

ANNUAL REPORT

2015 - 2016

OFFICE *of the* DEAN *of* STUDENTS



STUDENT AFFAIRS AT ILLINOIS

2015-2016 Annual Report
For The
Office of the Dean of Students



This year staff members of the Office of the Dean of Students renewed their commitment to students by implementing the first of a five year strategic plan. Our vision is for Illinois students to reach their full potential as ethical leaders and engaged citizens. Through a culture of care, our diverse units empower and educate students through services, advocacy, and opportunities designed to maximize lifelong learning and success. Staff teach students how 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.

We put our students first in all we do.

A handwritten signature in black ink that reads 'Kenneth T. Ballom'. The signature is written in a cursive style with a large, sweeping 'K'.

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.

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

Foster collaboration, discovery, and innovation

- ✚ **Office of the Dean of Students** implemented the first year of its strategic plan. A searchable website, dashboard indicating status of initiatives, and a feedback loop were established.
- ✚ **Student Legal Services** continues to see growth in international student clients with 55.1% which is more than twice their proportional representation of the student body.
- ✚ **Tenant Union** launched Housing Explorer a new revenue generating online platform that provides housing information to students.

Provide transformative learning experiences

- ✚ **Fraternity and Sorority Affairs** increased student participation to 23 for its GreekServe volunteer Spring Break activity.
- ✚ **Testing Center** expanded its facility and moved to an off-campus location. The new facility offers expanded amenities including free parking and additional testing stations what will provide an opportunity for additional revenue.
- ✚ **Veteran Student Support Services** partner with the Career Center on a five part career development called “Military to College to Career.”

Make a significant and visible societal and community impact

- ✚ **Student Assistance Center** staff developed the We Care website (<http://wecare.illinois.edu/>) and revitalized the Student-Parent website (<http://odos.illinois.edu/student-parents/>). Both of these websites provide critical information about resources available to students.
- ✚ **Student Legal Services** continues to ensure equity and access by translating legal materials into Chinese and Japanese. 78% of student responding to an evaluation reported that their legal representation enhanced their ability to focus on their studies.

Steward current resources and generate additional resources for strategic investment

- ✚ **New Student Programs and the Tenant Union** both generated revenue or in-kind services in support of their programs for the first time.
- ✚ **Office of the Dean of Student** completed the renovation of the south entrance and replaced the flooring on the main floor of the Turner Student Services Building.
- ✚ **Testing Center** negotiated two new contracts that generated \$11,500 in seven months.



ACOMPLISHMENTS: FOSTER COLLABORATION, DISCOVERY, AND INNOVATION

Campus and Community Student Services – CCSS co-sponsored a campus Resource Expo with the Campus and Community Connections committee that reached more than 1200 participants within the campus district (up 103% over FY15). CCSS also partnered with more than a dozen campus and community agencies for the event. CCSS increased collaborative programming efforts with campus and community partners by 175% (i.e., 22 events) over FY 15 (i.e., 8 events); which is more than 17 times the 10% expansion call for in the strategic plan.

Fraternity and Sorority Affairs – FSA implemented the Fraternity & Sorority Experience Survey instrument from the Center for Fraternity & Sorority Research in Spring 2016 semester (achieved 25% response rate) with ten other Big 10 campuses. FSA partnered with the Illinois Leadership Center to offer a session of the Imprint i-program to fraternity and sorority members. The session took place in April 2016 with 75 student participants and 15 Illinois fraternity/sorority alumni facilitators. The program curriculum focuses on the concepts of managing transitions, networking and personal brand (see participant survey infographic in Appendix).

New Student Programs – NSP collaborated or chaired: New Student Convocation, ICElebrate, RISE, Inbound, International Student Orientation, Fall Orientation/Welcome Days, China/Korea In-country Orientation, Spring and Fall Transfer Orientation Programs, Diversity & Leadership Summit, Chicago I-Program, and Parent Orientation program. Transfer Orientation, Transfer G.R.I.T Camp, and Orientation Leader Training have all been enhanced as a result of staff conference attendance.

Office of the Dean of Students – The Office of the Dean of Students collaborated with every unit in the Division of Student Affairs through the Student Affairs Research Approval Process, Division-wide Assessment Committee and Conference, Search Committees, A student Affairs Assessment Conference and specialized committees such as the Sexual Experiences Climate Survey, Student Employee Learning Outcomes Survey, We Care/Title IIIIX, and Alcohol & Social Norming Committee. ODOS completed a dashboard and website to highlight its strategic plan. Communications and Marketing launched the We Care website, FSA redesigned website, redesigned Alcohol & Social Norming website, revised the Student-Parent website, worked with the Campus Safety Commission on visual graphics, updated Illinois Senate website, and redesigned OMSA's website.

Student Assistance Center – SAC hosted a “Thank You Reception” for faculty and staff partners who have collaborated closely with them. SAC also offered four presentation to academic units and one session at the

2015 Student Services Symposium on assisting distressed and distressing students which reached 125 faculty, staff, and administrators.

Student Legal Services – 2,113 students received in-office legal consultations and 55.1% were international students. For the second consecutive year international student's outnumbered domestic students served. Opened cases were comprised of 48.35% international students. 92.42% of students had outcomes that resolved their legal concern, while 83.01% felt that the final resolution of their case was what they desired. A total of 5 international LL.M students from the College of Law interned at SLS. Staff collaborated with other ODOS units, Smart Money Committee, Jiao Tong University staff, professional associations, and other Student Affairs units through committee work, presentations, and conference participations.

Tenant Union – TU launched Housing Explorer, a searchable housing database for students which generated \$15,000 in six months. TU hosted six Housing Explorer informational sessions for property managers and a student intern through the Summer Youth Employment Program.

Testing Center – TC provided special accommodations to 20 individuals.

Veterans Student Support Services – VSSS collaborated with the Career Center on a five part workshop series called Military to College to Career that served over 100 students. I-Link is an online job board which now provides the opportunity for students to self-identify to employers that they have a military background. This was developed as a result of a collaboration between VSSS and the Career Center.

Goals for 2016-17

Campus and Community Student Services – CCSS hopes to merge with the Tenant Union to enhance collaboration, efficiency and sustainability efforts.

Office of the Dean of Students – ODOS will strive to have one set of student learning outcomes from every unit for at least one program or service. Content for the Illinois Pulse (<http://odos.illinois.edu/assessment/pulse/>) will continue to be developed from the CIRP Freshman Survey, Your First College Year, and CORE Alcohol and Other Drug survey and a marketing strategy to drive more visitors to the site will be implemented. A written policy that governs the Student Affairs Research Approval Process will be developed.

Student Assistance Center – SAC will continue to host the “Thank You Reception” for faculty and staff partners. SAC will offer four outreach/discussion sessions about BIT to LAS, ENG and FAA. Students from these three colleges represent the largest proportion of BIT and/or SAC contacts. A relationship statement between ODOS and the Religious Workers Association will be adopted.

Student Legal Services – SLS will continue to provide timely and topical education alerts on their website navigation pane. SLS will continue to develop a systematic method for making attorney referrals for student

issues outside the parameters of SLS. SLS is in the process of developing a three year trend analysis of Consultation and Closed Case assessments on key issues.

Tenant Union – TU will host several educational programs in collaboration with CCSS and SLS. TU will expand collaborations with other units across campus through satellite office hours.

Veterans Student Support Services – VSSS will create an orientation and peer mentoring program. VSSS will begin developing and implementing program evaluations for their programs.



Campus and Community Student Services – CCSS offered more than 70 educational workshops, outreach activities, and tabling efforts representing an increase of 103%.

Fraternity and Sorority Affairs – Changes to GreekServe Spring Break allowed Fraternity & Sorority Affairs to increase student participation to 23 students. Returning to Wentworth Elementary School in Chicago, IL for a second time in 2016 established a continued strong partnership with the school. Illinois students volunteered for 2 days, participated in daily reflection, and cultural/community exploration. Students also donated classroom supplies to the school.

New Student Programs – NSP completed the INBOUND summer program and increased attendance to 305 from 5 different academic units. NSP completed the Readyng Illinois Students for Excellence program which grew to 260 students. International Student Orientation 2015 had over 400 participants. International Students that participated reported a high level of satisfaction with the program and a high level of understanding of the university and community. International Students and Scholar Services and McKinley Health Center reported an easier and more effective check-in process.

Student Assistance Center – SAC revised their exit survey to attempt to assess learning outcome. Incentivizing the survey doubled the response rate. SAC will continue to seek strategies to improve the response rate and to analyze results.

Student Legal Services – 82.31% of students receiving services from SLS indicated that they feel better equipped to handle similar situations in the future. 53.19% of students had minimal to no understanding/knowledge of their legal issue prior to consultation; 49.85% reported significant or expert knowledge after consultation; and

36.17% had at least moderate comprehension of their legal situation. In addition to staff consultations, the SLS website (www.odos.uiuc.edu/sls) provides preventative legal education and a total of 38,704 individuals accessed the website and there were 49,280 page views of the materials. The two most viewed sections were Tenant and Housing Information (1,708 page views) and Especially for International Students (2,677 page views).

Tenant Union – TU revised its evaluation survey and discovered that 76% of respondents felt better equipped to handle similar housing situations in the future. Respondents also had a 41% increase in their knowledge of their housing situation as a result of consulting with the TU.

Testing Center – TC Proctor Pool provided 27 departments in seven colleges with 2,498.8 hours of service which allowed students to demonstrate academic progress. A new software platform was fully launched and faculty have expressed their satisfaction. 1,157 faculty requests for proctors were filled. The number of new first time faculty users increased to 30, for the second consecutive year. The Center developed student employee learning outcomes. The majority of computer-based exams (58%) and of Proctoring Services for Individuals (70%) are provided to UIUC students.

Veterans Student Support Services – VSSS partnered with the Career Center on a 5 part career development series for military connected students called “Military to College to Career” supported by a Strategic Initiative Grant. VSSS hosted two Vet 101 workshops for staff and faculty to help them learn more about the military related populations on campus.

Goals for 2016-17

Office of the Dean of Students – Communication & Marketing will continue to reach out to ODOS and Student Affairs units to find new ways to collaborate and innovate communication and marketing efforts to create transformative experiences.

Student Assistance Center – SAC will partner with the Religious Workers Association on an online directory of religious organizations in an effort to make these organizations more accessible to students and a component of their learning experiences if they so wish.

Student Legal Services – SLS will maintain and update preventative education materials online and continue to translate materials into more languages. SLS will develop a topical alert regarding auto resales/gifts and potential violations of Illinois Tax Law. SLS will continue to develop a systematic method for making attorney referrals for issues outside of the parameters of SLS. The office is compiling a three year trend analysis of Consultation and Closed Cases on key issues of client satisfaction, learning outcomes, and retention impact.

Tenant Union – TU will continue to evaluate its programs that teach students their rights and responsibilities related to off-campus living in collaboration with related CCSS programs. TU will continue to provide transformative learning experiences through the Summer Youth Employee Program.

Testing Center – TC will increase the number of faculty using the Proctor Pool and the number of hours provided. TC will continue to use learning outcomes to nurture the development of student employees.



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 launched a new website and continues to have a vibrant presence on various social media platforms including a 36% increase in Instagram followers.

New Student Programs – NSP co-sponsored the Diversity & Leadership Summit with the Illinois Leadership Center, University Housing, McKinley, DRES, and OIIR. NSP's social media footprint has increased from the year before 28% on Twitter, 62% on Instagram, and 22% on Facebook.

Student Assistance Center – SAC developed the We Care website (<http://wecare.illinois.edu/>) and revitalized the Student-Parent website (<http://odos.illinois.edu/student-parents/>). Both of these websites provide critical information about resources available to students whom may have experience sexual misconduct and/or are also parents.

Student Legal Services – SLS continues to ensure equity and access by translating legal materials. 16.14% of traffic cases and 48.93% of closed misdemeanor cases were dismissed as a result of SLS representation. 78.85% of students responding to an evaluation reported that their legal representation enhanced their ability to focus on studies. Evaluation results documented that 92.42% of respondents had outcomes that resolved their legal issue and 83.01% felt that the final resolution was what they had desired.

Tenant Union –10,944 students were served through TU workshops, presentations, resource fairs, information requests, or one-on-one counseling sessions. In addition, the new online platform Housing Explorer had 2,309 unique visits.

Testing Center – TC provided almost 6,000 computer and paper-based exams serving students and professionals in the educational pipeline. These individuals were provided the opportunity to show progress in a current course or gain certifications for professional practice and generated \$167,967.

Veterans Student Support Services – VSSS and the Illini Veterans volunteered on Veterans Day with the students at Barkstall Elementary. VSSS work-study students executed an “Ask a Veteran Table” which provided an opportunity for over 260 students to ask questions of veterans.

Goals for 2016-17

Student Assistance Center – SAC will offer four sessions that focus on BIT and ways to collaborate with ODOS specifically for faculty in Letters Arts & Science, Engineering and Fine & Applied Arts.

Student Legal Services – SLS will continue to maintain and update preventative education materials online by adding “Mandatory S.R. 22 Insurance regulations” translated into Japanese and Chinese. Translate into Chinese “Steal this Pamphlet, Misdemeanors, and Notaries Public” and “Illinois Rules of the Road.” Translate into Japanese “Your Court Appearance and Notaries Public.” SLS will complete the PowerPoint, “What to Consider When Reviewing Job Offers and Employment Terms and Conditions.”

Tenant Union – TU will collaborate with CCSS to teach students how to recognize opportunities for campus and community involvement and how to identify relevant campus and community resources. TU will continue to train peer educators to teach rights and responsibilities of off-campus living.

Testing Center – TC with its expanded facility will seek additional opportunities to provide more testing opportunities to individuals, employers, and certification entities.

Veterans Student Support Services – VSSS will develop a survey to document veteran needs, learning outcomes and overall satisfaction with programs and services.



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

Campus and Community Student Services – Pending approval CCSS will merge with the TU to enhance collaboration, efficiency, and sustainability efforts.

Fraternity and Sorority Affairs – FSA received a donation from Phi Delta Theta Fraternity to the Jorgenson Fund in honor of alum David Downey whom was one of 4 inductees to the Order of Omega Fraternity & Sorority Alumni Hall of Fame.

New Student Programs – NSP has increased outside contributions to support programming. A plan is in development to provide opportunities for business sponsorship of programs. NSP has combined or eliminated publications and training materials to limit the cost of printing.

Office of the Dean of Students – Completed the renovation of the south entrance and replacement of the flooring on the main floor of the Fred H. Turner Student Services building.

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 1,273 individuals of which 832 actually tested and 58% of these were UIUC students. The ACT and SAT are required pre-college tests to gain admission to the university. Providing these exams is a valuable service both to prospective UIUC students and the university. Additionally, 297 individuals had other exams proctored by the TC from various other institutions.

Goals for 2016-17

Fraternity and Sorority Affairs – FSA will launch a student and young alumni giving campaign in conjunction with the campus sesquicentennial.

Student Assistance Center – SAC will collaborate with the Office of Student Financial Aid to monitor changes to federal financial aid requirements which may allow more flexibility in providing Emergency Dean Funds to students.

Tenant Union – TU will generate new revenue through the Tenant Services and Landlord Resources Conference and Housing Explorer.



STAFF, PROGRAM, OR SERVICE RECOGNITION

Fraternity and Sorority Affairs – Andrew Hohn, Associate Director, received the National Panhellenic Conference (NPC) Outstanding Panhellenic Advisor Award. This honor is given to one fraternity and sorority campus advisor once a biennium. The G.L.A.S.S. (Greeks Learning Alcohol Safety Skills) program won the Association of Fraternity/Sorority Advisors/Co-HEASAP Award for Outstanding Alcohol/Drug Prevention Program. Panhellenic Council received a College Panhellenic Excellence Award from the National Panhellenic Conference. This is the third consecutive year they have earned this top honor that recognizes councils who excel in all 7 areas of evaluation.

New Student Programs – Assistant Director Dorantes Rebolledo served as NODA Co-Chair of the Multicultural Network. Assistant Director Erin Sullivan served as NODA Regional Communications Coordinator.

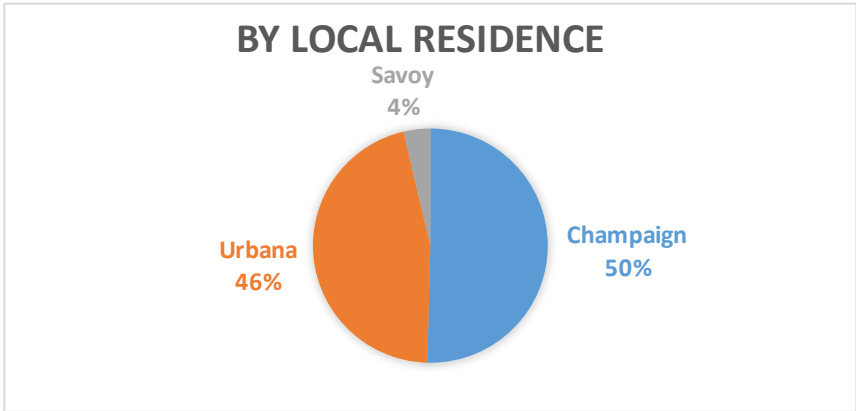
Office of the Dean of Students –Dr. De La Rosa served as Area Chair of Student Union, Student Activities, Greek Life, Leadership, and related areas for the NASPA Excellence Awards.

Student Legal Services – Directing Attorney Betz received the Chancellor’s Academic Professional Excellence Award.

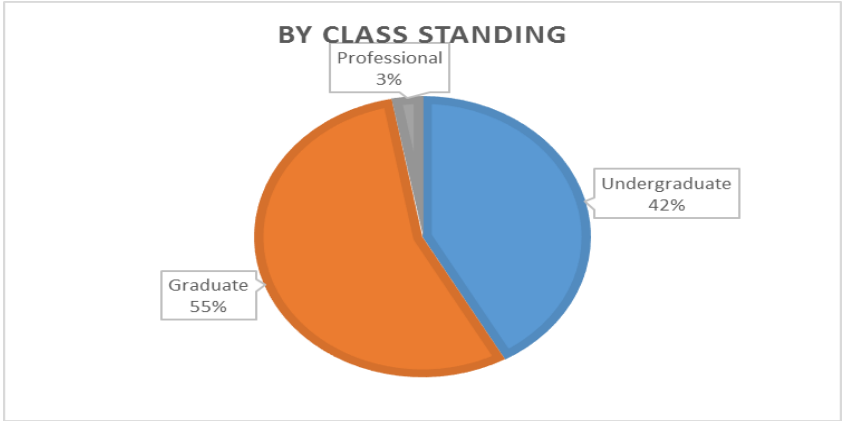


Assessments and Metrics

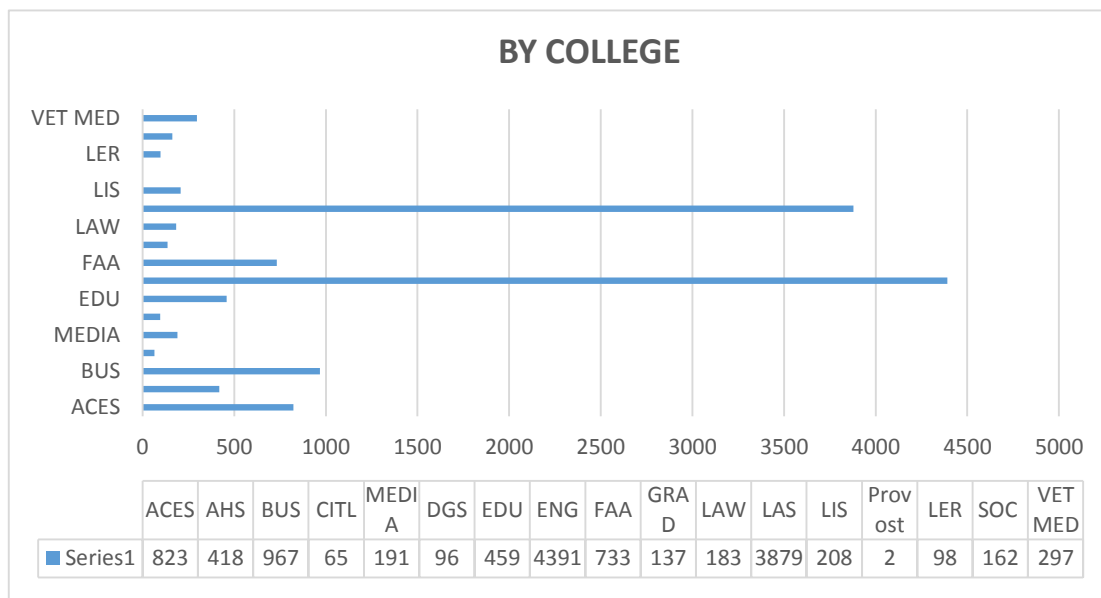
Campus and Community Student Services Users



1. Champaign: 6,616 (50%)
2. Urbana: 6,025 (46%)
3. Savoy: 482 (4%)



1. Undergraduate = 5,487 (42%)
2. Graduates = 7,246 (55%)
3. Professionals = 383 (3%)



CCSS administered a survey in the spring of 2016. The survey was designed to help program administrators learn more about its student-users, their needs, and their learning. 13124 links to our online surveys were distributed electronically and 378 student-users responded (.03%). **Significantly less student participated this year than last, which is baffling considering our solicitation protocol and incentives were identical. 32% of the respondents self-identified as an international students.** Like last year, respondents were be entered in to a random drawing for an 80 dollar gift certificate. Our preliminary findings are included below.

Survey Demographics:

- ❖ 387 persons participated in the CCSS Survey Evaluation in FY16.
 - *Question 55:* The overwhelming majority of survey respondents were graduate or professional students (75%), followed by seniors (17%), juniors (6%), sophomores (2%), and freshmen (0%).
 - *Question 56:* Six percent of survey respondents indicated that they were transfer students.
 - *Question 57:* Roughly 1/3 (32%) of survey respondents were international students.
 - *Question 59:* The majority of survey respondents were students in the College of Engineering (28%) followed by the College of Liberal Arts and Sciences (25%).

Survey Findings:

- ❖ *Question 1:* Half of the survey respondents resided in a privately owned apartment/housing with roommates. Nearly 28% 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 (12%), University Private-Certified Housing (3%), or University Housing/Apartment (9%).

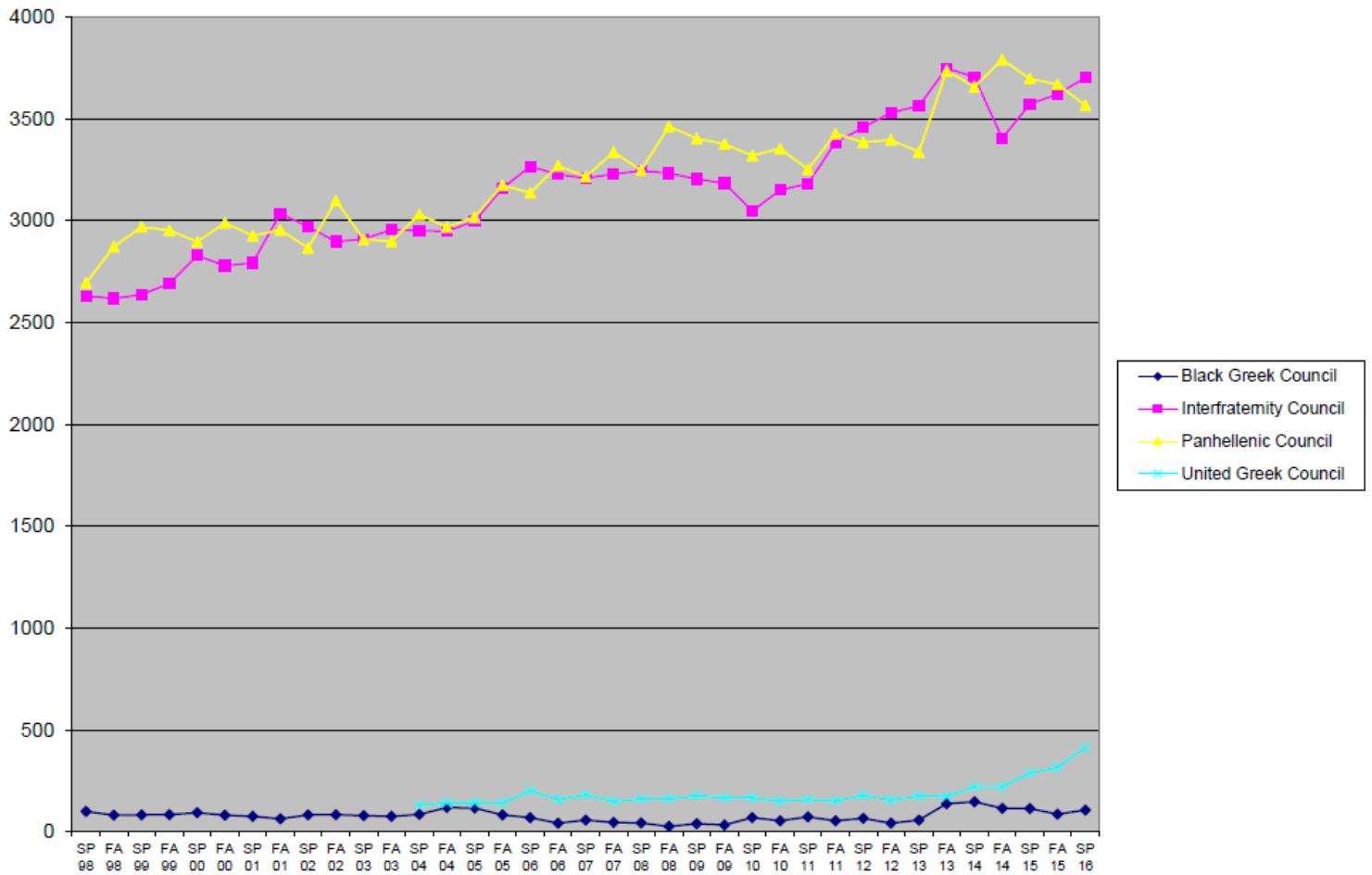
- ❖ *Question 2:* Walking was the most cited mode of transportation for commuting to campus (34%) followed by bus (28%), car (26%), and bicycle (12%).
- ❖ *Question 3-5:* Seventeen percent of survey respondents indicated that they attended at least one program or activity this academic year hosted by CCSS; 24% of survey respondents visited the CCSS website; and 6% of survey respondents interacted with a CCSS Community Liaison student worker.
- ❖ *Question 6:* Nearly 1/3 of survey respondents indicated that they have seen CCSS program advertisements displayed on campus and more than a half (29%) responded that they have received and read emails from CCSS.
- ❖ *Question 7:* Twenty-eight percent of survey respondents read at least one article per month from the Connection newsletter, while 22% indicated that they have never heard of the newsletter.
- ❖ *Question 9-24:* Of the survey respondents who have read the Connection newsletter, Safety (41%), Health and Wellness (31%), Volunteer Opportunities (24%), Neighborhood Code (19%), and Campus/Community Event Calendars (18%) were perceived as the most relevant topics covered.
- ❖ *Question 26:* Email or Electronic Flyer was rated highest for marketing outreach materials that capture their attention (56%), while Newspaper Ad received the lowest rating (0%).
- ❖ *Question 28, 29, 30, 31:* Of the topics presented, survey respondents indicated that they were most likely to attend a presentation on “How to manage your finances” (18%), “How to sublet or sublease your apartment” (17%), and “How to search for an apartment” (14%). Survey respondents were least likely to attend a presentation on “How to deal with roommate conflict” (5%).
- ❖ *Question 33, 36, 37:* Survey respondents were most likely to attend a CCSS program at the Illini Union (41%) followed by their apartment building or one nearby (30%) and a building located on the Main Quad (e.g. Lincoln Hall) (24%).
- ❖ *Question 42, 43, 45, 44:* Of the topics presented, survey respondents were most likely to access information on “Health and Wellness” (31%), “Managing personal finances and living independently” (27%), “Campus and community events and activities” (22%), and “Campus and community resources and services” (21%).
- ❖ *Question 47:* Twenty-two percent of survey respondents agreed that they have learned about a campus resource or service from CCSS.
- ❖ *Question 49:* Forty-six percent of survey respondents agreed that CCSS provides resources and information that help students stay safe on campus.
- ❖ *Question 50, 51, 52, 53:* The majority of survey respondents were neutral in determining if CCSS provides resources and information that help students resolve roommate conflict (57%); help students manage their finances (29%);

has made it easier for them to connect with campus and/or community services and entities (48%); and provides resources and information that help students with apartment hunting and selecting roommates (56%).

Fraternity and Sorority Affairs

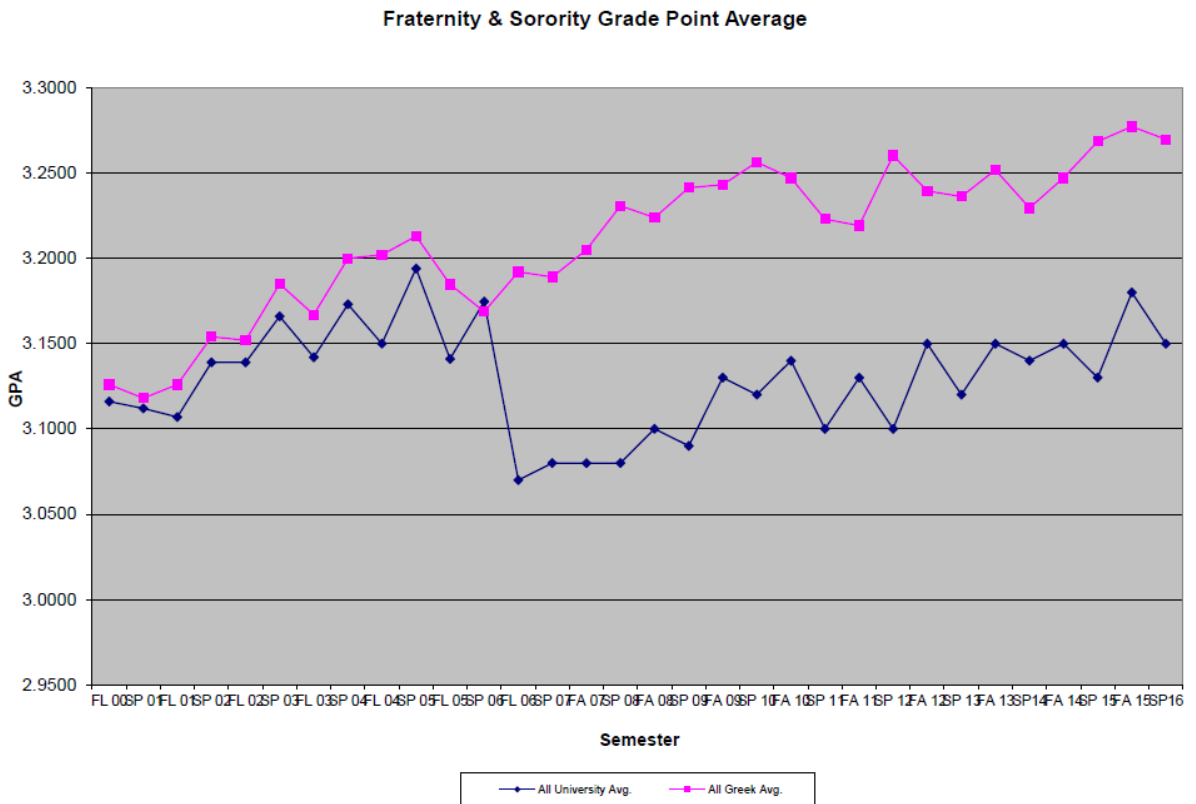
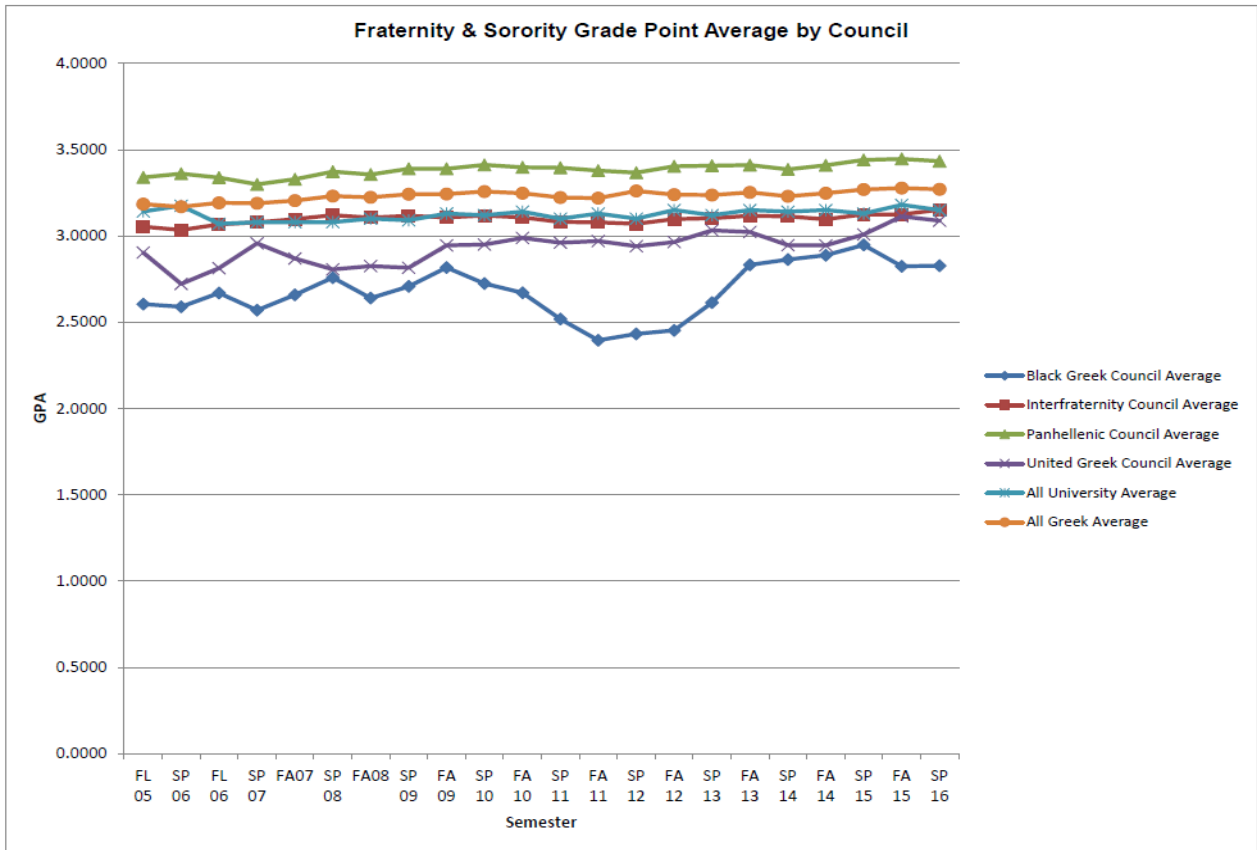
University of Illinois
Total Fraternity and Sorority Membership

	SP 98	FA 98	SP 99	FA 99	SP 00	FA 00	SP 01	FA 01	SP 02	FA 02	SP 03	FA 03	SP 04	FA 04	SP 05	FA 05	SP 06	FA 06	SP 07	FA 07	SP 08	FA 08	SP 09	FA 09	SP 10	FA 10	SP 11	FA 11	SP 12	FA 12	SP 13	FA 13	SP 14	FA 14	SP 15	FA 15	SP 16	AVG	HIGH	LOW
Black Greek Council	100	82	83	85	94	82	77	65	84	85	80	77	86	120	117	83	70	43	55	46	44	27	40	34	70	55	74	55	67	43	59	139	148	116	115	87	107	78.32	148	27
Interfraternity Council	2632	2618	2638	2692	2829	2779	2794	3035	2971	2998	2910	2967	2952	2949	2998	3159	3257	3227	3209	3229	3245	3233	3205	3184	3047	3150	3182	3384	3457	3532	3563	3749	3705	3405	3572	3622	3702	3153	3749	2518
Panhellenic Council	2695	2872	2970	2954	2897	2990	2926	2955	2866	3099	2908	2899	3031	2970	3018	3174	3137	3271	3216	3337	3248	3453	3403	3377	3320	3354	3253	3428	3386	3396	3338	3735	3658	3792	3697	3670	3667	3224	3792	2695
United Greek Council													131	143	143	141	204	158	183	150	163	163	178	167	167	152	160	152	180	157	177	173	222	222	289	317	414	188.2	414	131
TOTAL MEMBERSHIP	6427	6672	6881	6751	6820	6861	6787	8055	6821	8082	6998	6933	8200	8181	8278	6667	8878	8889	8887	8782	8700	8888	8828	8782	8804	8711	8889	7019	7088	7128	7137	7798	7783	7656	7878	7870	7790	8682	7798	6427



University of Illinois
Fraternity & Sorority Grade Point Average

	FL 00	SP 01	FL 01	SP 02	FL 02	SP 03	FL 03	SP 04	FL 04	SP 05	FL 05	SP 06	FL 06	SP 07	FA 07	SP 08	FA 08	SP 09	FA 09	SP 10	FA 10	SP 11	FA 11	SP 12	FA 12	SP 13	FA 13	SP 14	FA 14	SP 15	FA 15	SP 16
All University Avg.	3.1160	3.1120	3.1070	3.1350	3.1390	3.1660	3.1420	3.1730	3.1500	3.1940	3.1410	3.1745	3.0700	3.0800	3.0800	3.0800	3.1000	3.0900	3.1300	3.1200	3.1400	3.1000	3.1300	3.1000	3.1500	3.1200	3.1500	3.1400	3.1500	3.1300	3.1800	3.1500
All Greek Avg.	3.1260	3.1180	3.1260	3.1540	3.1520	3.1850	3.1670	3.2000	3.2020	3.2130	3.1848	3.1687	3.1920	3.1890	3.2050	3.2307	3.2238	3.2414	3.2431	3.2564	3.2470	3.2229	3.2191	3.2603	3.2395	3.2362	3.2518	3.2295	3.2472	3.2684	3.2772	3.2697







GREEK IMPRINT




APRIL 17, 2016

<p>WHAT STUDENTS LIKED BEST</p> <ul style="list-style-type: none"> Networking with Alumni Learning Leadership Skills Meeting New People/Other Students 	<p>92% would recommend Imprint to a friend</p>	<p>RECOMMENDATIONS FOR IMPROVEMENT</p> <ul style="list-style-type: none"> Shorten the Length Advertise Correct Program Length
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Learning Outcomes

 <p>99% Learned strategies to manage personal transition</p>	 <p>99% Learned skills to build a network</p>	 <p>89% Better able to manage change in my life</p>	 <p>93% Can identify my personal brand</p>
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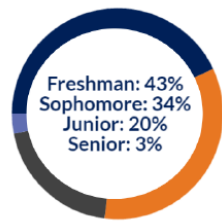
<p>Primary Reasons for Attending</p> <ul style="list-style-type: none"> 61%: Improve Leadership Skills 13%: Leadership Certificate 8%: James Scholar 	 <p>5hr. Average Suggested Length</p>	<p>Top Marketing Channels</p> <ul style="list-style-type: none"> 73%: Email/Listserve 54%: Peers 22%: Faculty/Staff
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 <p>3% International Students</p>	 <p>70% First-Time i-Program Attendees</p>	 <p>55% Women</p>
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RACE/ETHNICITY	CLASS YEAR	CAMPUS INVOLVEMENT
-----------------------	-------------------	---------------------------

	Imprint	Campus
American Indian:	0%	<1%
Asian American:	10%	19%
Black:	3%	6%
Latino (a):	11%	11%
White:	68%	60%
Multiracial:	5%	3%
Unknown:	3%	1%

Program information pulled from Banner, Domestic Students only, Campus Data taken from DMI Spring- All Students



Leadership Cert.	22%
LEADS	7%
Frat/Sorority	88%
RSO E-board	40%
Student Govern.	2%
Minor in Leadership	9%

69: Participants
66: Survey Respondents
96%: Response Rate

PHC FORMAL RECRUITMENT

Report: 2015 Potential New Member Survey*

93%

felt PNM Orientation helped prepare them for recruitment



97%

felt Gamma Chi's were informed and approachable resources

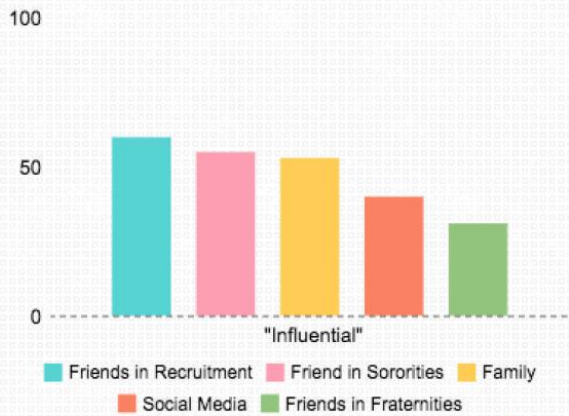
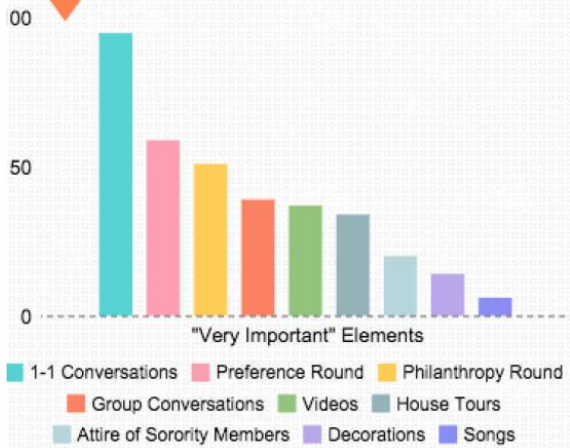


99%

felt Gamma Chi's provided them with information in a timely manner



INFLUENCE IN DECISION MAKING



55% found the app to be useful



26% did not use the app

Top 5 Marketing Strategies



1. Friends
2. Family
3. Quad Day
4. PHC Expo
5. Summer Registration Table

WHAT THEY LEARNED ABOUT CHAPTERS:

90%



Sisterhood & Friendship 99%



Philanthropy 99%



Community Service 94%



Social Events 94%

80%



Financial Obligations 89%



Live-in Requirements 86%



Leadership Development 84%



Mission Statement & Values 84%



Lifelong Membership 82%

79%



Academics & Scholarship 72%



Time Commitment 68%

New Student Programs

- Corey Thoss attended NASPA Annual Conference in Indianapolis, IN.
- Lizette Dorantes Rebolledo attended NODA Annual Conference and presented a Pre-Conference titled “Empowering Student Leaders through Diversity and Inclusion Training” and served as the Multi-Cultural Network chair for NODA.
- Lizette Dorantes Rebolledo attend the NODA Region V Conference. During this experience Lizette and her GA Amanda Sharp presented on our research of the Transfer Student Experience at Illinois. They presented on “empowering student leaders through diversity and inclusion”
- Erin Sullivan attended the NODA Region V Conference.
- Erin Sullivan serves as the NODA Regional Communications Coordinator.
- Erin Sullivan attended the Uofl Campus Assessment Conference hosted by Student Affairs
- Amanda Sharp attend the NODA Region V Conference and won the Graduate Student Case Study, and 2 of our students participated in the Case Study and presented with Lizette Dorantes Rebolledo.
- Corey Thoss, Lizette Dorantes Rebolledo, and Erin Sullivan attended the Big 10 Meeting at Iowa
- Five of our Illini Transfer Ambassadors (undergraduate student staff) attended the NODA Region V conference.
- In the fall semester Erin Sullivan and Lizette Dorantes Rebolledo hosted a professional development for the NSP Graduate Assistants and Fraternity & Sorority Affairs Graduate Assistants on the various types of Student Affairs associations there are and how to get involved in them.
- Lizette has a learning contract with Amanda Sharp including learning outcomes for the 1st year in the office. Lizette and Amanda referenced the NASPA/ACPA competencies and have assessed where they are in various areas as Amanda prepared her for her internship search. Lizette completed a resume and cover letter critique with Amanda as well.
- Ashley Phillips Smith was out of the office for an extended period of time due to an injury. Erin Sullivan continued to communicate with her over phone and email to make sure she was using best practice with her online duties. Erin also had conversations regarding theory to practice in regards to the Orientation Leader trainings and Orientation Student Coordinator Meetings.
- As our programs are currently in progress, we are having our graduate students observe the behaviors of the incoming students, and draw a line between theory and practice. At the end of their programming we will assess their understanding in a staff meeting.
- An OL Diversity Inclusion Series was created that included 5, 2 hour long trainings in which OLs identified their personal identities, those of others, how identities impact the work that they do, and how to use the skills that they learned in the work they do during our programs.
- NSP co-sponsored the Diversity & Leadership Summit with the Illinois Leadership Center, University Housing, McKinely, Office of Inclusion and Intercultural Relations, and Disability Resource and Education Services. Students from NSP as well as across campus attended this event.
- Created the Orientation Leader (OL) handbook outlining key expectations, procedures, and key items for their job. Utilized Compass/Blackboard to keep all materials for the OL team to print less paper for programs and trainings.
- Created thirteen weeks curriculum for Orientation Leader Leadership Meeting covering the following: (a) OL Role; (b) diversity identification; (c) diversity facilitation/debrief discussion; (d) knowledge of campus resources to explain; (e) professionalism communication skills, and maturity; (f) presentation skills; (g) teambuilding, facilitation, and debrief;

- (h) international experience/transition; (i) special population needs understanding; (j) school spirit; (k) strengthquest; (l) customer service; (m) group dynamic; (n) role of orientation on college campuses.
- New Student Programs developed INBOUND 2016 as a two day overnight orientation experience attached to Summer Registration. INBOUND allowed 94 students in Division of General Studies, 144 students in the College of Liberal Arts & Sciences, 20 students in the College of Media, 34 Students in College of Agricultural, Consumer, & Environmental Sciences, and 13 students in the College of Education that were selected based upon an application. These 305 students were able to examine campus resources, learn about their college, and begin the transition to the University of Illinois by having new students feel confident in their decision of being an Illini.
- Implemented #OLSpotlight of each of our Orientation Leaders on all social media platforms to enhance our appeal online to our incoming new students on #MajorMonday about academics, #TourTuesdays about favorite places on campus, #WisdomWednesdays advice from OLs, and #ThrillingThursdays about favorite memories on campus.
- New Student Programs recruitment efforts total applications 150, hired 101 (91 new, 8 returning). Now, we have 77 Orientation Leaders to properly represent University of Illinois’s campus from an ethnically and diverse background representing 29 international students and 48 domestic students on the 2016 OL Team.
- NSP has created a Cellphone and Banking fair with help from the Illini Union for International Orientation. This program will collect a fee from participating vendors that will help support the International Orientation programs.
- We have found sponsors to provide chips and dip, as well as ice cream for the Fall Orientation event ICElebrate.

Office of the Dean of Students – Infographics for the CIRP Freshman Survey, Your First College Year, and CORE Alcohol and Other Drug Survey can be found online at the Illinois Pulse <http://www.odos.illinois.edu/assessment/pulse/>

Selected data from the 2015 CIRP Freshman Survey

For the first time ever in the history of the survey sexual orientation and transgender questions were asked.

	UIUC	Comp1	Comp2
Do you identify as transgender?	0.8%	0.2%	0.3%
Yes	99.2%	99.8%	99.7%
Do you identify as transgender?	0.8%	0.2%	0.3%
Yes	99.2%	99.8%	99.7%
No			
What is your sexual orientation?			
Heterosexual/Straight	88.3%	94.0%	93.4%
Gay	1.8%	1.3%	1.3%
Lesbian	1.2%	0.4%	0.5%
Bisexual	5.8%	2.5%	2.9%
Queer	0.8%	0.6%	0.6%
Other	2.2%	1.3%	1.3%

Comp1=based on same type (Doctoral/Research university), control (public), & selectivity (high)

Comp2=based on same type & control

The most common majors reported were Engineering, Business, Social Sciences, and Biological & Life Sciences.

Your intended major (aggregated)			
Agriculture	1.2%	0.0%	0.5%
Biological & Life Sciences	9.6%	21.1%	17.8%
Business	14.2%	9.0%	11.7%
Education	3.5%	0.8%	3.1%
Engineering	23.2%	21.6%	16.8%
English	0.1%	1.3%	1.2%
Health Professions	6.3%	4.5%	9.9%
History or Political Science	2.7%	3.9%	3.3%
Arts & Humanities	3.6%	3.3%	3.5%
Fine Arts	3.5%	2.9%	3.5%
Mathematics or Computer Science	7.7%	8.6%	6.5%
Physical Science	3.3%	4.0%	3.1%
Social Science	10.1%	7.5%	7.0%
Justice and Security	0.1%	0.1%	0.9%
Library Science	0.0%	0.0%	0.0%
Other Non-technical	3.8%	1.3%	1.9%
Undecided	7.2%	10.3%	9.4%

Most of the respondents came from middle or higher socioeconomic backgrounds.

\$60,000 to \$74,999	10.5%	6.8%	8.5%
\$75,000 to \$99,999	13.8%	10.0%	12.4%
\$100,000 to \$149,999	16.7%	20.0%	20.9%
\$150,000 to \$199,999	10.3%	11.8%	11.2%
\$200,000 to \$249,999	5.9%	9.1%	7.1%
\$250,000 or more	10.1%	19.4%	12.4%

The most common intended careers were Engineer, Business, Doctor, or other Health Professional.

Your intended career (aggregated)			
Agriculture/Natural Resources	1.9%	0.5%	1.0%
Artist	3.9%	3.9%	4.9%
Business	17.1%	12.6%	12.8%
Business (Administrative Assistant)	0.3%	0.1%	0.2%
Clergy	0.0%	0.3%	0.3%
College Faculty	0.6%	0.6%	0.4%
Communications	2.3%	2.0%	2.1%
Doctor (MD or DDS)	7.5%	18.4%	15.1%
Education (elementary/secondary)	3.9%	1.4%	3.4%
Engineer	18.5%	15.4%	11.5%
Government	1.7%	1.7%	2.1%
Health Professional	7.8%	4.4%	7.4%
Homemaker/Stay at Home Parent	0.0%	0.1%	0.5%
Information Technology Professional	5.8%	5.6%	4.5%
Lawyer	3.2%	3.6%	3.3%
Military	0.6%	0.7%	0.9%
Nurse	1.0%	1.2%	2.9%
Research Scientist	5.0%	5.9%	4.7%
Service Industry	0.1%	0.2%	0.2%
Skilled Worker	0.1%	0.1%	0.1%
Social/Non-Profit Services	1.0%	0.6%	1.4%
Other	8.7%	6.2%	8.2%
Undecided	8.9%	14.4%	12.2%

Despite their socioeconomic backgrounds the majority have concerns about their ability to finance their education.

Do you have any concern about your ability to finance your college education?			
None (I am confident that I will have sufficient funds)	23.6%	40.9%	34.1%
Some (but I probably will have enough funds)	59.4%	50.6%	54.6%
Major (not sure I will have enough funds to complete college)	16.9%	8.5%	11.3%

In the past year, most respondents have attended a religious service.

Attended a religious service			
Frequently	26.6%	31.4%	28.7%
Occasionally	32.8%	35.6%	37.6%
Not at All	40.6%	33.0%	33.8%

The largest proportion of respondents practice Catholicism, no religion at all, or reported being Agnostic or Atheists.

Your current religious preference			
Agnostic	11.8%	11.6%	10.3%
Atheist	10.5%	8.8%	7.9%
Baptist	1.8%	5.2%	4.6%
Buddhist	1.8%	1.5%	1.4%
Church of Christ	3.4%	2.4%	4.4%
Eastern Orthodox	0.9%	1.0%	0.9%
Episcopalian	0.3%	1.8%	1.3%
Hindu	2.6%	2.5%	1.7%
Jewish	2.0%	5.3%	4.0%
LDS (Mormon)	0.0%	0.2%	0.3%
Lutheran	3.4%	1.8%	3.5%
Methodist	2.2%	4.1%	3.1%
Muslim	1.6%	1.6%	2.1%
Presbyterian	1.6%	3.8%	2.6%
Quaker	0.1%	0.1%	0.1%
Roman Catholic	24.5%	19.6%	21.9%
Seventh-day Adventist	0.0%	0.2%	0.3%
United Church of Christ/Congregational	0.8%	0.4%	0.6%
Other Christian	9.3%	9.7%	10.2%
Other Religion	2.5%	1.6%	1.9%
None	18.9%	16.8%	17.1%

UIUC respondents rated their spirituality and understanding of others slightly higher than their national counterparts.

Spirituality			
Highest 10%	12.9%	11.2%	11.8%
Above average	27.2%	22.8%	22.2%
Average	34.9%	35.8%	38.2%
Below average	16.8%	19.7%	18.3%
Lowest 10%	8.3%	10.6%	9.6%
Rate yourself on each of the following traits as compared with the average person your age.			
Understanding of others			
Highest 10%	28.8%	23.3%	24.5%
Above average	47.2%	48.7%	47.5%
Average	21.5%	25.2%	25.6%
Below average	2.1%	2.5%	2.2%
Lowest 10%	0.4%	0.1%	0.2%

Many students discuss religion and politics.

Discussed religion			
Frequently	27.5%	33.3%	30.2%
Occasionally	49.9%	52.4%	51.0%
Not at All	22.6%	14.3%	18.9%

Discussed politics

Frequently	27.5%	39.0%	33.5%
Occasionally	51.2%	50.8%	50.5%
Not at All	21.3%	10.2%	16.0%

Many of the respondents demonstrated empathy for others by publically supporting a cause, demonstrating for a cause, fundraising for a cause, or volunteering.

Publicly communicated my opinion about a cause (e.g., blog, email, petition)

Frequently	11.0%	15.4%	14.9%
Occasionally	32.3%	32.6%	31.1%
Not at All	56.7%	51.9%	54.0%

Demonstrated for a cause (e.g., boycott, rally, protest)

Frequently	2.7%	3.1%	3.0%
Occasionally	21.8%	20.0%	18.2%
Not at All	75.5%	76.9%	78.8%

For the activities below, indicate which ones you did during the past year.

Helped raise money for a cause or campaign

Frequently	10.5%	13.9%	13.3%
Occasionally	37.1%	39.9%	38.7%
Not at All	52.4%	46.2%	48.0%

Performed volunteer work

Frequently	36.3%	46.8%	40.0%
Occasionally	51.4%	47.7%	50.1%
Not at All	12.3%	5.4%	10.0%

Respondents rated their empathy skills highly.

How would you rate yourself in the following areas:

Ability to see the world from someone else's perspective

A Major Strength	38.6%	31.6%	33.0%
Somewhat Strong	43.9%	50.5%	47.1%
Average	16.2%	16.5%	18.1%
Somewhat Weak	0.9%	1.2%	1.6%
A Major Weakness	0.4%	0.2%	0.2%

How would you rate yourself in the following areas:

Tolerance of others with different beliefs

A Major Strength	46.7%	51.2%	48.1%
Somewhat Strong	39.2%	36.0%	35.9%
Average	10.5%	11.5%	13.9%
Somewhat Weak	3.0%	1.2%	1.9%
A Major Weakness	0.6%	0.2%	0.2%

Openness to having my own views challenged			
A Major Strength	29.7%	25.9%	26.8%
Somewhat Strong	39.1%	40.7%	38.2%
Average	24.2%	27.8%	28.1%
Somewhat Weak	6.4%	5.0%	6.0%
A Major Weakness	0.6%	0.7%	0.8%
Ability to discuss and negotiate controversial issues			
A Major Strength	38.9%	35.9%	36.4%
Somewhat Strong	35.0%	38.4%	36.7%
Average	19.7%	21.1%	22.0%
Somewhat Weak	5.5%	4.2%	4.4%
A Major Weakness	0.9%	0.4%	0.6%
How would you rate yourself in the following areas:			
Ability to work cooperatively with diverse people			
A Major Strength	49.4%	53.2%	52.9%
Somewhat Strong	33.8%	35.3%	33.9%
Average	15.3%	10.4%	11.7%
Somewhat Weak	1.2%	0.9%	1.2%
A Major Weakness	0.4%	0.2%	0.2%

Most of the respondents do not believe discrimination is a problem in America but support the prohibition of racist/sexist speech on campus.

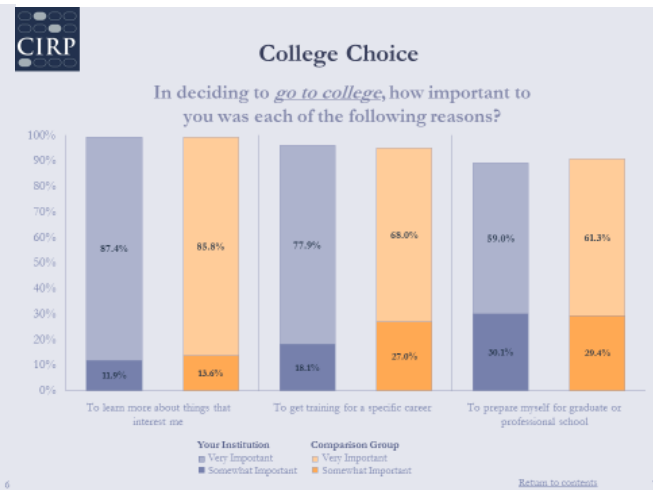
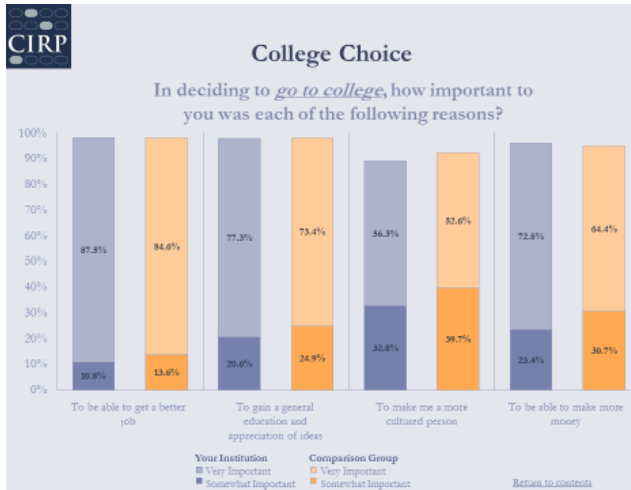
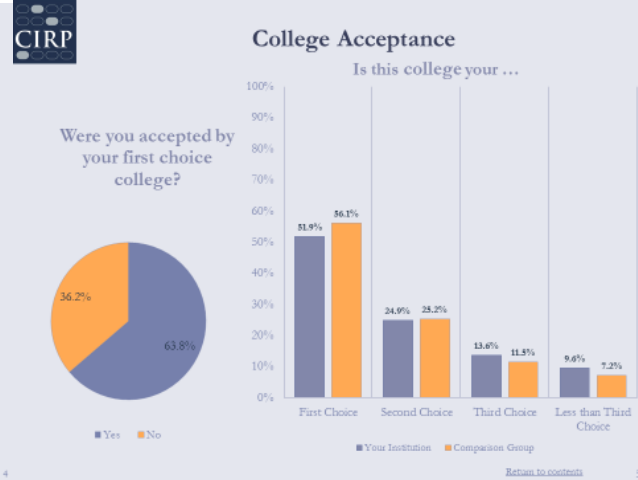
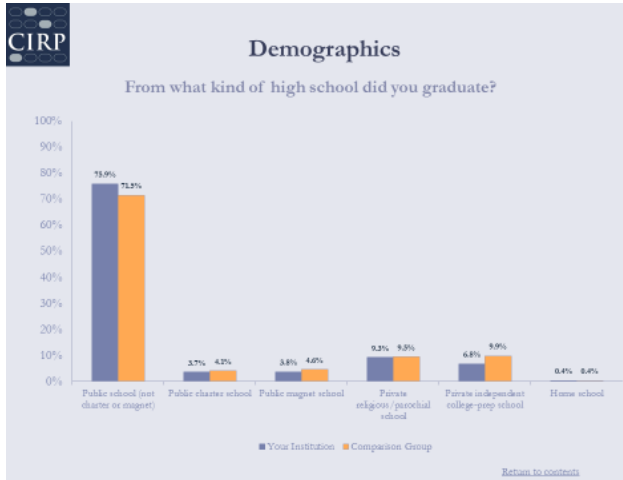
Racial discrimination is no longer a major problem in America			
Agree Strongly	3.4%	2.0%	2.4%
Agree Somewhat	19.5%	12.9%	15.6%
Disagree Somewhat	36.0%	39.5%	40.4%
Disagree Strongly	41.1%	45.5%	41.6%
Colleges should prohibit racist/sexist speech on campus			
Agree Strongly	34.4%	34.8%	38.0%
Agree Somewhat	34.9%	35.1%	32.7%
Disagree Somewhat	22.8%	22.0%	20.7%
Disagree Strongly	7.9%	8.1%	8.6%

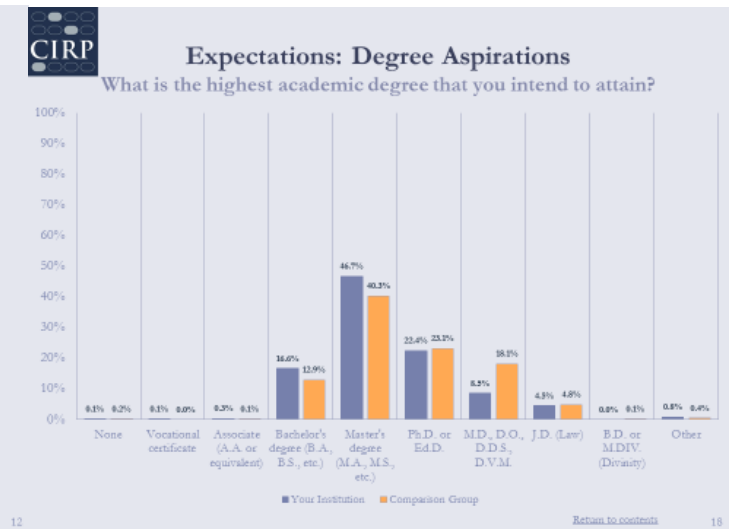
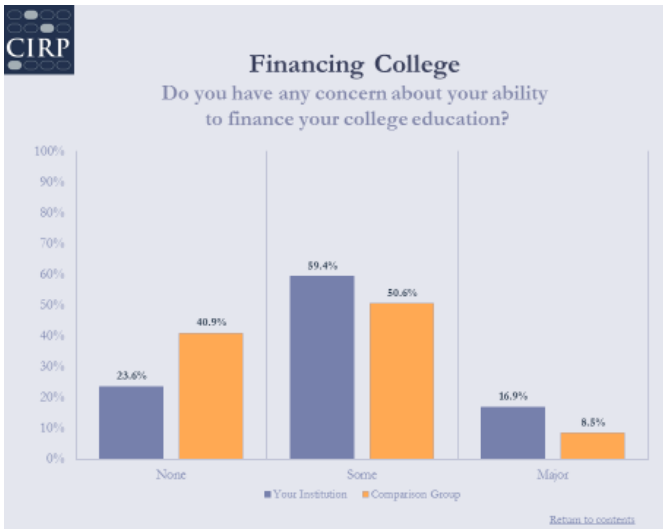
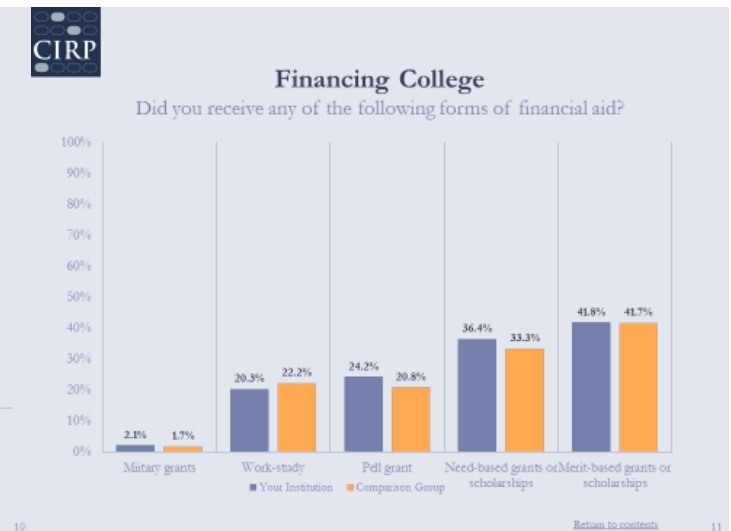
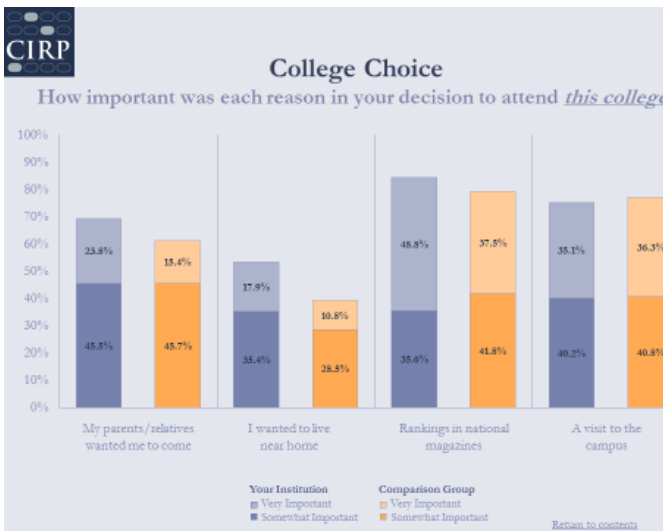
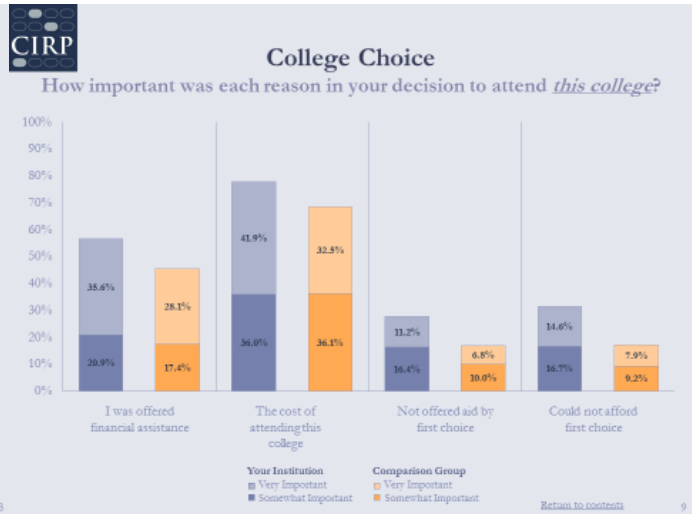
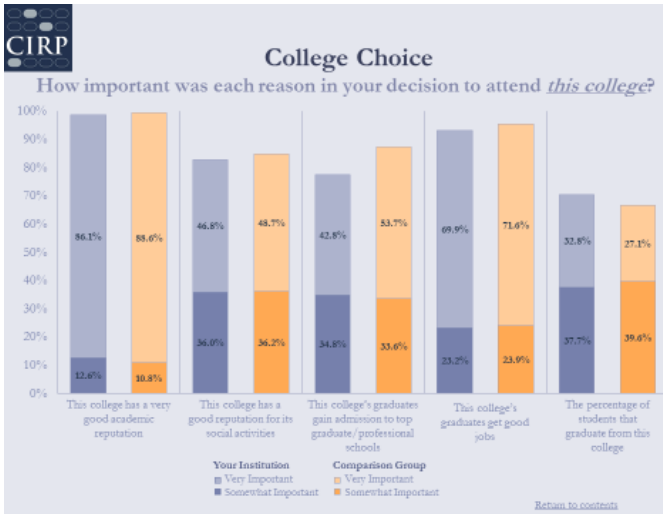
Other topics of support were abortion rights, equity for women, and same-sex marriage.

Abortion should be legal			
Agree Strongly	39.0%	40.5%	38.0%
Agree Somewhat	33.2%	32.8%	32.3%
Disagree Somewhat	15.0%	14.2%	15.4%
Disagree Strongly	12.8%	12.4%	14.4%
Women should receive the same salary and opportunities for advancement as men in comparable positions			
Agree Strongly	81.5%	85.7%	82.3%
Agree Somewhat	14.9%	11.5%	14.1%
Disagree Somewhat	3.2%	2.0%	2.5%

Disagree Strongly	0.4%	0.9%	1.1%
Same-sex couples should have the right to legal marital status			
Agree Strongly	71.2%	70.6%	68.0%
Agree Somewhat	17.8%	17.0%	18.0%
Disagree Somewhat	6.5%	7.1%	7.9%
Disagree Strongly	4.5%	5.3%	6.1%

Selected Results from the 2015 CIRP Freshman Survey





Habits of Mind

Habits of Mind is a unified measure of the behaviors and traits associated with academic success. These learning behaviors are seen as the foundation for lifelong learning.

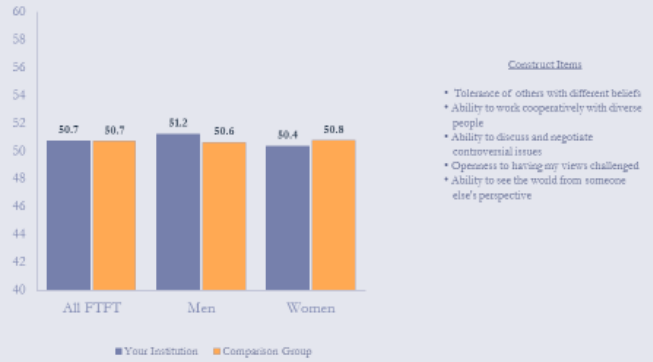


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Pluralistic Orientation

Pluralistic Orientation measures skills and dispositions appropriate for living and working in a diverse society.

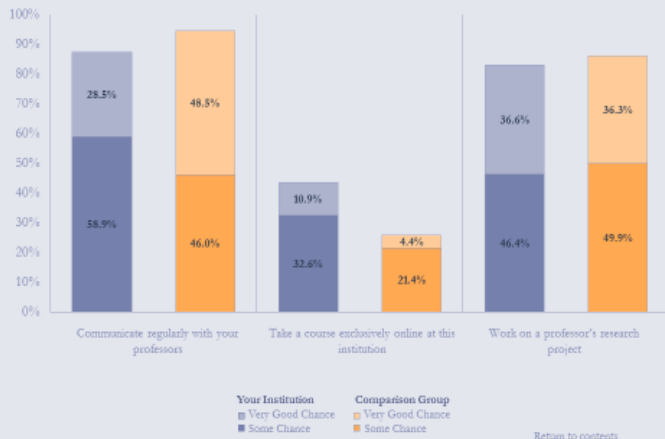


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Expectations for College Life

What is your best guess as to the chances that you will:

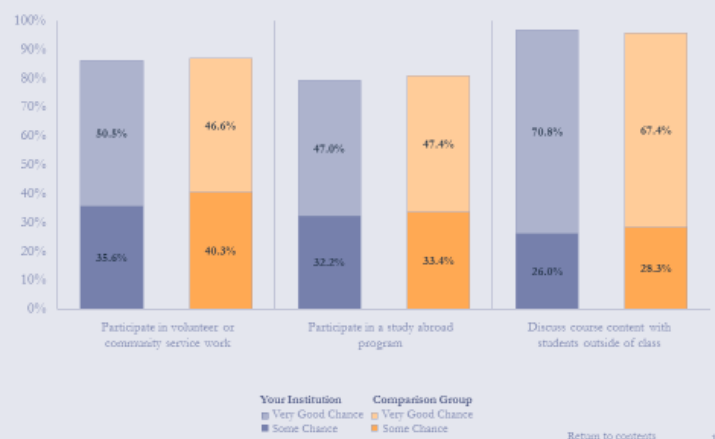


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Expectations for College Life

What is your best guess as to the chances that you will:



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ODOS Communication & Marketing

Completed Work Orders

- Completed a total of 254 work order requests over the year (July 1, 2015-Jun 30, 2016) including webpage designs/updates, publication requests, and other various communication/marketing requests.

Website Stats

Total page views for the following websites (July 1, 2015-June 30, 2016)

CCSS	8,236	RE-THINK THE DRINK	3,689	TENANT UNION	77,168
FSA	95,581	OSCR	36,623	TESTING CENTER	10,516
NSP	88,400	SLS	49,674	VETERANS	22,539
ODOS	81,750	STUDENT-PARENTS	5,723	WE CARE	64,881

Student Assistance Center

- Aggregate usage statistics

Total number of contacts: 8928

Total number of incidents: 473

Emergency Dean Contact: 123

Emergency Dean Incidents: 116

Absence Letters: 2953

910 Contacts centrally focused on Academic Issues

30 Contact related to assisting students with late drops

1795 Withdrawals/Cancellations

1050 Other 0 Low Grades/Academic Probation

391 Personal Issues 4 Military Service/Active Duty

220 Illness-Self 3 Lack of Interest

59 Finances 0 Unhappy Housing

50 Academic Difficulty 2 Lonesome Unhappy

10 Family Illness

10 Full Time Job

239 Medical withdrawals

316 Medical Re-Entry contacts

ODOS holds placed on behalf of our partners including Counseling Center, McKinley Health, Housing, and the BIT

203-Counseling Center Compliance

246-Medical Withdrawals

73-Freshman Housing

11-Other

235 Alcohol and Other Drug Referrals

26 Reports of Missing Students/Welfare Checks

73 Immunization Petitions Reviewed for McKinley Health

High Risk Issues/or serious health and mental health concerns

505 Total Hospitalizations

178 Mental Health Related Hospitalizations

- 97 Suicide Incident Report Forms Completed by ODOS

479 Mental Health Related Issues

-171 of these were Suicide-Related

15 Student Deaths

-6 were known suicides

262 Contacts related to Deaths in Family

57 Contacts related to Personal/Family Emergency

3 Disruptive/Distressed Students

146 Faculty Concerns-most commonly about distressed/distressing students

216 Case Management

35 Sexual Assault
 66 Other Violence/Threat
 17 Discrimination and/or Harassment

o Demographic data (if available)

Contacts by Gender	Incidents by Gender
3985 Female	218 Female
4940 Male	306 Male

Percentage Contacts/Academic Class	Percentage Incidents/Academic Class
1% Unknown	<1% Unknown
17% Fresh	29% Fresh
20% Soph	21% Soph
23% Juniors	20% Juniors
34% Seniors	32% Seniors
5% Grad	9% Grad

Percentage Contacts/College			
7% ACES	5% FAA	<1% Continuing Ed	<1% Social Work
5% AHS	<1% Law	9% DGS	1% Unknown
6% Business	39% LAS	<1% Grad	
1% Education	2% Media	<1% GSLIS	
23% Engineering	<1% Vet Med	<1% LER	

Percentage Contacts/Citizenship	Percentage Incidents/Citizenship
82% Domestic	97% Domestic
14% Non-Resident Alien	11% Non-Resident Alien
3% Lawful Perm Resident	2% Lawful Perm. Resident
1% Resident Alien	<1% Resident Alien
<1 % Non-Citizen Other	
<1% Unknown	

Percentage Contacts/Race	Percentage Incidents/Race
<1% Am Indian or Alaskan	0% Am Indian or Alaskan
14% Asian or Pacific Islander	11% Asian or Pacific Islander
6% Black/Afr. Am/Non-Hispanic	7% Black/Afr. Am/Non-Hispanic
8% Hispanic	15% Hispanic
15% International	12% International
16% Other/Unknown	16% Other/Unknown
42% White/Non-Hispanic	49% White/Non-Hispanic

Student Legal Service Metrics - FY2016

OFFICE USAGE

Consultation Only				Cases Opened	
Accident	24	Name Change	3	Accident	28
Administrative Law	1	Notarization *	338	Ameren	1
Affidavit	1	Notice of Atty Lien	1	Application Qs	1
Ameren *	342	Parental Rights	1	Bailment	3
ADA Issue	2	Parking Ticket	6	City Ord. Violation	17
Application Qs	1	Personal Injury	5	Collection	3
Auto Registration	1	Police Encounter	2	Consumer	12
Bailment	1	Post Expungement Issue	1	Criminal	1
Car Sales Tax	3	Post Plea Issue	25	Damage Deposit	28
Certification *	82	Power of Attorney	17	Deceased Student	1
City Ord. Violation	71	Protest Etiquette	1	Domestic Battery	2
Civil	4	Questions - Various	4	DUI	6
Collection	11	Referral	151	Expungement	2
Concealed Carry Law	1	RIAA/MPAA/Copyright	1	Fake ID	1
Consumer	74	RSO	1	Housing	101
Contract	19	Small Claims	4	Housing-Therapy Animal	1
Credit	5	Student Discipline	29	Insurance	2
Criminal	5	Tax on Car Sale	3	Miscellaneous	1
Cyberstalking	1	Toll Violation	11	Misdemeanor	76
Damage Deposit	46	Towing	4	Name Change	9
Discrimination	3	Traffic	185	Parking Ticket	1
Divorce	2	Translation PRC DL	107	Post Judgment Issue	1
Domestic Battery	1	Victim	4	Post Plea Issue	14
Domestic Violence	4	Witness	1	Power of Attorney	1
Driver License Qs	4	TOTAL 2113		RIAA/MPAA/Copyright	1
DUI	12	Additional Notarizations	123	Small Claims	1
Emancipation	1		2236	Tax on Car Sale	1
Employment	33			Traffic	230
Expungement	34			TOTAL 546	
Fake ID	16				
Family	6				
Gender Inequality	1				
Harassment	4				
Housing	292				
Housing-Therapy Animal	2				
ID Theft	3				
Insurance	20				
Internet Fraud	2				
Interview	11				
Jury Summons	1				
Mail Fraud	1				
Medical POA	1				
Miscellaneous	15				
Misdemeanor	44				

Consult+Open TOTAL 2659

Additional notarizations 123
2782

** Total of Notary Services provided: 342 Ameren; 82 Certification, 338 Notarization, solely. Remaining 123 notarizations were for clients in the context of their issues (e.g., Expungement petitions), who were not required to fill out separate intakes.*

FIVE-YEAR STATISTICAL SUMMARY			
YEAR	ALL INTAKES¹	CONSULTATION ONLY¹	OPENED CASES
2015-2016	2782	2236	546
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	2516	1922.83	593.17

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:	54.81%
Consultation Only:	67.74%
Opened Cases:	17.67%

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

2009-2010	1731	1321	410
	<i>FY2016- 60.72% increase</i>	<i>FY2016- 69.27% increase</i>	<i>FY2016- 33.17% increase</i>

Day & Date	Event: Fairs and Tabling	# Participants	Attorney(s)
8/10	Student Services Symposium, Resource Fair	100	TEB
8/11	Paraprofessional (RA) Resource Fair	230	TEB and Student
8/21	Re-Entry and Transfer Fair	200	MAM
8/23	Quad Day	2,000	All Attorneys + Student
9/11	LAS New International Student Fair	17	Student
9/22	CCSS Resource Expo	20	MAM
2/4	Campus Community Committee and CCSS Resource Fair	15	TEB & SYH
3/3	Daily Illini Spring Housing Fair	25	MAM
3/14	Admitted Students Days Resource Fair	20	MAM
3/28	Admitted Students Days Resource Fair	75	MAM
4/1	Admitted Students Days Resource Fair	40	SYH
4/4	Admitted Students Days Resource Fair	25	TEB
4/8	Admitted Students Days Resource Fair	60	MAM
4/15	Admitted Students Days Resource Fair	30	Student
4/18	Admitted Students Days Resource Fair	46	SYH

SLS OUTREACH EVENT, PRESENTATIONS AND OTHER EVENTS, FY2016

Day & Date	Event: Presentation	# Participants	Attorney(s)
8/5	College of Law, International LL.M Program Orientation	75	TEB
8/18	ISSS Undergraduate New Student Orientation #1	150	MAM + SYH
8/18	ISSS Undergraduate New Student Orientation #2	152	SYH + MAM
8/20	ISSS Graduate New Student Orientation	53	TEB
8/5	College of Law, International LL.M Program Orientation	75	TEB
9/23	LGBTQ - Stay Safe and Build Community: Being LGBTQ in CU	2	MAM
10/15	Daily Illini Housing Fair	23	TEB + MAM
10/21	McKinley Special Population Student Health Committee - Panel Discussion: Effects of Alcohol Use on Students and Others	150	MAM
11/13	Rainbow International - LGBTQ International Students: Issues of Same-Sex Marriage while in the U.S.	30	TEB + MAM
1/13	Exchange Orientation	100	All Attys.
1/15	ISSS New International Student Orientation	60	All Attys.
2/11	McKinley Health Center Special Populations, Student Health Concerns Committee	60	MAM
2/24	IFC Presidents' Council	52	TEB
2/29	Phi Kappa Psi	65	MAM
3/9	I-Promise Housing Seminar	16	TEB
3/29	Minority Association of Future Attorneys	22	TEB & MAM
4/12	GSLIS Student Loan Repayment Workshop - with live broadcast online during live workshop	21	MAM
6/10	ISSS Summer New Student Orientation	20	TEB & MAM

Day & Date	Event: Fairs and Tabling	# Participants	Attorney(s)
8/10	Student Services Symposium, Resource Fair	100	TEB
8/11	Paraprofessional (RA) Resource Fair	230	TEB and Student
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3/28	Admitted Students Days Resource Fair	75	MAM
4/1	Admitted Students Days Resource Fair	40	SYH
4/4	Admitted Students Days Resource Fair	25	TEB
4/8	Admitted Students Days Resource Fair	60	MAM
4/15	Admitted Students Days Resource Fair	30	Student
4/18	Admitted Students Days Resource Fair	46	SYH

Student Legal Service Presentation/Event Evaluation

Fiscal Year 2016 Presentation Evaluations	Total # of evaluations:	52
	Approximate # of attendees:	95
	Approximate response rate:	55%

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%	5.77%	5.77%	51.92%	36.54%	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%	1.92%	42.31%	55.77%	100.00%
3. During the presentation/event, I learned about my legal rights and how to assert these rights properly.	0.00%	0.00%	3.85%	42.31%	53.85%	100.00%
4. I would recommend that other students attend a Student Legal Service presentation/event.	0.00%	1.92%	5.77%	46.15%	46.15%	100.00%

SLS OUTREACH: MATERIALS REQUESTS, FY2016

Date	Department/Organization	Materials Requested
7/1	ISSS	300 Rights of International Students & Scholars in the United States brochures
8/4	ISSS	50 Rights of International Students & Scholars in the United States brochures
8/19	ISSS	150 Rights of International Students & Scholars in the United States brochures, 50 Student Legal Service Program brochures, 10 "Ameren" posters
9/11	LAS Office	50 Student Legal Service Program brochures
1/22	ODOS	50 SLS Program Brochures
1/22	University of Central Florida, Student Legal Services	2 presentations done by the office (powerpoint + pdf versions) of landlord- tenant issues: <i>Animals in Housing</i> , and <i>Common Landlord-Tenant Issues at Illinois</i>
3/14	Misdemeanor Court Judge	50 Student Legal Service Program Brochures and 25 SLS Program Brochures -Chinese translation
3/15	Traffic Court Judge	50 Student Legal Service Program Brochures
4/11	Traffic Court Judge	25 SLS Program Brochures- Chinese translation
4/19	ISSS	170 SLS Program Brochures

ADVERTISEMENTS, FY 2016

Publication Date	Medium	Ad (Special Issue/Edition)
Summer 2015	<i>iBook 2015-2016 (planner)</i>	Student Legal Service; "Know Your Rights"
10/15	<i>Door Hanger</i>	Daily Illini Housing Fair, "Choose a good landlord, Find a great apartment!"
3/2	<i>dailyillini.com</i>	large block ad, "unofficial. It's about your career!"

LISTINGS, FY 2016

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 ; " <i>Legal Services</i> "

ARTICLES, FY 2016

Publication Date	Medium	Ad (Special Issue/Edition)
10/13	<i>The Daily Illini</i>	"Apartment hunting tips from campus resources" (Fall Housing Guide)
2/28	<i>The News Gazette</i>	"Legal Counsel at the Ready"
3/4	<i>The Daily Illini</i>	"KNOW YOUR RIGHTS"
4/8	<i>Parents and Family Programs e-Newsletter</i>	"Contract Reviews and Loan Reduction Services"

WEBSITE USAGE FY2016		
		Pageviews
TOTAL PAGEVIEWS		49,674
SLS Home/Index Page		11,552
Schedule Appt./Intake Page + Online Intake Index		
Online Intake Index/ Information pages		14,291
Online Intake Form Pages		8,376
Traffic Intake	1,785	
General Intake	1,523	
Ameren Intake	1,005	
Housing / Damage Deposit Intake	1,363	
Certification or Notarization Intake	1,139	
Misdemeanor Intake	472	
Translation of PRC Driver License	358	
City Ordinance Violation Intake	342	
"Thank You/Submission" Page *	167	
Health Care Power of Attorney Intake	100	
Power of Attorney Intake	75	
Name Change Intake	47	
Housing/Tenant Pages		1,708
General Information Pages		2,944
Attorney Bios		2,004
Especially For International Students		2,677
Court + Court Forms		1,260
Contact + Email Information		1,443
Brochures/Presentations		1,160
Engagement		347
Attorney-Speaker Service		349
Resources **		162
Other Links:		1,401
Maps	669	
Annual Reports Index	177	
SLS History	168	
Legal Links	164	
Archives (new 10/2014)	87	
Legal Disclaimer	60	
Spring Break	76	

* Separate "Thank you" page eliminated and system changed to indicate submission on the same page.

** New section of website, "Resources" added to website late in FY2016.

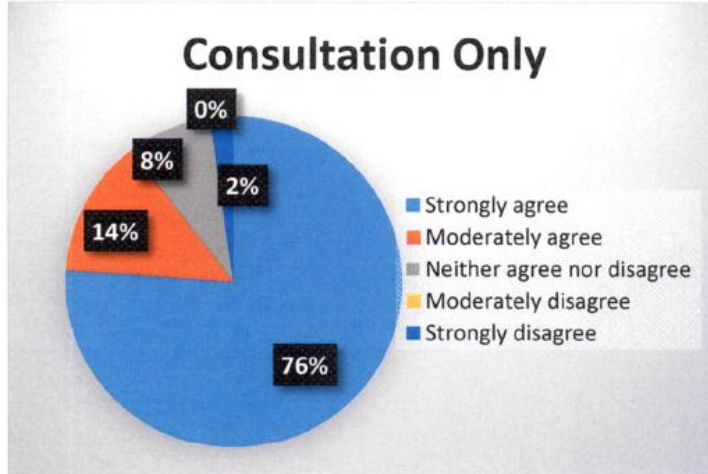
SLS Survey Results

SATISFACTION

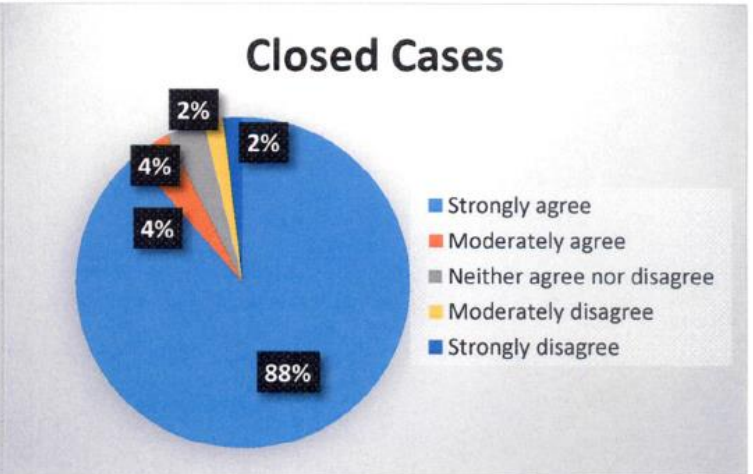
Please indicate your level of agreement with the following statements:

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

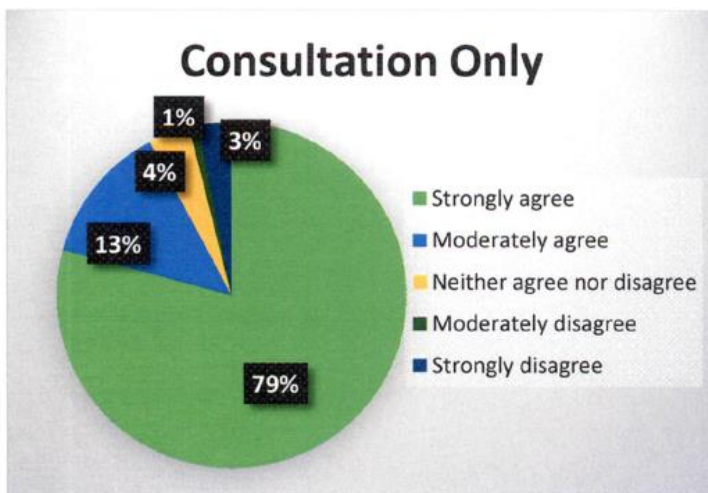
Q20.



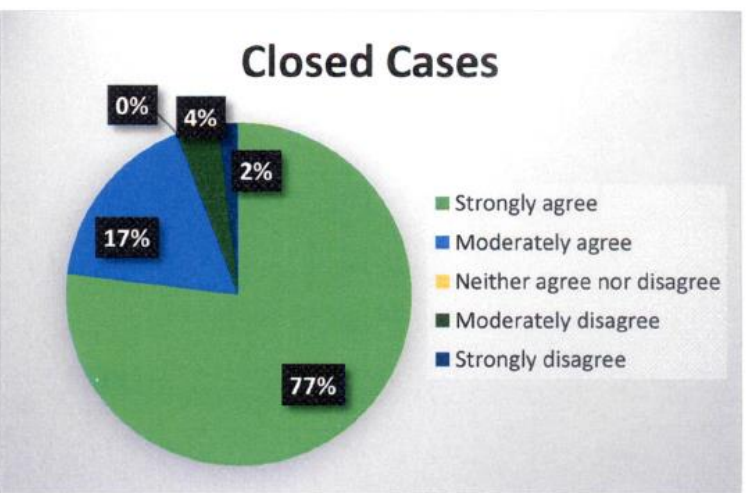
Q23.



Q26. *I feel the Student Legal Service represents a valuable service to students.*

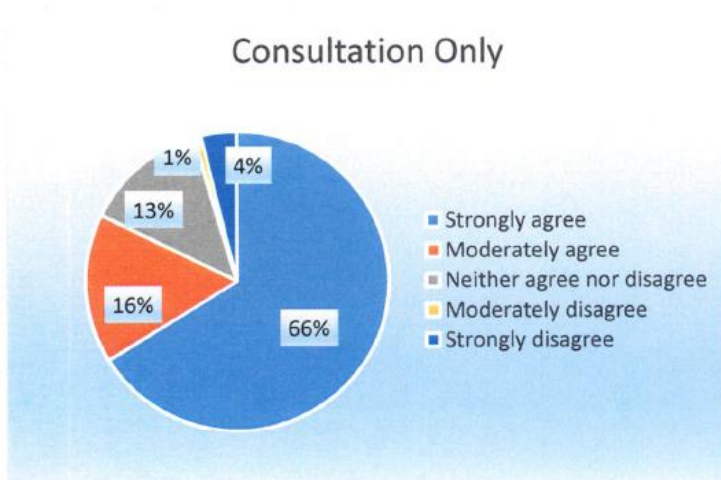


Q28. *I feel that with Student Legal Service, I would have had greater difficulty in resolving my problem.*

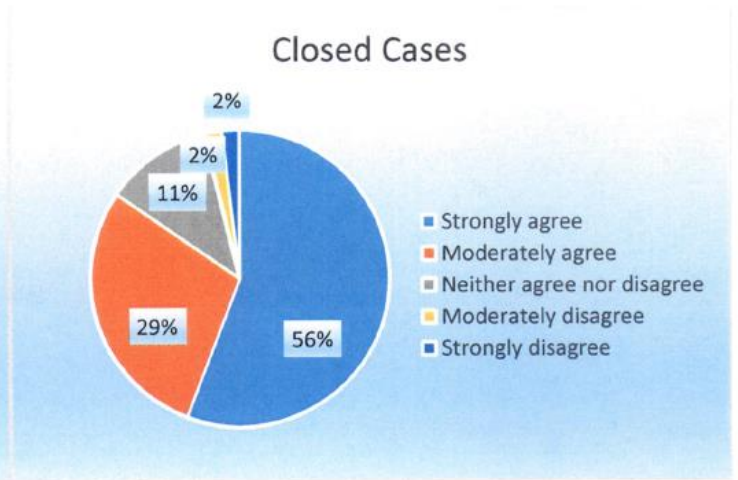


LEARNING OUTCOMES

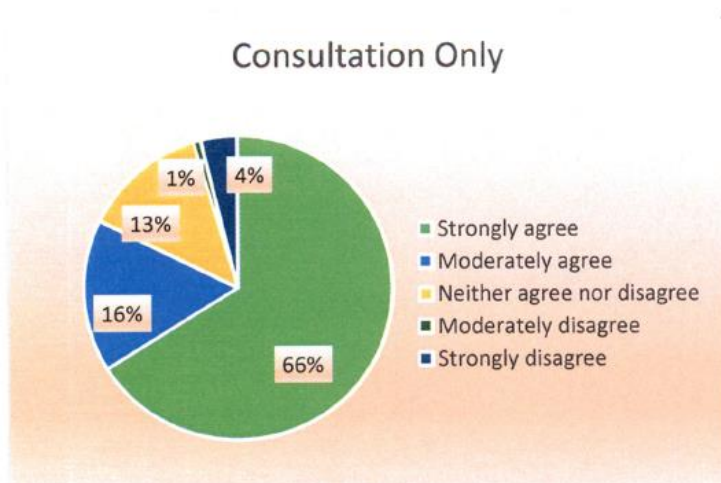
Q27. *After consulting with Student Legal Service, I feel better equipped to handle similar situations in the future.*



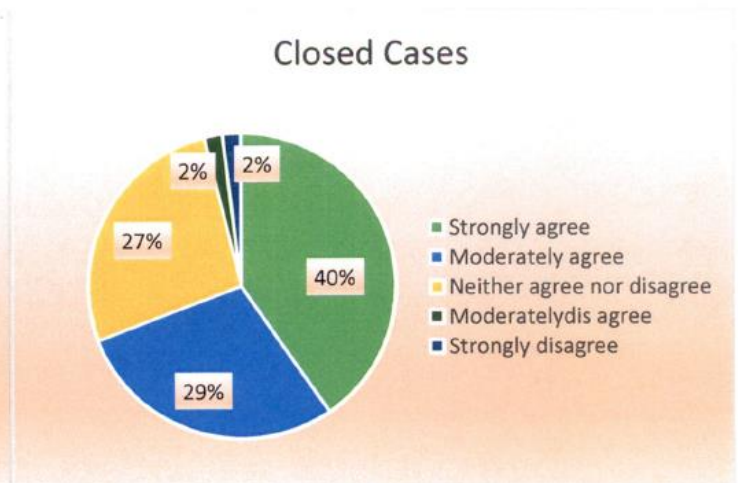
Q26. *As a result of my experience with SLS, I feel better equipped to handle a similar situation in the future.*



Q28. *As a result of my experience with SLS, I am more aware of resources available at the university.*

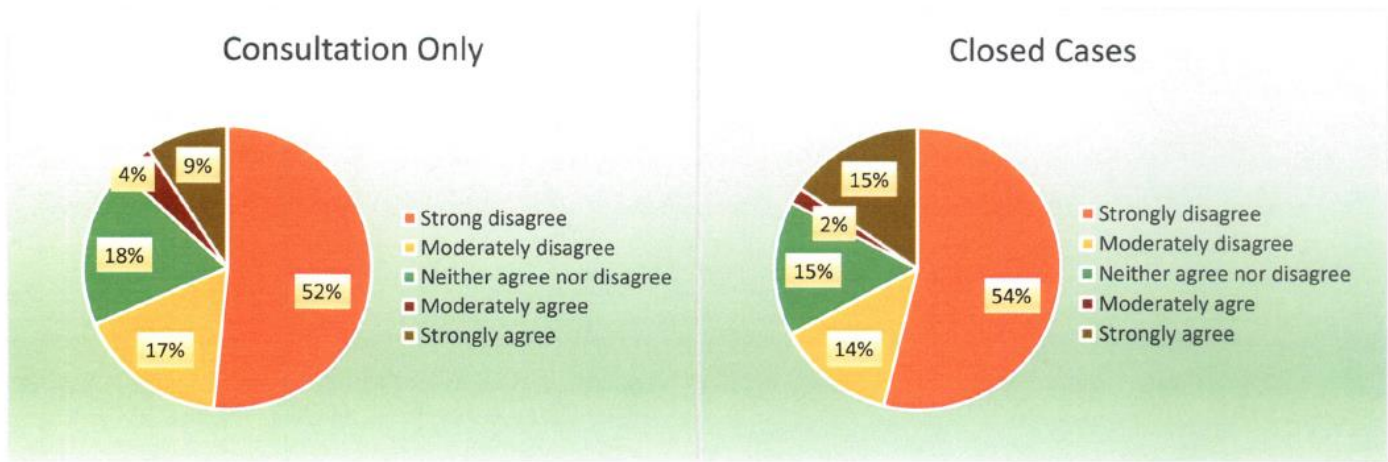


Q24. *Through my experience in the legal process, and because of the particular way Student Legal Service operated, I have.... – A better understanding of the legal process.*

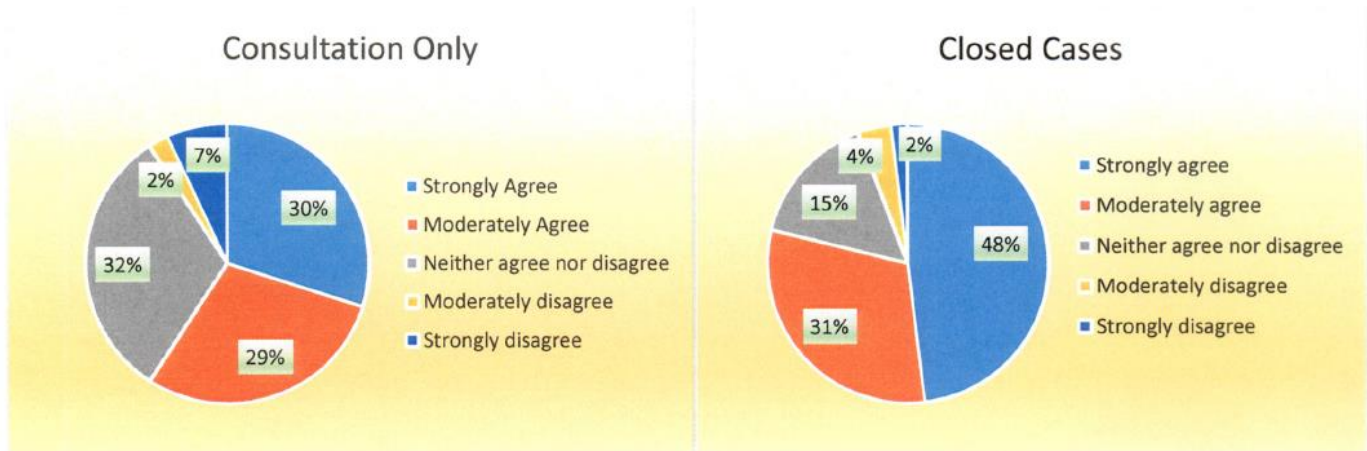


RETENTION

Q29. Without legal help, I would have considered leaving school.

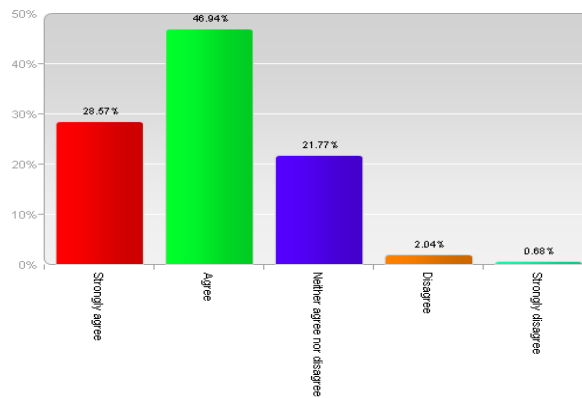


Q30. The services provided by SLS ... - Enhanced my ability to focus on my studies.

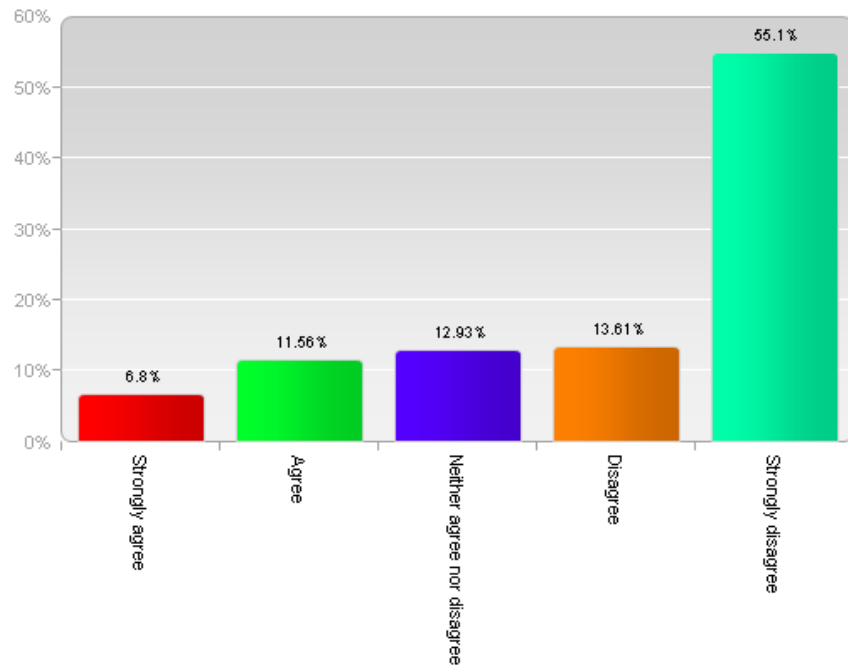


Tenant Union Survey Results

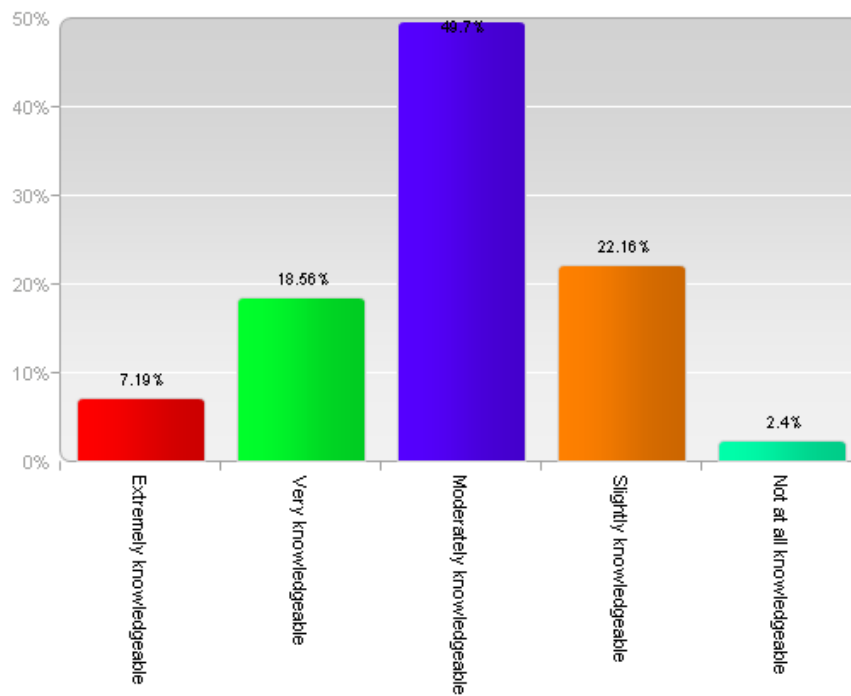
Q25. Please indicate your level of agreement with the following statements: - After consulting Tenant Union, I feel better equipped to handle similar situations in the future



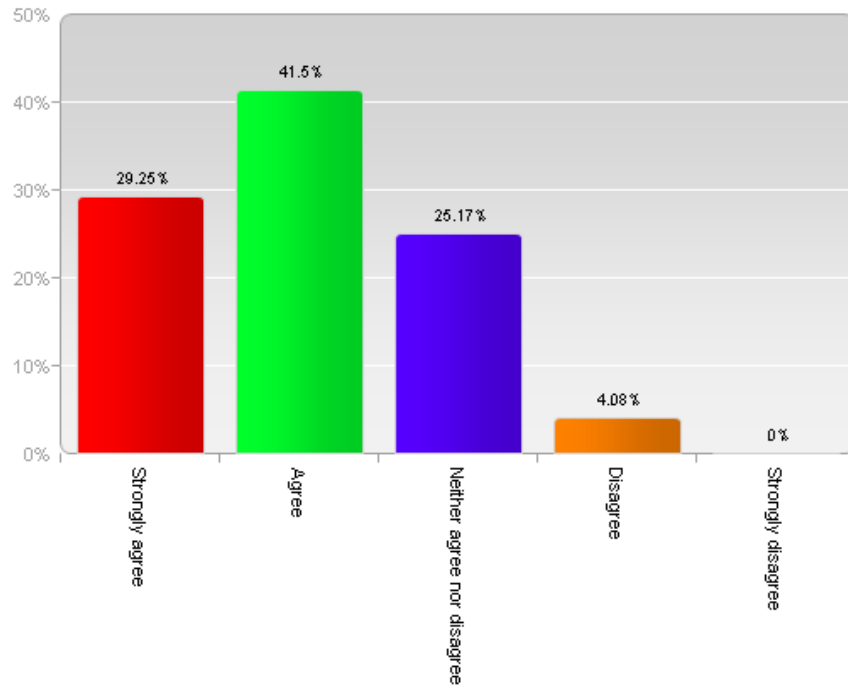
Q26. Please indicate your level of agreement with the following statements: - Without housing assistance, I would have been homeless



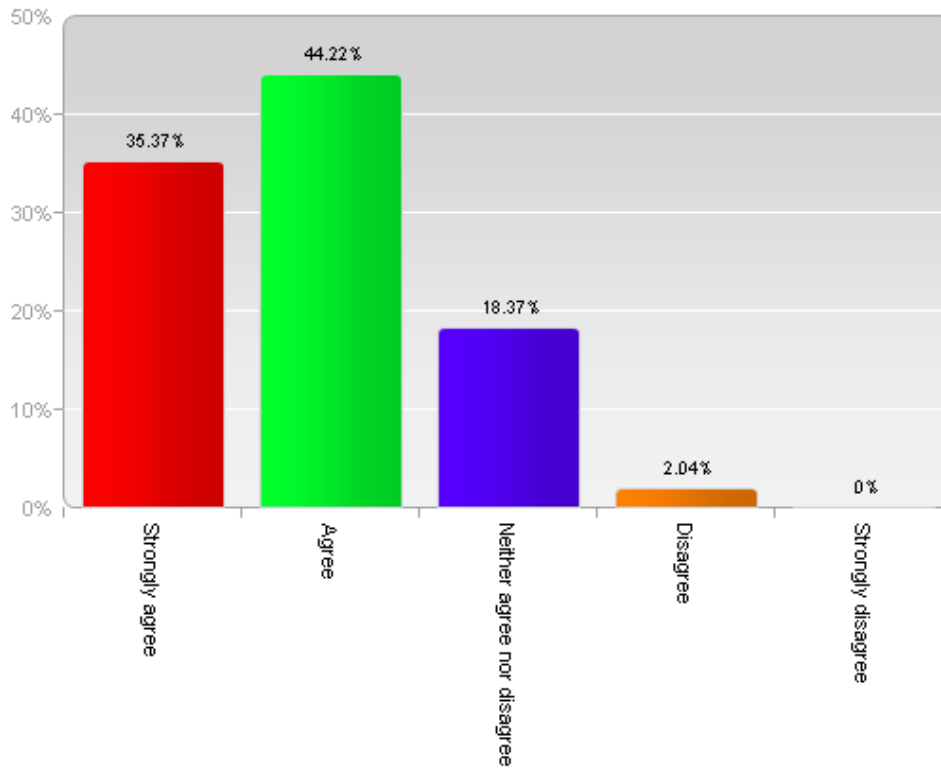
Q9. What was your level of knowledge regarding your housing situation (prior to meeting a Housing Counselor at Tenant Union)?



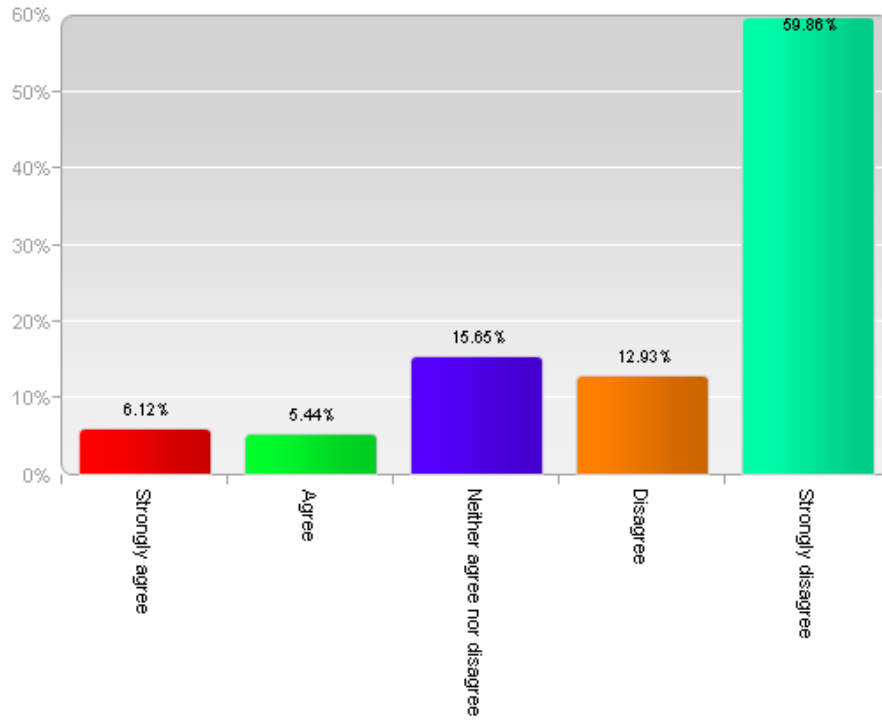
Q20. Through my experience in the renting process and because of the particular way Tenant Union operated: - I have a better understanding of local city codes and ordinances (housing laws)



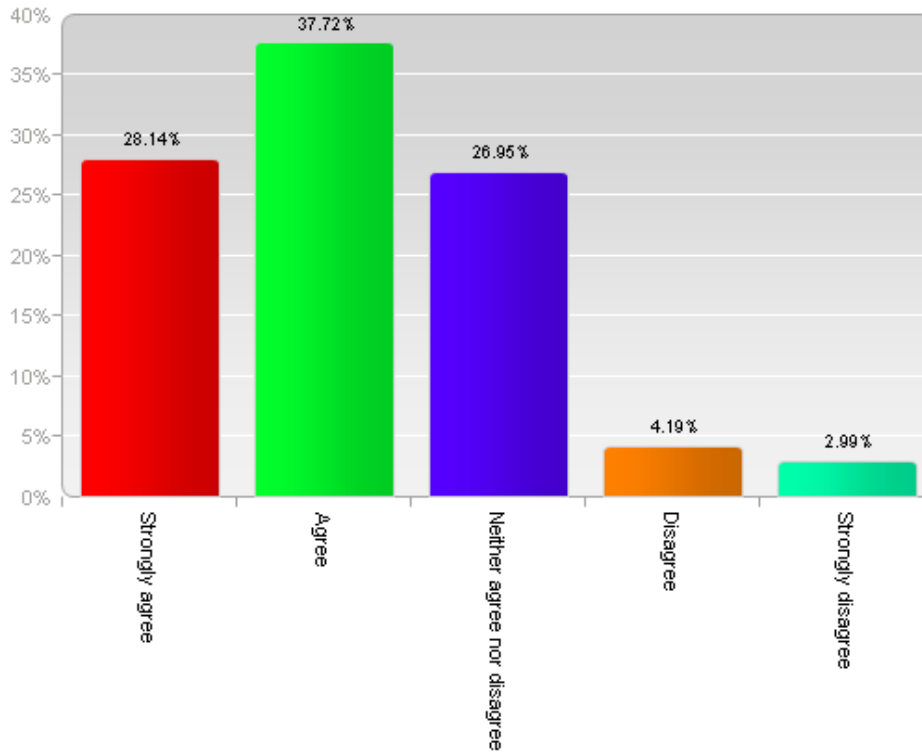
Q19. Through my experience in the renting process and because of the particular way Tenant Union operated: - I have a better understanding of renting process



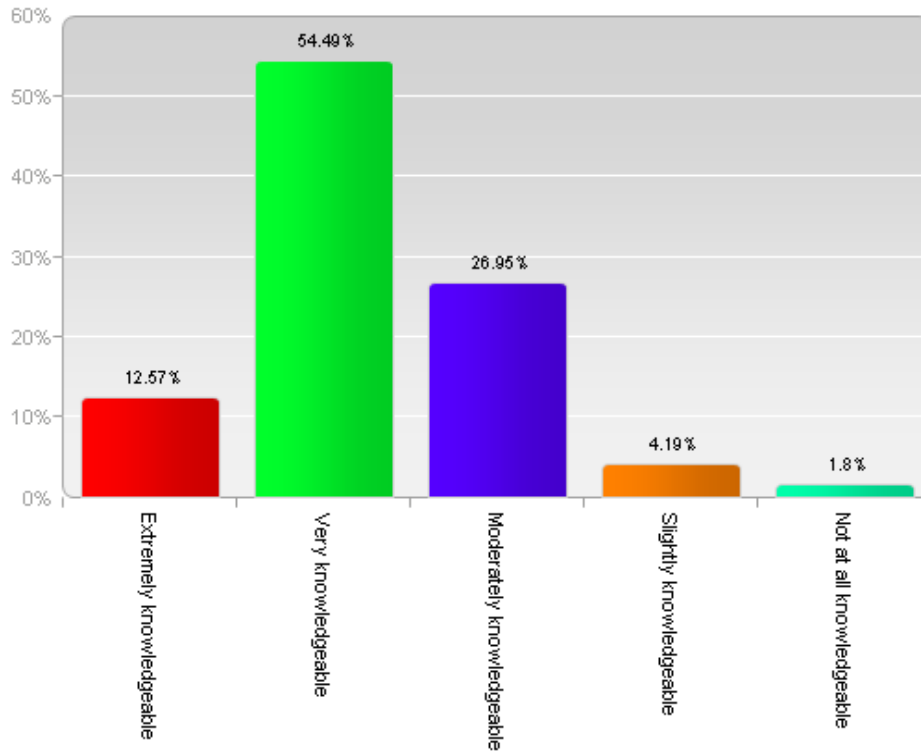
Q27. Please indicate your level of agreement with the following statements: - Without housing assistance, I would have considered leaving school



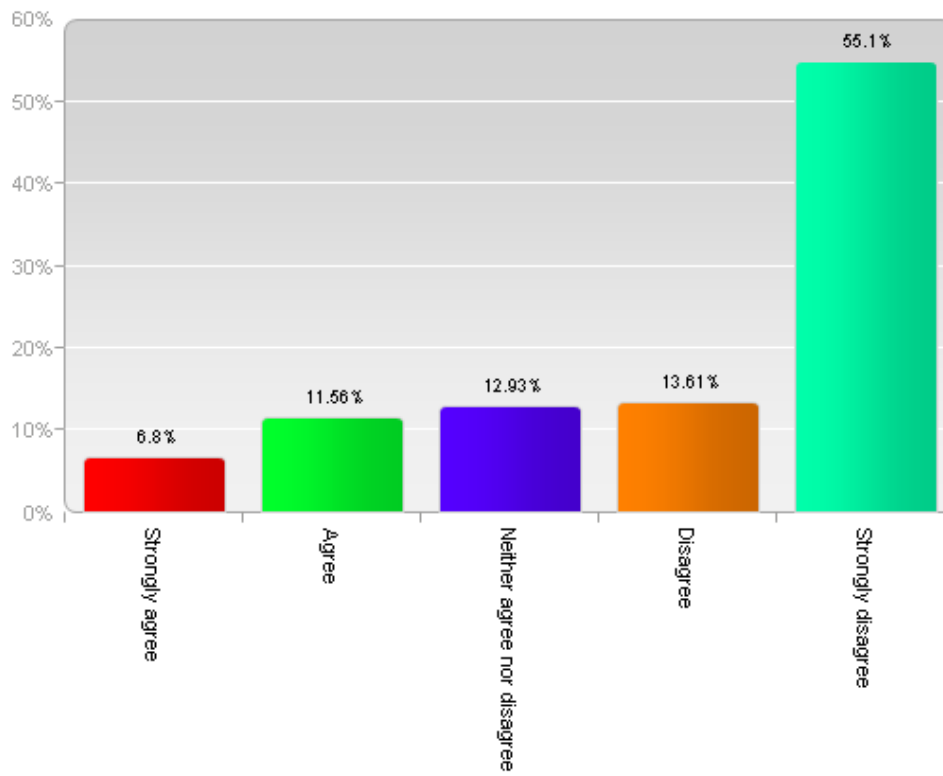
Q7. Please indicate your level of agreement with each statement: - Tenant Union has made it easier for me to connect with campus and/or community resources that have improved my off-campus living experience



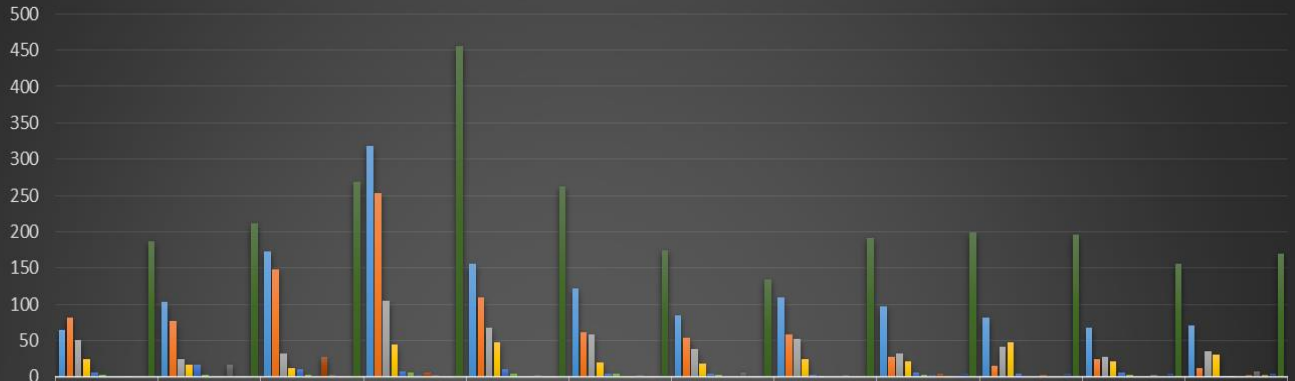
Q13. What is your current level of knowledge regarding your housing situation (after meeting with a Tenant Union Housing Counselor)?



Q26. Please indicate your level of agreement with the following statements: - Without housing assistance, I would have been homeless



FY16 Service Type With Total served



	15-Jul	15-Aug	15-Sep	15-Oct	15-Nov	15-Dec	16-Jan	16-Feb	16-Mar	16-Apr	16-May	16-Jun
Info Request	64	103	173	318	155	121	85	110	97	82	67	71
Looking	81	77	148	253	109	62	53	58	27	15	25	12
Complaint Records	50	25	32	104	67	59	39	52	32	41	28	35
Lease Review	25	16	12	45	47	20	18	25	21	47	22	31
Sublet Help	6	16	10	7	10	5	4	3	6	5	6	1
Roommate Help	2	2	3	6	4	5	2	1	3	0	2	1
Privacy	1	0	0	3	0	0	0	0	2	0	0	1
Deposit	1	0	28	6	1	1	0	1	5	2	0	3
Repair Problem	1	17	3	3	3	2	6	3	1	0	2	7
Code Violation	0	0	0	0	0	0	0	0	0	0	0	3
Other	0	0	0	0	0	0	0	0	5	4	4	5
Total Served	187	211	268	456	262	175	134	192	199	196	156	170

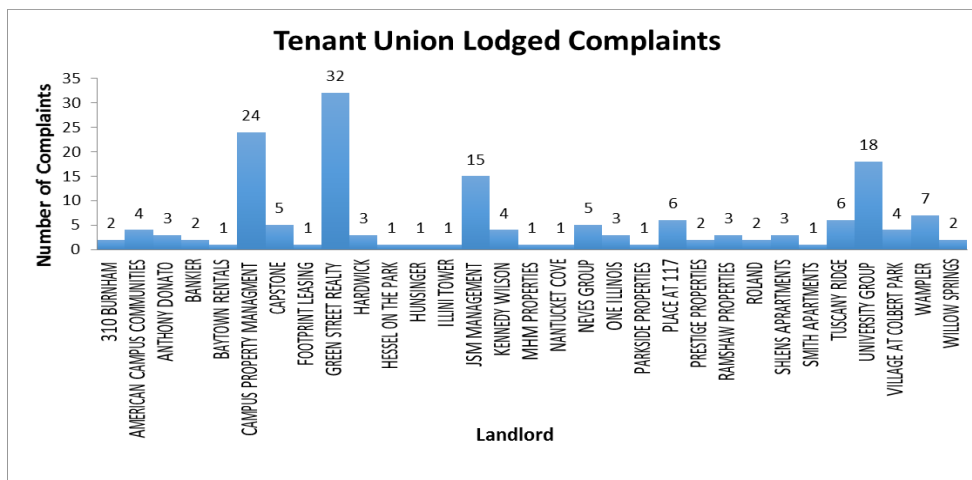
#served Info Request = 2,020

#used online Housing Explorer = 2,309 Unique Visits

#outreach = 8,924 (including TU programs, presentations, fairs etc.)

#walk-in 744

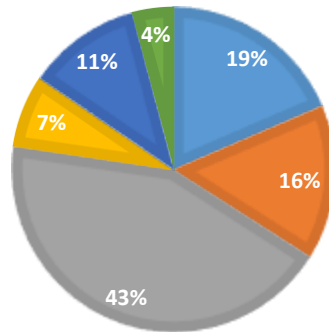
Overall total #served = 13,253 representing a 59% increase in number served from previous fiscal year



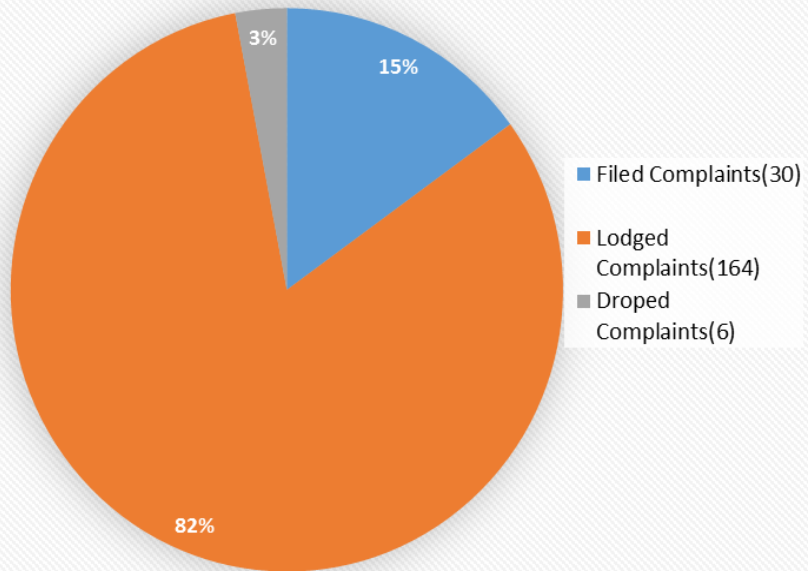
Tenant Union Lodged Complaints	
Landlord/Company	Lodged
310 Burnham	2
American Campus Communities	4
Anthony Donato	3
Bankier	2
Baytown Rentals	1
Campus Property Management	24
capstone	5
Footprint Leasing	1
Green street Realty	32
Hardwick	3
Hessel on the park	1
Hunsinger	1
Illini Tower	1
JSM Management	15
Kennedy Wilson	4
MHM Properties	1
Nantucket Cove	1
Neves Group	5
One Illinois	3
Parkside Properties	1
Place at 117	6
Prestige properties	2
Ramshaw Properties	3
Roland	2
Shlens Apartments	3
Smith Apartments	1
Tuscany Ridge	6
University Group	18
Village at Colbert park	4
Wampler	7
Willow springs	2
Total	164

Complaint Type Lodged complaints

■ Housing Code violations ■ Deposit Issues ■ Maintenance ■ Lease ■ Other ■ Privacy



Complaints



FY 16 Complaints Filed: 30

Lodged: 164

Dropped: 6

LANDLORD/COMPANY	LANDLORD/COMPANY
Bankier Apartments	1
Baraka Properties	1
CAROL TILLMAN PROPERTIES	1
Campus Property Management	5
Anthony Donato	2
Eric Luedtke	2
Green Street Realty	3
JSM	3
Kennedy-Wilson	2
Neves Group	1
Ramshaw Real Estate	2
Roland Realty	1
Samuel and Lynn Duvall	1
Serge Krasavin	1
Shlens Apartments	1
Tri- County Management	1
University Group	2
Total	30

TENANT UNION EDUCATIONAL PROGRAMMING & OUTREACH EVENTS

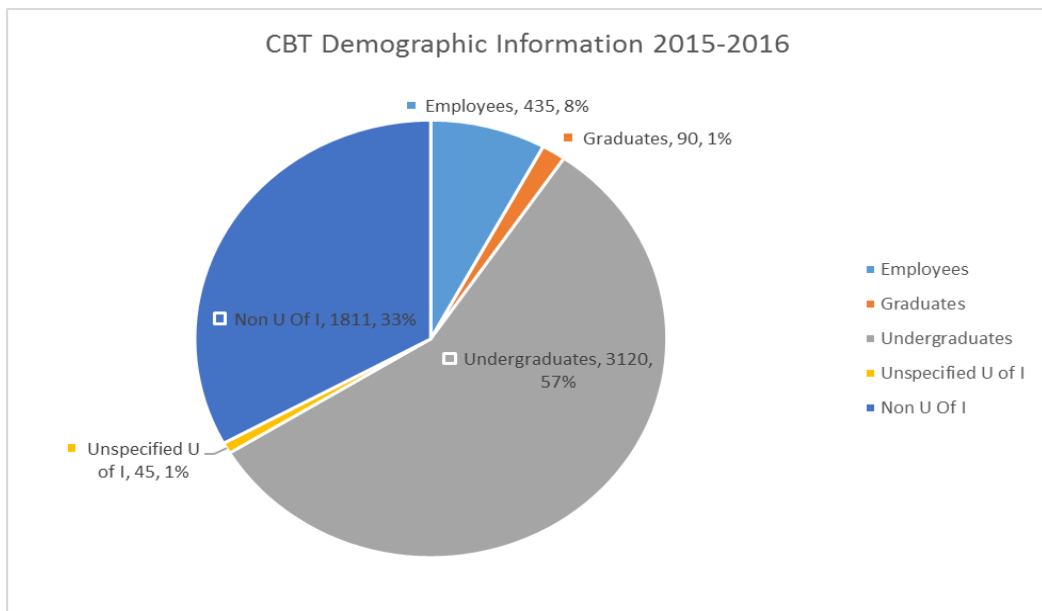
NAME OF EVENT	DATE OF EVENT
August	
4 th annual student services symposium table	8/10/2015
Veteran Student Lounge presentation	8/11/2015
Annual paraprofessional Resource fair	8/11/2015
ISSS resource fair	8/17/2015-8/21/2015
ISSS new student orientation	8/19/2015
Transfer Student welcome table	8/22/2015
Quad Day	8/23/2015
Illini Union Later Nighter	8/23/2015
IEI housing orientation	8/26/2015
September	
Nuts and Bolts	09/1/2015
Apartment Hunting	9/3/2015
Nuts and Bolts	9/10/2015
UIUC Job Fair	9/14/2015
Experienced Renter Panel and speed room mating	9/15/2015

Apartment Hunting	9/17/2015
Apartment Hunting	9/22/2015
CCSS resource Expo	9/22/2015
Apartment Hunting Delta Sigma Theta	9/23/2015
Lease Promotion Party fair	9/24/2015
October	
Nuts and Bolts	10/1/2015
Experienced renter panel and speed room mating	10-6-2015
Daily Illini Housing Fair	10/15/2015
Lease Lasso	10/20/2015
Nuts and Bolts	10/22/2015
Apartment Safety Series presentation Collaboration with Women's resource center	10/27/2015
Lease Lasso	10/29/2015
November	
Lease Lasso	11/4/2015
Apartment renting for student athletes	11/9/2015
Apartment Hunting	11/12/2015
Landlord not fixing your apartment	11/17/2015
RSO leadership dinner presentation	11/18/2015
January	
Spring International orientation Presentation	01/15/2016
IEI Workshop presentation	01/19/2016
Roommate problems	01/21/2016
Experienced renter panel and speed room mating	01/26/2016
Resource fair for DGS students	01/26/2016
February	
Love your Sublet	02/02/2016
CCSS resource expo	02/04/2016
Lease promotion party fair	02/25/2016
ASD Fair	02/29/2016
March	
Nuts and bolts	3/1/2016
What is the Tenant Union	3/02/2016
Housing Fair	3/3/2016
Visiting Day for MSW students	3/12/2016
ASD Fair	3/14/2016
Admitted Transfer Days fair	3/18/2016
Admitted Transfer Day	3/18/16
Admitted student Day	3/28/2016
April	
Admitted Student Day Fair	4/ 01/2016
Admitted Student Day Fair	04/04/2016

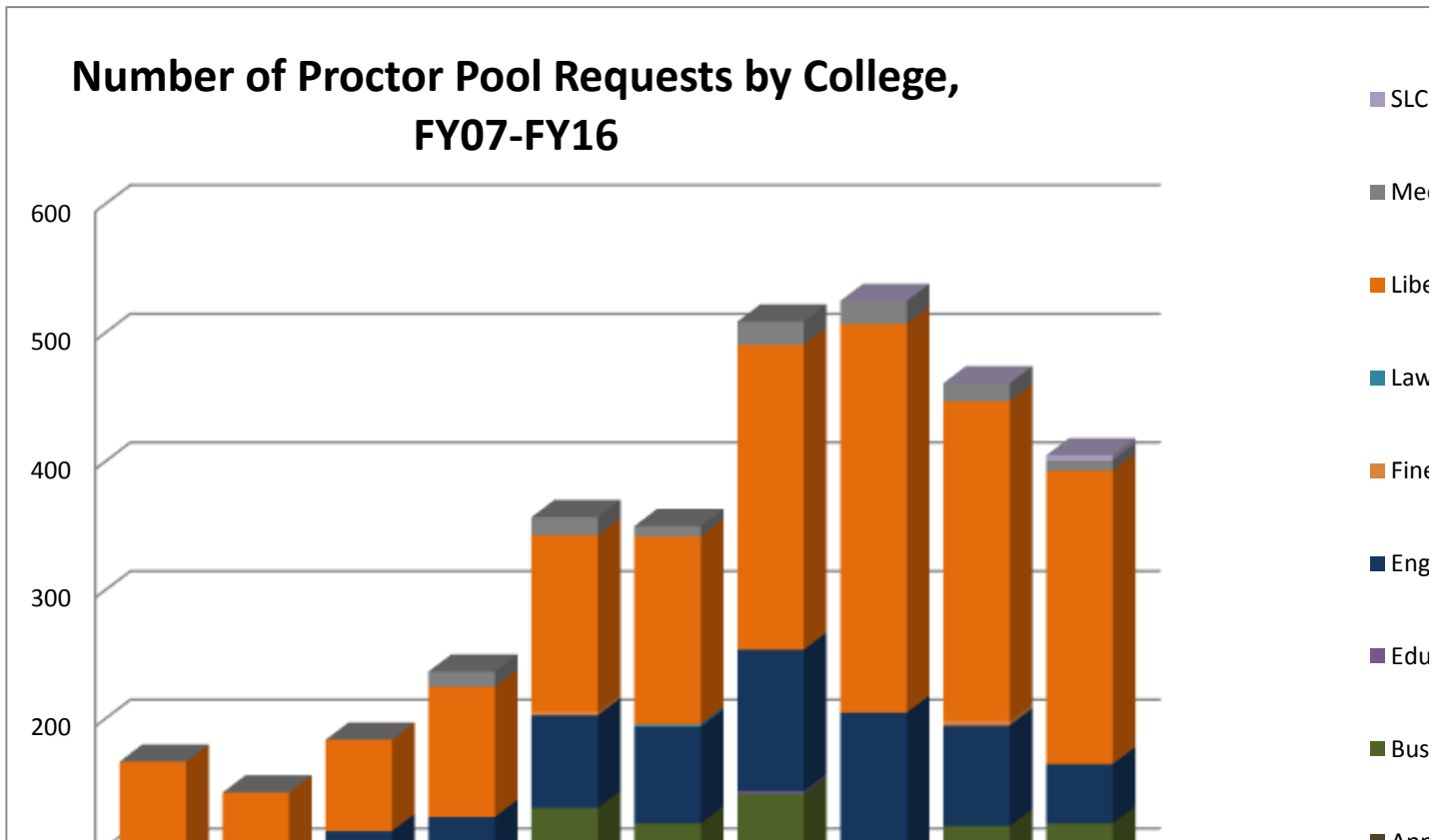
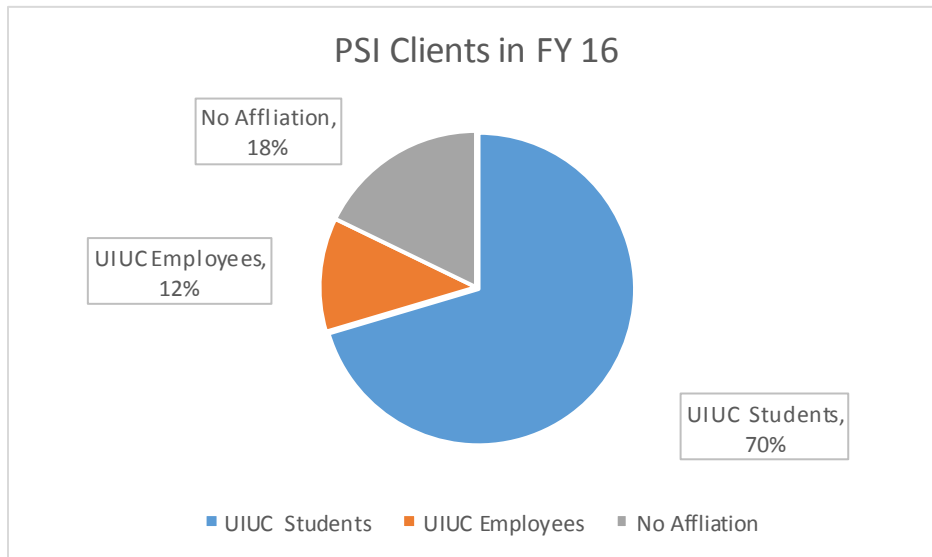
Admitted Student Day Fair	04/08/2016
Sexual Assault and Tenants Rights-Women’s Resource Center	04/11/2016
Admitted Transfer Day Presentation	04/11/2016
Admitted Student Day Fair	04/15/2016
Admitted Student Day Fair	04/18/2016
Get Your Deposit Back!	04/19/2016
May	
Summer Registration Fair	05/23/2016 - 07/05/2016
June	
Summer Pre-Doctoral Institute	06/01/2016
Total Outreach Number Served	8924

Testing Center

Annual assessments documented that 67% of all computer-based testing clients were affiliated with the university in some way. Among CBT test takers 8% were UIUC employees, 1% were UIUC graduate students, 57% were UIUC undergraduate students, 1% had an unspecified affiliation with UIUC, and 33% 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 FY16 documented that 70.4% of clients were UIUC students, 11.8% were UIUC employees, and 17.8% 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 2016 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. It is a VSSS goal to determine a graduation rate for military connected students to create a measure of success.