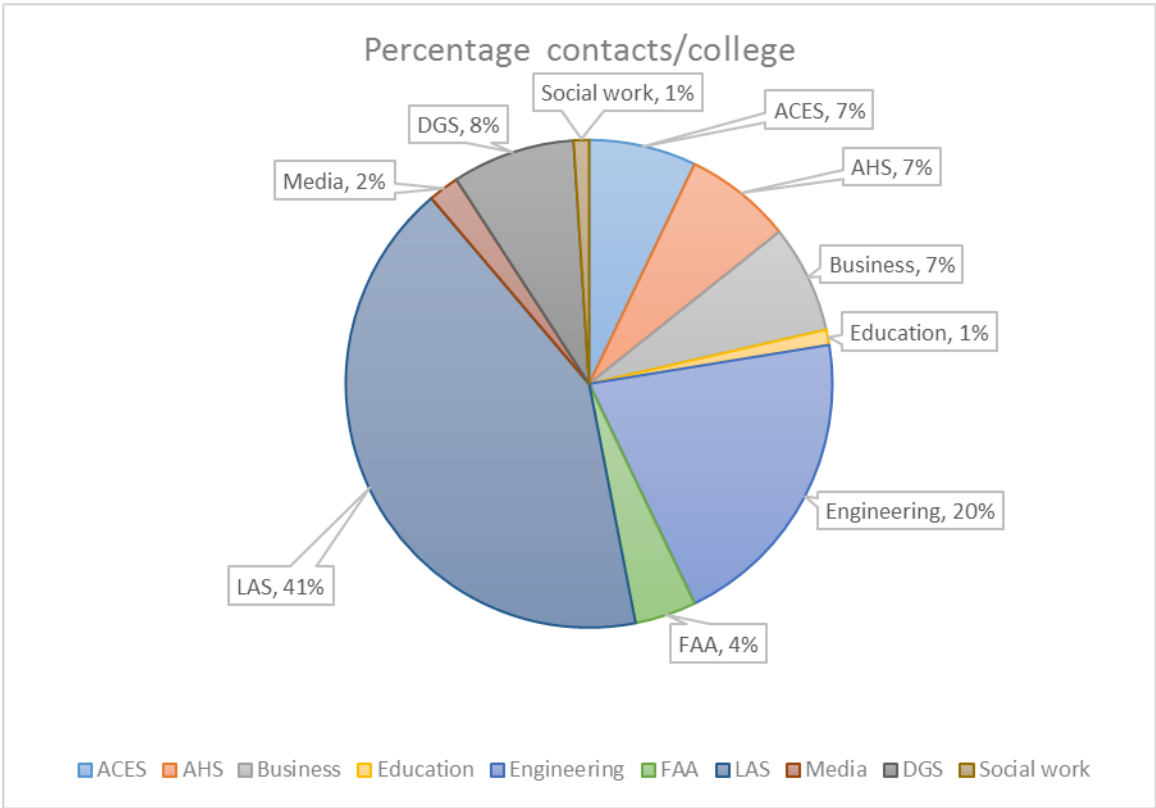
28% Fresh

22% Soph

19% Junior

21% Senior

11% Grad



Note: Law, Vet Med, Continuing Ed., Grad, GSLIS, & Labor/Industrial Relations were all less than 1%

Percentage Contacts/Citizenship

- 83% Domestic
- 13% Non-Resident Alien
- 3% Lawful Perm. Resident
- 1% Resident Alien
- <1% Non-Citizen Other
- <1% Unknown

Percentage Incidents/Citizenship

- 86% Domestic
- 11% Non-Resident Alien
- 2% Lawful Perm. Resident
- 1% Resident Alien

Percentage Contacts/Race

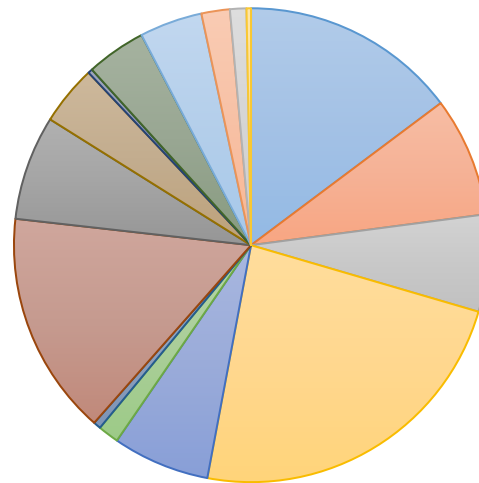
- <1% Am Indian or Alaskan Native
- 13% Asian or Pacific Islander
- 8% Black/African American
- 8% Hispanic
- 13% International
- 15% Other/Unknown
- 43% White

Percentage Incidents/Race

- 1% Am Indian or Alaskan Native
- 13% Asian or Pacific Islander
- 5% Black/African American
- 10% Hispanic
- 12% International
- 17% Other/Unknown
- 43% White

Category	Number	Percentage
Mental health related issues (not including hospitalization)	480	23%
Death in the family	310	15%
Hospitalization	300	14.5%
Illness-related withdrawals	177	8%
Personal or family emergency	152	7%
Mental health related hospitalization	140	6.5%
Suicide-related contacts & incidents	136	6.5%
Case Management	88	4.2%
Behavioral Intervention Team	85	4%
Faculty concerns (often re distressed/distressing students)	83	4%
Sexual assault	40	1.9%
Student death	29	1.4%
Other violence/threat	24	1.1%
Suicide	11	.5%
Discrimination and/or harassment	8	.3%
Disruptive/distressed students	7	.3%
	2070 total	

High risk issues and/or serious health and mental health safety concerns



- Hospitalization
 - Mental health related issues
 - Completed suicides
 - Behavioral Intervention Team
 - Case Management
 - Discrimination/harassment
- Illness-related withdrawals
 - Suicide-related
 - Death in family
 - Disruptive/distressed students
 - Sexual assault
- Mental health hospitalizations
 - Student death
 - Personal/family emergency
 - Faculty concerns
 - Other violence/threat

Student Legal Service Metrics - FY2015

OFFICE USAGE

Consultation Only	
Accident	26
Administrative Procedure	2
Ameren *	31 5
Application Qs	6
Auto Registration	1
Background Check Qs	2
Bailment	1
Bar Exam Qs	1
Certification *	87
City Ord. Violation	68
Civil	1
Civil Rights	1
Collection	8
Consumer	85
Contract	28
Court Fees Qs	1
Credit	6
Crime Victim	2
Criminal	10
Damage Deposit	33
Damages Qs	1
Discrimination	2
Divorce	6
Driver License Qs	7
DUI	4
Employment	31
Expungement	21
Fake ID	11
Family	6
Housing	26 4
ID Theft	6
Illegal gambling	1

Power of Attorney	19
Referral	147
RIAA/MPAA/Copyright	14
RSO	1
Selective Service Letter	2
Small Claims	2
Student Discipline	48
Subpoena	2
Toll Violation	4
Towing	3
Traffic	223
Translation PRC DL	47
Vehicle Registration Qs	1
Victim	2
Voter Registration	1
Witness	1
TOTAL	1908

Cases Opened	
Accident	28
Ameren	1
City Ord. Violation	26
Collection	7
Consumer	28
Contract	2
Damage Deposit	35
Domestic Battery	2
DUI	9
Employment	1
Family	1
Homeland Security	1
Housing	90

Year	Raw Numbers		% of Total Combined
	Consul t	Ope n	
Freshman	120	85	7.8755
Sophomore	214	106	12.2935
Junior	317	154	18.0945
Senior	410	150	21.5136
Graduate	760	182	36.1890
Professional	29	10	1.4983
Non-degree	58	8	2.5355

Gender	Consul t	Ope n	Combined
Female	766	193	959
Male	1136	499	1635
Other	6	3	9

62.8%

Social Status	Consul t	Ope n	Combined
Single	1668	656	2324
Married/ Civil Union	231	36	267
No Answer	4	3	7

10.3%

U.S. Veteran	14
---------------------	----

Have Dependents	114
------------------------	-----

	Raw Numbers		% of Total Combined
	Consul t	Ope n	
U.S. Citizen	816	326	43.8725
U.S. Visa Permanent	1011	339	51.8632

Illegal recording	1	Housing-Therapy Animal	3
Immigration	2	Insurance	3
Insurance	20	Misdemeanor	100
Internet Fraud	2	Name Change	8
Interview	3	Post Plea Issue	23
Medical POA	4	Small Claims	3
Miscellaneous	17	Student Discipline	2
Misdemeanor	36	Toll Violation	1
Name Change	8	Towing	1
Notarization *	6	Traffic	320
Parking Ticket	5	TOTAL	695
Paternity	1		
Post Plea Issue	41		
Post Settlement Issue	1		

Resident	55	15	2.689
None of the Above	26	15	1.5751

Notary Services	
Students Served	777 *
Number of Signatures	1578

* Please note that in the 5-Year Summary, Appendix 2, "Ameren", "Notarizations" and "Certifications" were subtracted from the total in "Notary Services" above, and the remainder of 171 was added to the "Consultation Only" Total of 1908 to obtain 2079.

Consult+Open TOTAL	2603
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FIVE-YEAR STATISTICAL SUMMARY			
YEAR	ALL INTAKES¹	CONSULTATION ONLY¹	OPENED CASES
2014-2015	2774	2079	695
2013-2014	2570	1917	653
2012-2013	2773	2114	659
2011-2012	2400	1858	542
2010-2011	1797	1333	464
5 year average	2462.8	1860.2	602.6

¹ Figure includes notary service.

	Lowest Figures, in all categories, of the five-year period
	Highest Figures, in each category, of the five-year period.

Percentage increase from Lowest to Highest

All Intakes:	54.37%	(2774-1797)/1797
Consultation Only:	58.59%	(2114-1333)/1333
Opened Cases:	49.78%	(695-464)/464

The Fiscal Year prior to move from refundable SORF Fee to mandatory Service Fee:

2009-2010	1731	1321	410
	FY2015- 60.25% increase	FY2015- 57.38% increase	FY2015- 69.51% increase

SLS OUTREACH EVENT, PRESENTATIONS AND OTHER EVENTS, FY2015

Day & Date	Event: Presentation	# Participants	Attorney(s)
Fri. 8/15	Student Services Symposium	200	TB
Tues. 8/19	ISSS New Int'l Student Orientation	150	SYH + MAM
Fri. 8/22	Tenant Union Annual Retreat	10	SYH
Tues. 8/26	LGBT Welcome Back	95	MAM
Mon. 9/15	Sigma Tau Gamma	35	MAM
Tues. 9/23	Minority Assn of Future Attorneys	19	TEB
Tues. 9/30	Alpha Phi Omega	15	MAM + SYH
Mon. 11/17	Office of Minority Student Affairs	17	TEB + SYH
Wed. 12/3	OutLaw, "Out in Practice" Event	25	MAM
Fri. 1/16	ISSS New Student Orientation	165	TEB + MAM
Mon. 3/2	International Student Engineering	3	TEB & MAM
Tues. 3/3	Alphi Phi Omega Service Fraternity	4	SYH + TEB
Mon. 4/13	Phi Kappa Psi Fraternity	40	TEB
Wed. 4/15	Asian American Cultural Center	15	MAM
Sun. 4/19	Money Smart Week #1 - at Champaign Public Lib.	5	MAM
Tues. 4/21	Money Smart Week #2- Engineering Hall 106B1	5	MAM
Wed. 4/22	Money Smart Week #3- at Parkland College	17	MAM
Wed. 4/29	Student Loan Repayment & Forgiveness - School of Social Work	35	MAM
Fri. 6/12	ISSS New Student Orientation	69	SYH + TEB
		924	
Day & Date	Event: Fairs and Tabling	# Participants	Attorney(s)
Wed. 8/13	Paraprofessional Resource Fair	250	TB + Student
Sat. 8/23	New Student Welcome	9	All 3 attys.
Sun. 8/24	Quad Day	6,200	All 3 attys.
Wed. 9/3	Study Abroad Fair	90	MAM + TEB
Fri. 9/12	Welcome Event, New International LAS Students	200	(Materials for table)
Thurs. 10/9	Daily Illini Housing Fair	120	All 3 attys.
Thurs. 1/29	CCSS Resource Expo	30	TEB + MAM
Mon. 2/9	Study Abroad Fair	25	MAM
Thurs. 2/26	D.I. Housing Fair	35	Student workers
		6959	

Day & Date	Event: Panel Discussion	# Participants	Attorney(s)
Fri. 9/26	CCSS Panel Discussion	6	SYH
Thurs. 10/16	Special Populations, Student Health Concerns	90	MAM
Fri 2/20	CCSS Meeting - New Grad Students	8	TEB + MAM
Thurs. 3/5	Women in Engineering - Panel Discussion	70	MAM
Thurs, 3/12	Engineering Career Services-Spring Workshop	75	MAM
Tues. 4/28	International Student Engineering - Panel Disc.	40	MAM
		289	

Student Legal Service Presentation/Event Evaluation FY2015						
Total # of evaluations:		72				
Approximate # of attendees:		119				
Approximate response rate:		61%				
Question	strongly disagree	disagree	unsure	agree	strongly agree	Total
1. After attending this event, I will be more likely to contact Student Legal Service about legal issues.	0.00%	0.00%	0.00%	39.00%	61.00%	100.00%
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.	0.00%	0.00%	0.00%	25.00%	75.00%	100.00%
3. During the presentation/event, I learned about my legal rights and how to assert these rights properly.	0.00%	0.00%	3.00%	29.00%	68.00%	100.00%
4. I would recommend that other students attend a Student Legal Service presentation/event.	0.00%	1.00%	1.00%	35.00%	63.00%	100.00%

- Student Legal Services was nominated for the Student Affairs Exemplary Assessment Program and received honorable mention in the award program booklet.

REQUESTS FOR MATERIALS/MATERIALS PROVIDED - SLS, FY2015

Date	Department/Organization	Materials Requested
7/3	Native American House, New Student Orientation	50 each: SLS Program brochure, chip clips, brushes, plastic tote bags
7/11	Office of International Student and Scholar Services (OISSS)	300 each: SLS Program brochure, Rights of International Students and Scholars in the United States brochure, plastic tote bags
8/18	International Student Programs, College of Engineering	300 each: SLS Program brochure, Rights of International Students and Scholars in the United States brochure, Driving in Illinois brochure, plastic tote bags, chip clips
8/18	Office of the Dean of Students	50 SLS Program brochures
8/20	OISSS, for orientation	50 SLS Plastic tote bags, 100 keyboard brushes, 100 chip clips
9/9	College of Business	Brochures: 300 SLS Program; 100 each - Fake ID, Misdemeanor, DUI; 50 Driving Illinois
12/12	Brandeis University/NAFSA - David Elwell	Permission to link to SLS website in NAFSA Online Crisis Management Resources, and in printed guide
1/8	OISSS	150 each: Brochures - SLS Program, Rights of International Students and Scholars in the United States, Driving in Illinois; Flyers - What is SLS and Why Might I Need a Lawyer? Ameren Instruction Sheet
1/29	Testing Center	10 each: Chip Clips and Computer Brushes
4/13	International Student Programs, College of Engineering	50 flyers to post in all Engineering Buildings: SLS event for Money Smart Week
4/28	Tenant Union	50 SLS Program brochures
6/17	MBA Orientation Committee	90 SLS Program brochures
6/17	Office of the Dean of Students	50 SLS Program brochures

ARTICLE, FY 2015

Publication Date	Medium	Ad (Special Issue/Edition)
10/14	<i>The Daily Illini</i>	Alcohol Awareness' on campus

LISTINGS, FY 2015

Publication/Site	Details
LAS 101 Handbook	one page listing in printed guide
Illinois Social Media List	illinois.edu/ds/socialMedia; link to SLS facebook page
Illini Union Parent and Family Program Office, University Guide A - Z	union.illinois.edu/get-involved/illini-union-parent-and-family-programs; "Legal Services"

ADVERTISEMENTS, FY 2015

Publication Date	Medium	Ad (Special Issue/Edition)
2014-2015	<i>iBook (planner)</i>	Student Legal Service; Know Your Rights
2014-2015	<i>The Source (planner)</i>	Student Legal Services
7/23	<i>The Daily Illini</i>	Welcome to Illinois (New Student Edition)
8/15	<i>The Daily Illini</i>	Guard Your Security/Damage Deposit (Move In Edition)
8/21	<i>The Daily Illini</i>	Student Legal Service
8/25	<i>The Daily Illini</i>	Welcome Back to Illinois (Welcome Back Issue)
8/29	<i>The Odyssey</i>	BUSTED
9/1-9/30	<i>mobile Daily Illini</i>	got legal issues?
9/12	<i>The Odyssey</i>	"youthful indiscretions " threatening your job search?
9/15	<i>dailyillini.com</i>	got legal issues?
9/16	<i>The Daily Illini</i>	"youthful indiscretions " threatening your job search?(Fall Career guide)
9/26	<i>The Odyssey</i>	BUSTED
9/29+	<i>The Daily Illini</i>	Fall Housing Fair -- listing (9/29, 9/30, 10/1, 10/2, 10/6, 10/7)
10/3	<i>The Odyssey</i>	BUSTED
10/7	<i>The Daily Illini</i>	7 Steps Before Signing a Lease (Fall Housing Guide)
10/7	<i>The Daily Illini-door hanger</i>	Choose your space-ship with care!
10/10	<i>The Odyssey</i>	Free Legal Advice
10/17	<i>The Odyssey</i>	Free Legal Advice
10/21	<i>The Daily Illini</i>	Guidelines for Homecoming
10/24	<i>The Odyssey</i>	Free Legal Advice
10/31	<i>The Daily Illini</i>	Faculty and Staff: Refer Students to Student Legal Service (Daily Illini Salary Guide)
10/31	<i>The Odyssey</i>	Free Legal Advice
11/7	<i>The Odyssey</i>	Free Legal Advice
11/14	<i>The Odyssey</i>	DON'T TURN OFF THE HEAT
12/ 2, 4, 8, 10	<i>The Daily Illini</i>	got legal issues? (ABCs of Holiday Shopping)
12/5	<i>The Odyssey</i>	DON'T TURN OFF THE HEAT! (Joint ad with Tenant Union)
12/9	<i>The Daily Illini</i>	DON'T TURN OFF THE HEAT! (2014 Holiday Guide)
12/11, 16	<i>The Daily Illini</i>	DON'T TURN OFF THE HEAT! (Finals Edition, Semester in Review)
12/15	<i>The Daily Illini</i>	Student Legal Service Word Search (Puzzle Guide)
1/16	<i>The Odyssey</i>	Welcome Back to Illinois
1/20	<i>The Daily Illini</i>	Welcome Back to Illinois (Welcome Back Edition)
1/23, 1/30, 2/6	<i>The Odyssey</i>	Youthful indiscretions threatening your job search? Is Expungement the answer?
1/26	<i>The Daily Illini</i>	Youthful indiscretions threatening your job search? Is Expungement the answer?
2/3	<i>The Daily Illini</i>	Guidelines for Spring Break (Spring Break Guide)
2/5	<i>The Daily Illini</i>	Youthful indiscretions threatening your job search? Is Expungement the answer?
2/13	<i>The Odyssey</i>	"unofficial" It's About Your Career!
2/20, 2/27, 3/6	<i>The Odyssey</i>	"unofficial" It's About Your Career! (same text as 2/13, different artwork)
2/24	<i>The Daily Illini</i>	Don't "clown around" with your housing selection or security deposit! (Spring Housing Guide)
2/26	<i>The Daily Illini - Housing Fair doorknob hanger</i>	Don't "clown around" with your housing selection or security deposit!
3/13	<i>The Odyssey</i>	Guidelines for Spring Break (Spring Break Guide)
3/27 - 4/31	<i>The Odyssey</i>	got legal issues? Take care of them before you leave campus! (3/27, 4/3, 4/10, 4/17, 4/24, 4/31 - changes in colors/artwork)
4/7	<i>The Daily Illini</i>	Welcome Moms! (Mom's Weekend Guide)

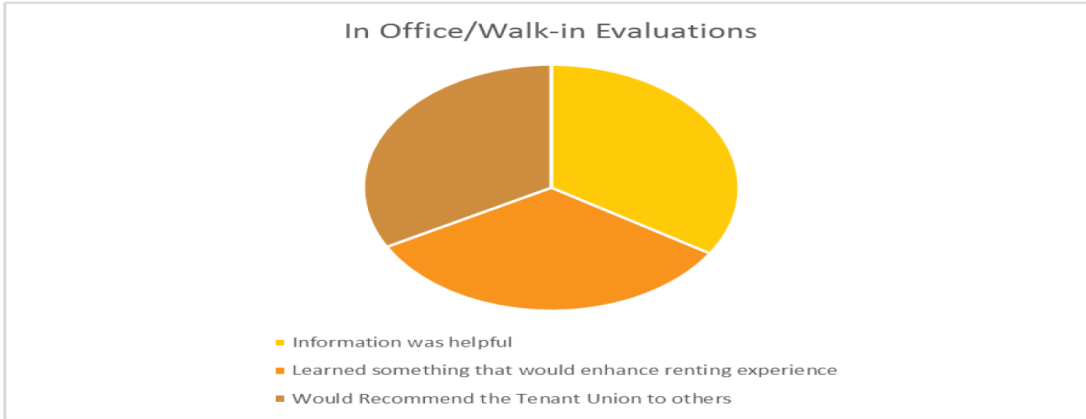
WEBSITE USAGE FY2015		
		Pageviews
TOTAL PAGEVIEWS		51,610
SLS Home/Index Page		12,336
Schedule Appt./Intake Page + Online Intake Index		12,000
Online Intake Form Pages		8,682
Traffic Intake	1,902	
"Thank You/Submission" Page	1,521	*
General Intake	1,433	
Housing / Damage Deposit Intake	1,128	
Certification or Notarization Intake	718	
Ameren Intake	660	
City Ordinance Violation Intake	389	
Misdemeanor Intake	362	
Translation of PRC Driver License	151	
"Demographics" for unspecified page(s)	124	
Health Care Power of Attorney Intake	114	
Power of Attorney Intake	103	
Name Change Intake	77	
Housing/Tenant Pages		3,333
General Information Pages		3,125
Attorney Bios		2,474
Especially For International Students		2,068
Court + Court Forms		1,819
Contact + Email Information		1,797
Brochures/Presentations		1,236
Engagement		447
Attorney-Speaker Service		420
Other Links:		1,873
Maps	740	
Annual Reports Index	224	
SLS History	228	
Legal Links	218	
Archives (new 10/2014)	238	
Legal Disclaimer	116	
Spring Break	69	
Other (mostly unidentified pages)	40	

* For part of the year, submission of an intake form redirected to another, separate, "Thank you" page.

Tenant Union – TU four major assessment projects, Program/Presentation Evaluations, In-office –consultation evaluations, Information Request Form electronic evaluation, and Annual Assessment. Student satisfaction , educational outcomes as well as retention and referral implications were very positive. Selective results follow.

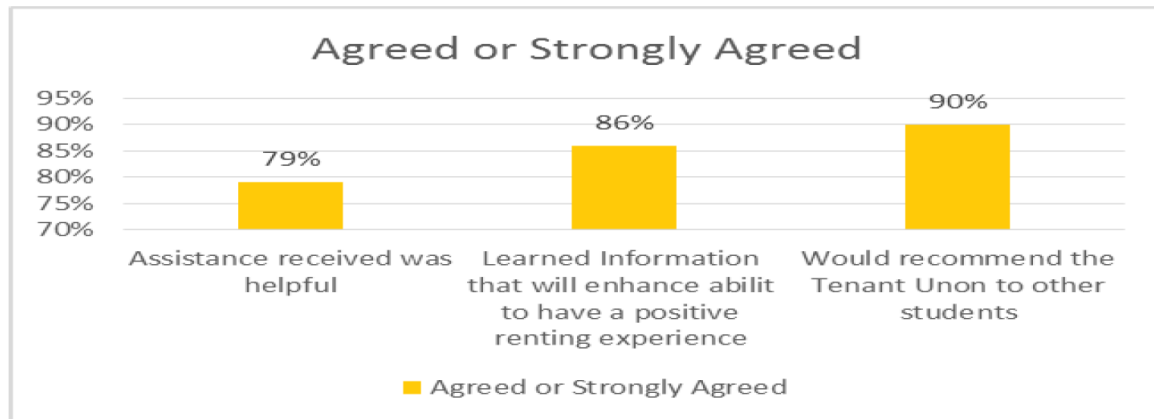
In office/walk-in evaluations

407 students responded to in-office evaluations after receiving services. This represents 40% of the overall walk-in population.



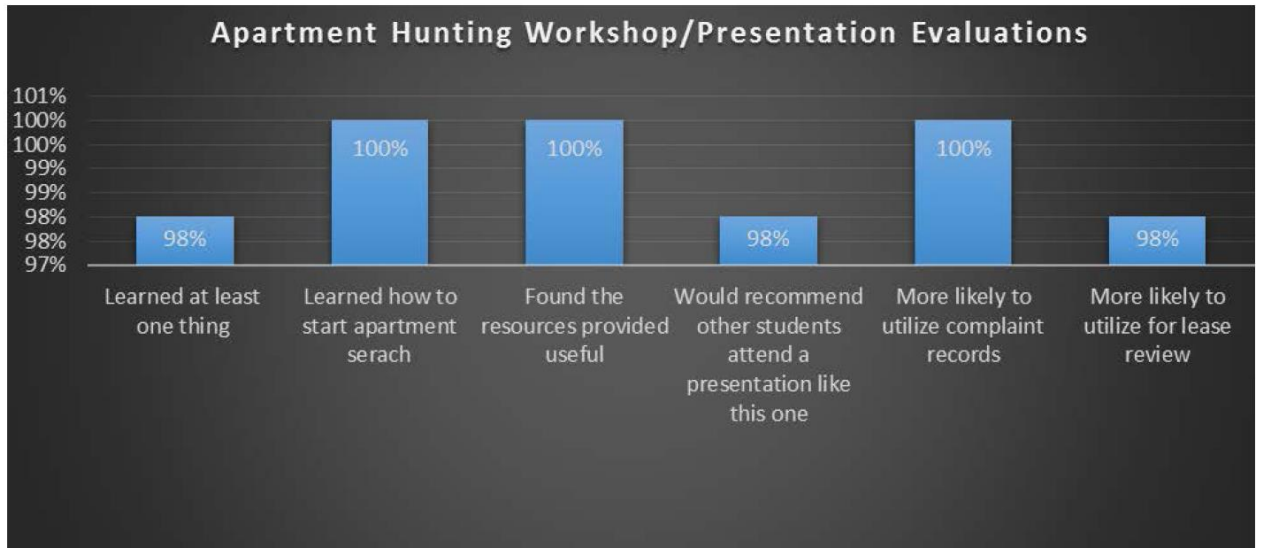
- 100% agreed or strongly agreed that the assistance that they received from the Tenant Union was helpful.
- 100% agreed or strongly agreed that they learned information about leasing apartments that would enhance their ability to have a positive renting experience.
- 100% agreed or strongly agreed that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

368 students responded to electronic evaluations after submitting an information request form. This represents 4.3% of the students that submitted information request forms.



Apartment Hunting & Workshop/Presentation Evaluations

121 students responded to workshop/presentation evaluations. This represents 8% of the total number of attendees.

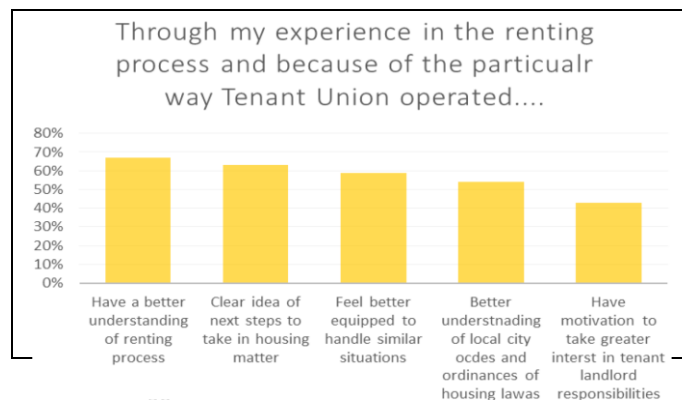
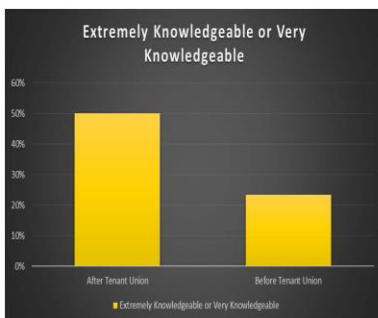


Annual Assessment

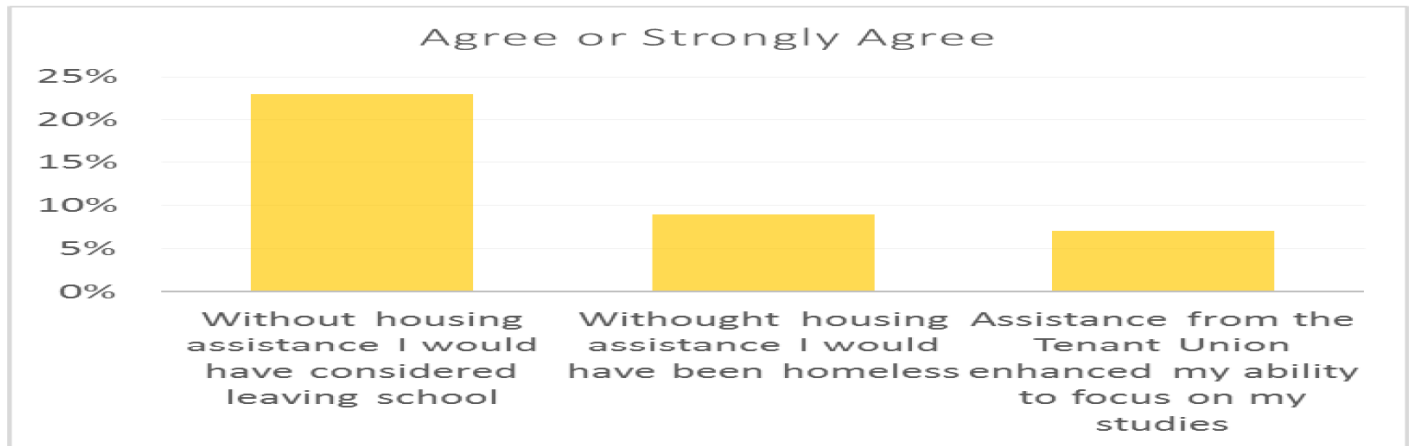
The Tenant Union Annual Assessment was sent to approximately 2,878 students to which Total Respondents = 146 Representing a 5% response rate. Please see the major components of the assessment below which include 1) Learning Outcomes 2) Retention Indicators & 3) Overall User Satisfaction.

Learning Outcome/s

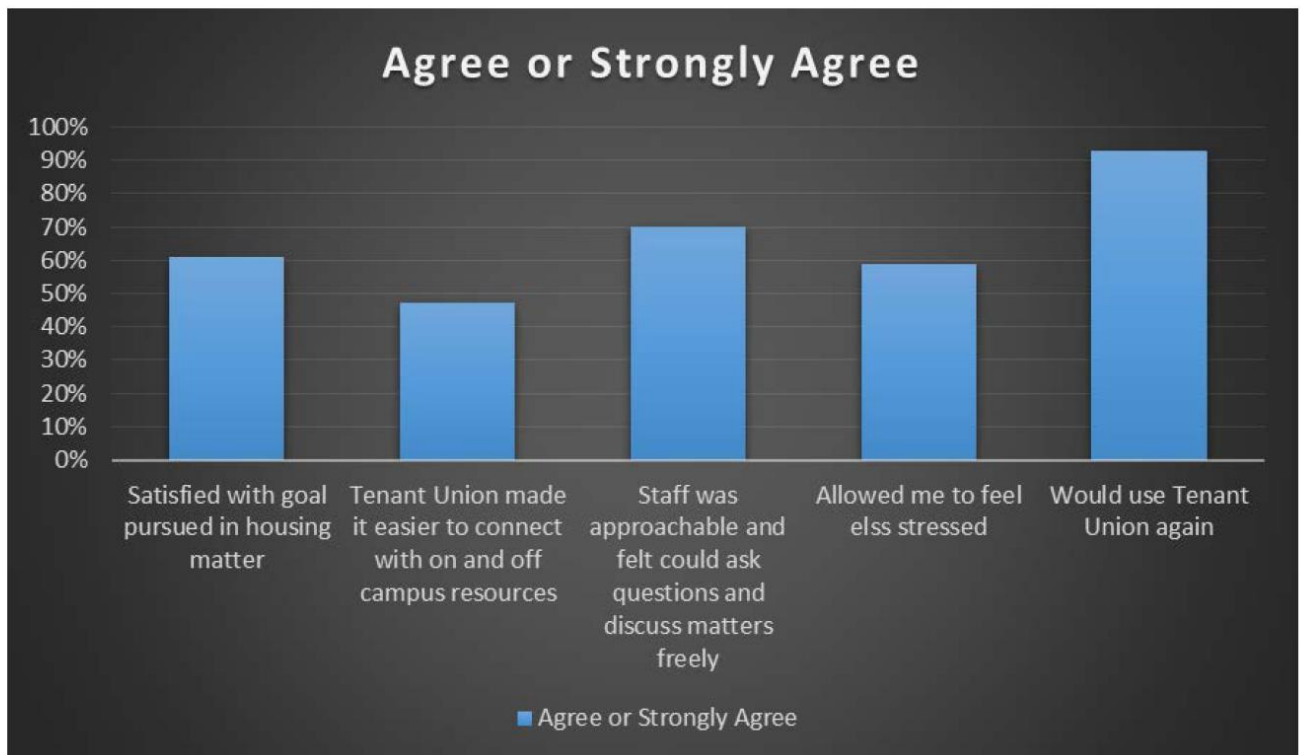
Results indicated that only 23% of students were Very Knowledgeable or Extremely knowledgeable regarding their housing situation prior to meeting with a Housing Counselor at the Tenant Union and 50% of students were Very Knowledgeable or Extremely knowledgeable after meeting with a Tenant Union Housing Counselor, representing a 27% increase in level of knowledge after consultation with a Tenant Union Staff.



Retention Indicators



User Satisfaction



Tenant Services & Landlord Resources Conference

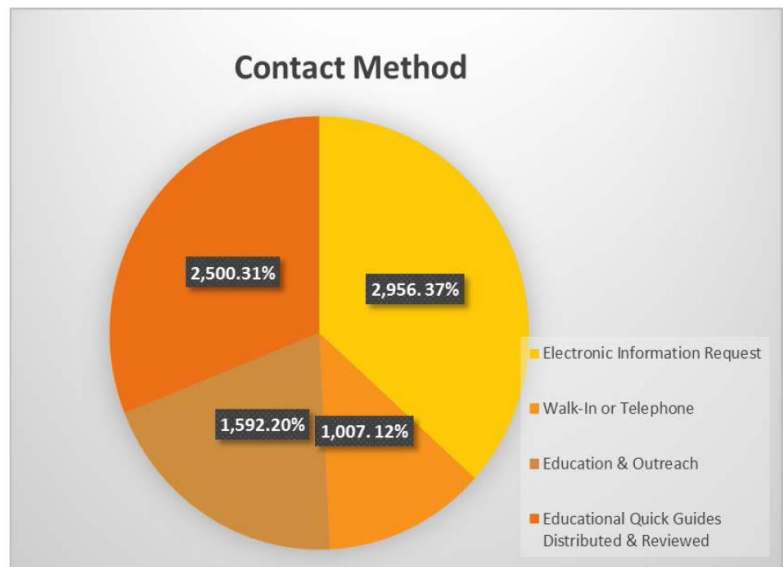
The Tenant Union held an inaugural conference this year where 37 landlords attending. 17 responded overwhelming positive to the evaluation.

Evaluation Results

- 13/17 respondents or 76% agreed or strongly agreed that they learned at least one thing about renting “best practices” that will be useful
- 14/17 respondents or 82% found this conference provided an avenue to build bridges and work together with the Tenant Union in the future
- 16/17 respondents or 94% found the information on code compliance issues helpful
- 14/17 respondents or 82% learned something new regarding challenges landlords and tenants face when dealing with mold and bedbugs
- 16/17 respondents or 94% found the information on therapy and service animals useful
- 16/17 respondents or 94% said they will apply information shared with their department or organization
- 13/17 respondents or 76% stated they better understand what student tenant concerns for landlords and international students are
- 15/17 respondents or 88% stated they found the information on smoke free multiunit housing useful
- 16/17 respondents or 94% stated they now understand why it is important that both tenants and landlords understand their rights, responsibilities, and the importance of resources like the Tenant Union.
- 9/17 respondents or 52% stated they would be interested in receiving information on procuring advertisements on the TU website

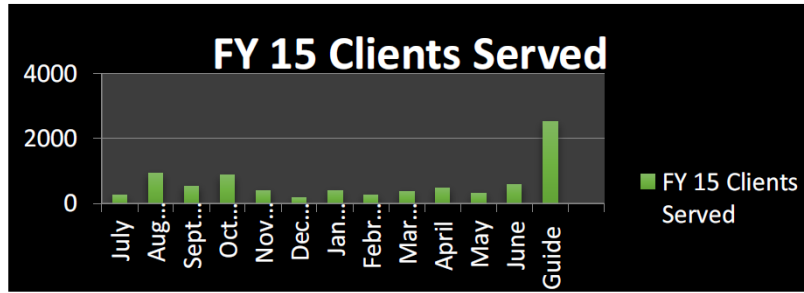
The Tenant Union has five ways that we can be contacted, via walk-in, phone, submitting a request for information via our website, attending an educational programming we host or by attending a resource fair in which we review our Quick Guide to Renting.

Contact Method FY15
Electronic Information Request 2,956
Walk-In & Telephone 1,007
Education & Outreach 1, 592
Educational Quick Guides Distributed & Reviewed 2,500



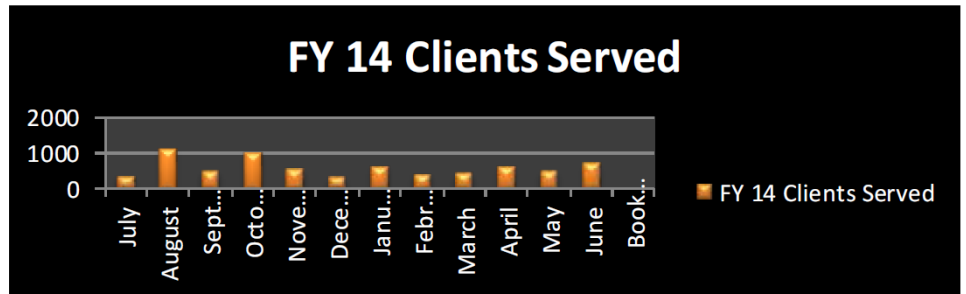
FY15 SERVICE TYPE with comparison to FY14

FY 15 CLIENTS SERVED	
JULY	245
AUGUST	935
SEPTEMBER	531
OCTOBER	879
NOVEMBER	381
DECEMBER	175
JANUARY	402
FEBRUARY	259
MARCH	355
APRIL	490
MAY	306
JUNE	584
Guides	2500



N = 8, 042

	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 ¹	1000
N = 7, 882	



N = 7, 882

¹Book/Guide Reviewed is the Tenant Union Quick Guide To Renting that was distributed and reviewed with a student

TENANT UNION EDUCATIONAL PROGRAMMING & OUTREACH EVENTS

Event/Title	Date	#Attended
AUGUST		
Paraprofessional Resource Fair	13-Aug	47
ISSS resource fair	14-Aug	8
Registration Resource Fair	18-Aug	36
ISSS resource fair	18-Aug	28
Registration Resource Fair	19-Aug	36
ISSS Presentation	19-Aug	56
ISSS resource fair	19-Aug	15
Registration Resource Fair	20-Aug	22
ISSS resource fair	20-Aug	17
OMSA EAST	20-Aug	23
ISSS resource fair	21-Aug	15
Welcome Days	23-Aug	12
Quad Day	24-Aug	420
IEI Presentation	26-Aug	32
Total		
SEPTEMBER		
TU Nuts and Bolts of Renting	2-Sep	6
TU Apartment Hunting	3-Sep	7
Nuts and Bolts of Renting	10-Sep	3
TU Experienced Renter Panel and Speed Room-mating	16-Sep	19
TU Nuts and Bolts of Renting	17-Sep	5
TU Nuts and Bolts of Renting	23-Sep	8
Freshman Athlete Presentation - Nuts and Bolts	4-Sep	25
APO leadership presentation	25-Sep	16
TU Nuts and Bolts of Renting	30-Sep	4
TU International Student Roundtable Chat	30-Sep	12
OCTOBER		
TU Nuts and Bolts of Renting	1-Oct	4
TU W/CCSS/SLS Lease 1asso	8-Oct	12

TU CCSS Presentation/Training	10-Oct	5
TU Nuts and Bolts of Renting	21-Oct	15
TU Nuts and Bolts of Renting	22-Oct	5
TU W/CCSS/SLS Lease 1asso	29-Oct	19
NOVEMBER		
TU Nuts and Bolts of Renting	12-Nov	7
January		
TY Experienced renter panel & Speed Room-Mating	13-Jan	14
ISSS Presentation	16-Jan	17
TU W/CCSS Nuts and Bolts of Renting	16-Jan	19
IEI Presentation	21-Jan	30
TU W/CCSS/SLS Lease 1asso	21-Jan	25
Spring orientation Resource fair	22-Jan	22
TU Apartment Hunting	22-Jan	14
TU Landlord not fixing your apartment	23-Jan	16
Apartment Hunting	29-Jan	13
CCSS Resource Expo	29-Jan	12
FEBUARY		
TU Apartment Hunting	3-Feb	5
TU Love Your Sublet	12-Feb	14
Leadership APO	18-Feb	9
MARCH		
Engineering international student Programs	2-Mar	17
Nuts and Bolts	3-Mar	12
School of Social Work	14-Mar	16
Community Advisory Board Presentation	18-Mar	15
Admitted Transfer Days	20-Mar	12
APRIL		
IVTU Visit	10-Apr	13
TU Moving Out	15-Apr	11
Admitted Transfer Days	20-Apr	9
TU Get Your Deposit Back!	21-Apr	10
OMSA Summer Planning Orientation	21-Apr	14

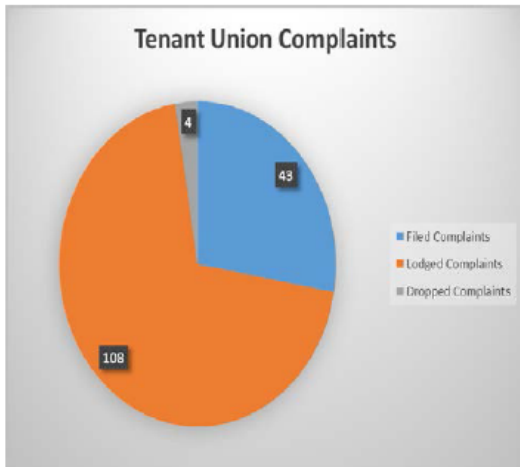
MAY		
Summer Registration Resource Fair	1-May	15
Transfer Resource Fair	2-May	20
Summer transfer Registration Resource Fair	8-May	19
Summer Registration Resource Fair	20-May	12
Summer Registration Resource Fair	26-May	8
Summer Registration Resource Fair	27-May	11
JUNE		
Summer Pre-Doctorial Institute presentation	3-Jun	80
MSF Orientation Presentation	9-Jun	90
MSA Program Orientation Information tables	10-Jun	29
MSA Program Orientation Information tables	11-Jun	10
ISSS Summer Orientation Presentation	12-Jun	20
TOTAL		1592

Complaints

Filed = 43

Lodged² = 108

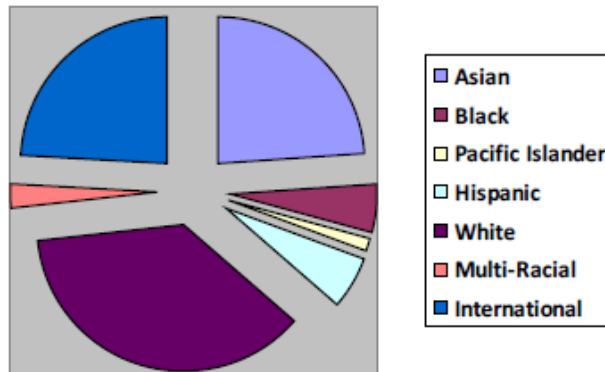
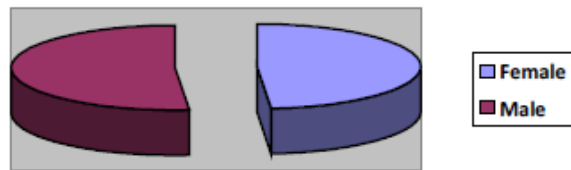
Dropped³ = 4



LANDLORD/COMPANY	# OF COMPLAINTS
American Campus Communities/Tower at 3rd	2
Bailey Properties	1
Bay Harbor	1
Campus Property Management (CPM)	3
G.T Hardwick	1
Green Street Realty	6
Joe Allan Properties	1
JSM	1
Kennedy Wilson	6
One Illinois	5
Preiss Company/University Village	1
Ramshaw	2
Roland	1
Town and Country	3
University Group	7
Wampler Properties	1
Weiner	1
Total	43

FY14 Demographic Data

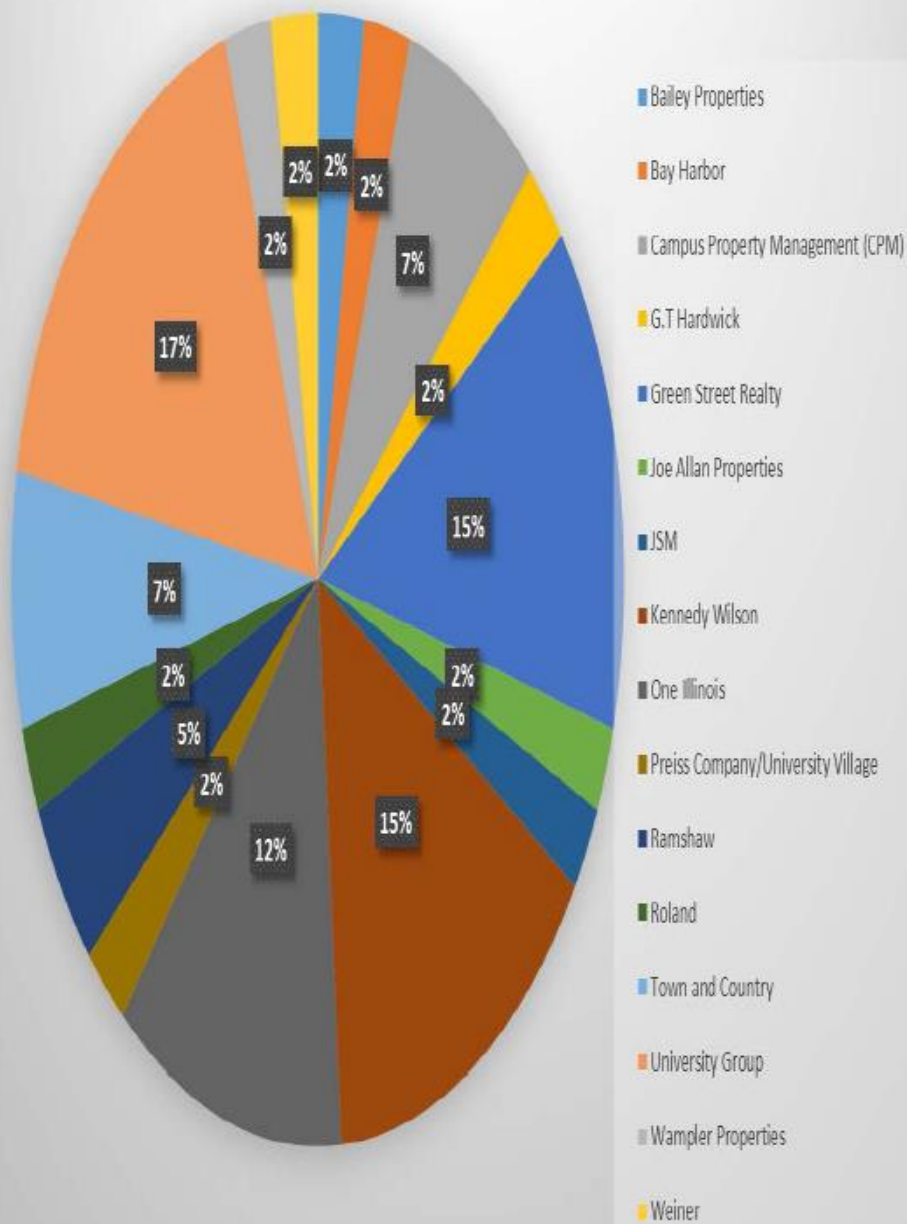
DEMOGRAPHICS	
YEAR	
Freshman	415
Sophomore	49
Junior	485
Senior	587
Graduate	650
	2186
GENDER	
Female	1406
Male	1482
Total	2888
CITIZEN DESCRIPTION	
CITIZEN	1867
NON-CITIZEN	5
Resident	840
Non Resident Alien	703
US Permanent Resident	92
Resident Alien	750

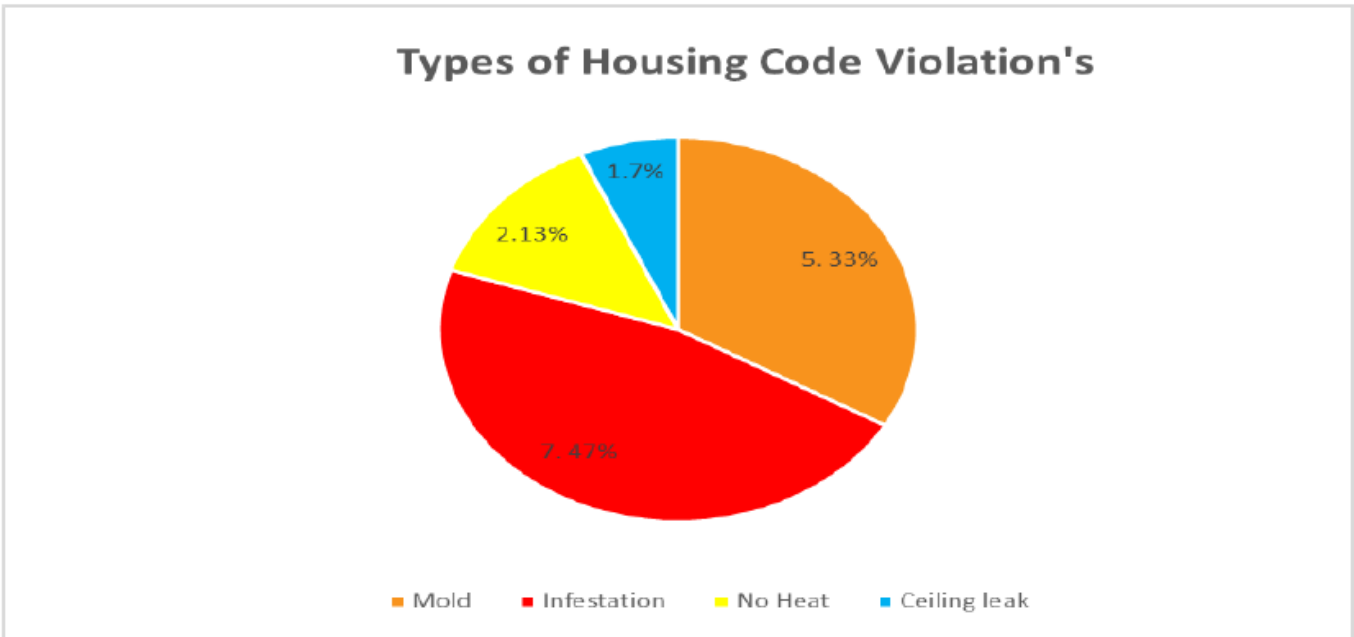
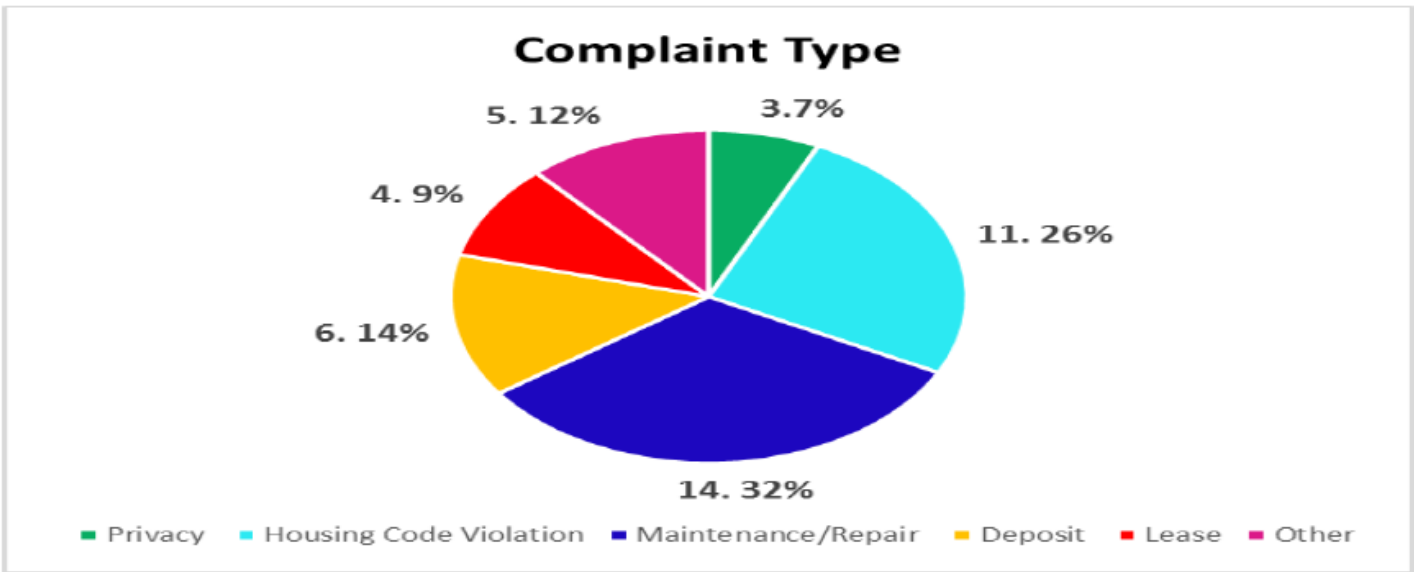


RACE/ETHNICITY
Hispanic – 241
Asian - 919
Black – 202
Pacific Islander – 122
White – 1427
Multi-racial – 96
International - 1112

Tenant Union Lodged Complaints	
Landlord/Company	# Lodged
American Campus Communities/Tower at 3rd	5
Bankier Apartments	1
Bay Harbor	1
Campus Property Management	15
Coldwell Banker	1
East View Properties	1
G.T. Hardwick	1
Gramercy Park	1
Green Street Realty	13
Joe Allan Properties	3
JSM	10
Kennedy Wilson	3
Klatt Properties	5
Landmark	1
Neves Group	2
One Illinois	8
Peter Herber	1
Place at 117	1
Professional Property Management (PPM)	7
Ramshaw	6
Roland Realty	1
Royse & Brinkmeyer	1
The Pointe	3
Town and Country Apartments	2
University Group	8
Village at Colbert Park	4
Weiner Companies	2
William Foster	1

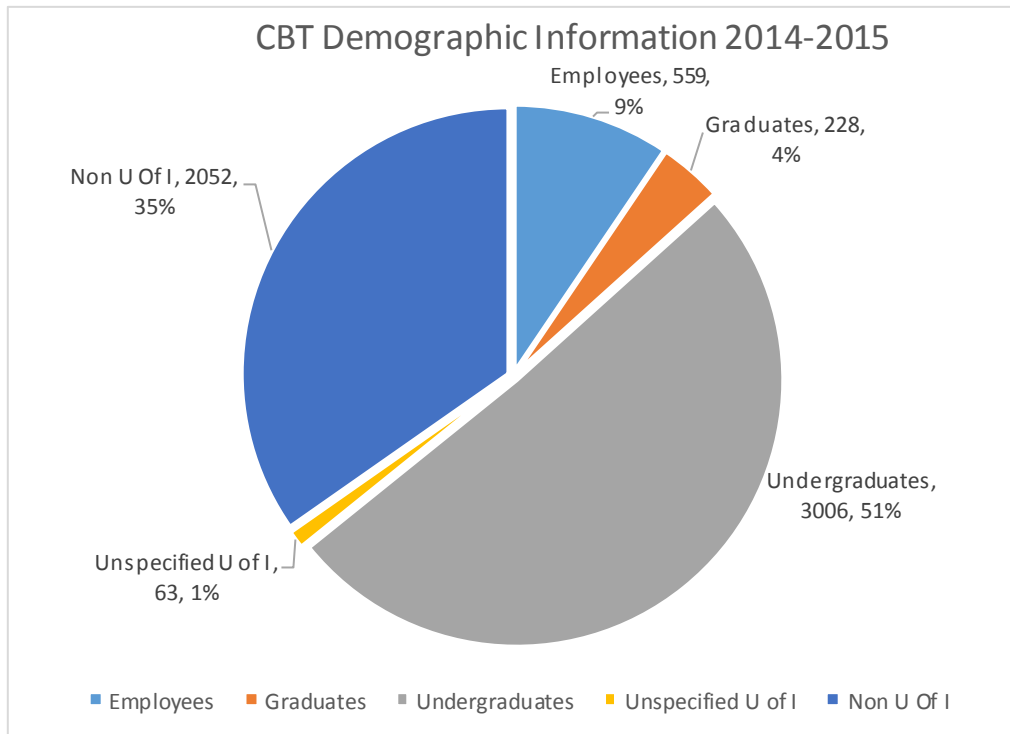
FILED COMPLAINTS



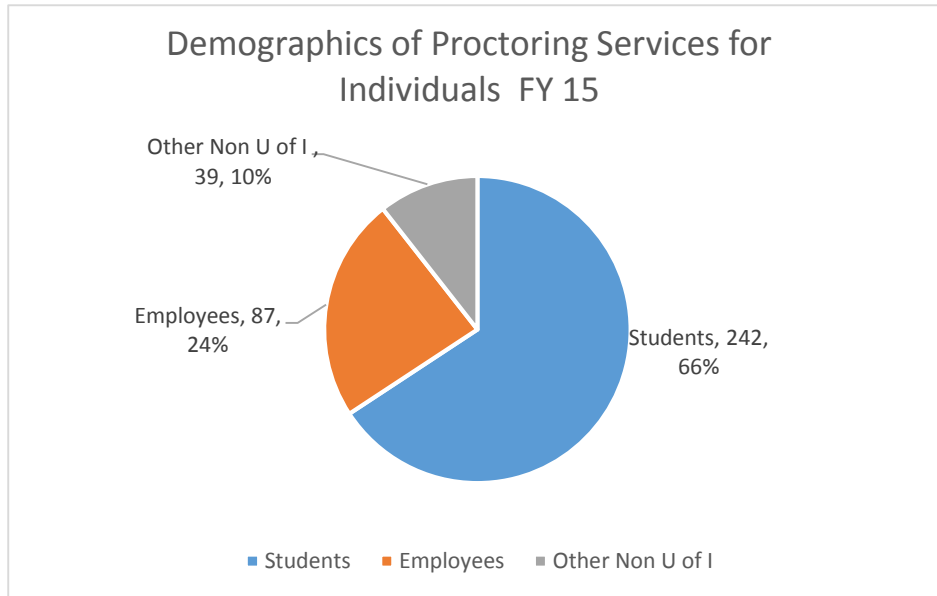


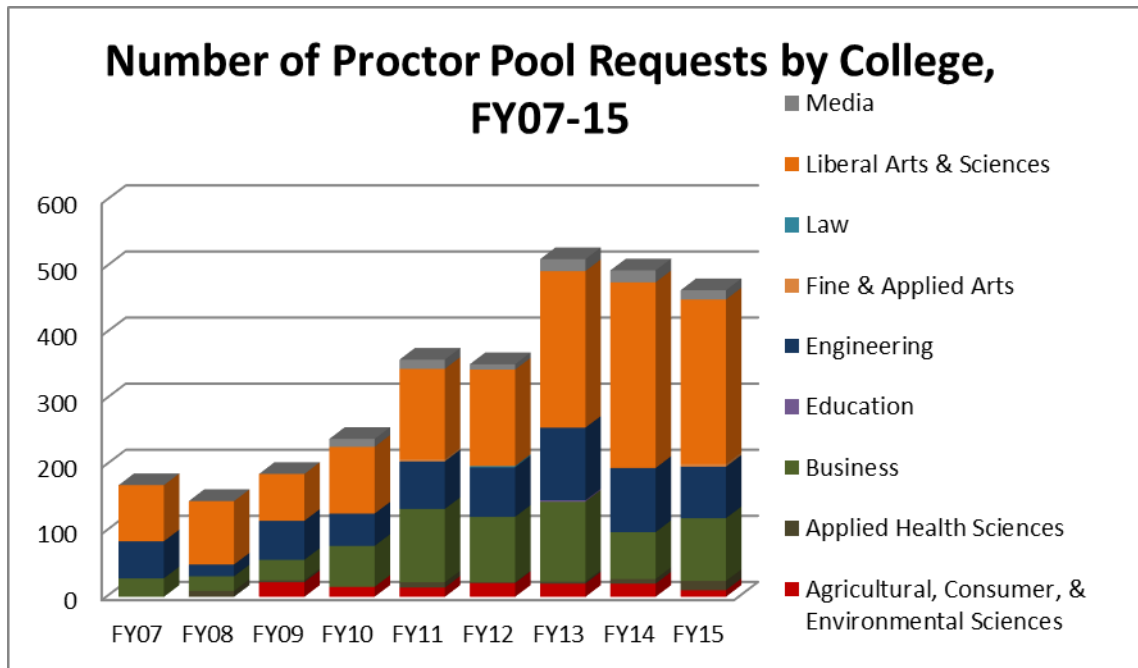
Many filed complaints contained more than one housing code violation, therefore the number of "types of housing code violation's" is higher than the number of housing code violation complaints.

Testing Center – Annual assessments documented that 65% of all computer-based testing clients were affiliated with the university in some way. Among all test takers 9% were UIUC employees, 4% were UIUC graduate students, 51% were UIUC undergraduate students, 1% had an unspecified affiliation with UIUC, and 35% 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 for FY15 documented that 66% of clients were UIUC students, 24% were UIUC employees, and 10% were non-UIUC affiliated individuals. The longitudinal data suggests that increasingly more students and employees are taking online courses that require proctoring services.





Veteran Student Support Services - In the spring of 2015 VSSS requested demographic information on all enrolled Veterans and received nearly 588 unique records from Financial Aid and Admissions. The entries included service men and women and their dependents. Unfortunately, the data was not disaggregated further.