

ANNUAL  
REPORT

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OFFICE OF THE  
**DEAN OF STUDENTS**

UNIVERSITY OF ILLINOIS AT URBANA-CHAMPAIGN

STUDENT AFFAIRS

**2016-2017 Annual Report**  
**For The**  
**Office of the Dean of Students**

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The Office of the Dean of Students implemented initiatives proposed in 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'.

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 and services 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** updated the progress of initiatives for the first year of the ODOS strategic plan. These initiatives were evaluated and documented on the Strategic Plan dashboard (<http://odos.illinois.edu/strategicplan/initiatives.asp>).
- ✚ **Student Legal Services** continues to see growth in international LL.M. intern requests from the College of Law and doubled from 2 to 4 interns. SLS also developed six formal learning outcomes for these interns.

#### *Provide transformative learning experiences*

- ✚ **Fraternity & Sorority Affairs** delivered 18 G.L.A.S.S. (Greeks Learning Alcohol Safety Skills) workshops with 835 student participants. G.L.A.S.S workshops aim to teach students how to recognize the signs of an alcohol related emergency, strategies for responsible drinking, and bystander intervention skills.
- ✚ **Campus and Community Student Services'** Door Hanger distributions reached more than 10,000 students residing in apartments within the campus district.

#### *Make a significant and visible societal and community impact*

- ✚ **Office of the Dean of Students'** Director of Assessment assisted in the second administration and dissemination of the inaugural sexual experiences survey report ([http://wecare.illinois.edu/docs/SMPCresponse\\_full\\_report.pdf](http://wecare.illinois.edu/docs/SMPCresponse_full_report.pdf)).
- ✚ **Student Legal Services** continues to ensure equity and access by translating legal materials. This year they developed *Your Passport to Student Legal Service* which helps students to find university resources and has been well received by international students.

*Steward current resources and generate additional resources for strategic investment*

- ✚ **Office of the Dean of Students** is completing the renovation of the ground floor of Turner Student Services Building and participated in Campus Master Plan discussions and advocated to replace the building.
- ✚ **Testing Center** computer-based testing revenue increased 9% and National exam revenue increased 24.3%.



## ACOMPLISHMENTS: FOSTER COLLABORATION, DISCOVERY, AND INNOVATION

**Campus and Community Student Services** – CCSS maintained its increased collaborative programming efforts with their campus and community partners (i.e., 17 events in FY 17 in comparison to 8 events in FY 15); which is more than 11 times the 10% expansion call for in its strategic plan. CCSS spearheaded a multi-agency, community awareness campaign to compliment the campus' Unofficial St. Patrick's Day efforts that included information regarding local and state laws, alcohol safety, community expectations, and other resources. More than 40,000 electronic packets were distributed which is equal to FY 16.

**Fraternity and Sorority Affairs** –FSA partnered with the Illinois Leadership Center to offer a second year of the Imprint i-program to fraternity and sorority members. A third year of the GUARD program in partnership with the Women's Resource Center was provided. GUARD is a sexual assault prevention and bystander intervention program designed specifically for fraternity and sorority members. Staff offered an additional session of the program to provide three sessions during the year. 100% of fraternity and sorority chapters participated in the program by attending one of the five hour workshops.

**New Student Programs** –NSP staff attended national and regional conferences that led to enhancements in the following programs: Transfer Orientation, Transfer G.R.I.T Camp, and Orientation Leader Training.

**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, Search Committees, specialized committees such as the Sexual Experiences Climate Survey, Program Coordination Council, Strategic Initiative Grants, Campuswide Student Learning Outcomes reporting, and Alcohol & Social Norming Committee. ODOS completed a dashboard and website to highlight its strategic plan and report updates on initiatives.

**Student Assistance Center** – SAC had 7194 contacts with students during FY17. Those contacts include 2455 requests for absence, 1513 withdrawals/cancellations, 668 for academic issues, 618 for verifications/inquiries for university hold, 591 for health/safety issue, 394 personal issues, 250 reentry contact, 242 Case Management, 230 for Medical Withdrawals, 97 for immunization petitions, 70 for financial issues, 15 for life/safety issues, 12 for discrimination/harassment, 11 discipline issues, 9 interpersonal violence, 8 chronic health issues, 6 for alcohol related issues, and 5 housing issues.

**Student Legal Services** – 1,657 students received in-office legal consultations and 46.6% were international students. Opened cases were comprised of 48.35% international students. Assessment indicates that 51.5% of students had minimal to no understanding/knowledge of their legal issue prior to consultation. After consultation 56.6% reported significant or expert knowledge and 30.3% reported moderate comprehension of

their legal situation. A three year trend analysis documents that client satisfaction, learning outcomes, and retention for domestic and international students was high. Significant learning occurred and but for the services provided by SLS these students would have considered leaving school.

**Tenant Union** – TU hosted a Tenant Services & Landlord Resource Conference during the Spring 2017 semester. All of attendees reported they would recommend the conference to others. TU hosted a student intern through the Summer Youth Employment Program.

**Testing Center** – TC provided special accommodations to 61 individuals. The TC student employee learning outcomes rubric documents that students are learning skills such as communication and critical thinking at just under the highest possible score of exceeds expectations.

**Veterans Student Support Services** – VSSS collaborated with the Busey Bank Veteran Loan Officers, Bill and Joni Utnage, to conduct a workshop on how to obtain a veteran backed home loan. Also, a collaboration with community member, Josh Markiewicz and Dr. Lange from the Chez Center for Wounded Veterans resulted in a mentor program between Champaign-Urbana community members and UIUC veteran-associated students.

## Goals for 2017-18

**Campus and Community Student Services** – CCSS hopes to merge with the Tenant Union to enhance collaboration, efficiencies, and sustainability efforts. CCSS will create and enhance evidence-based practices through strategic assessment initiatives.

**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 was developed.

**Student Assistance Center** – SAC will launch a new website with to provide resources for students, staff and faculty and families which includes a form for anyone to refer a student to the Student Assistance Center. In conjunction with the Office of the Provost the SAC will implement a Community of Care Liaison Program where staff from colleges and units will be designated to get resources to faculty and staff regarding mental health resources, Title IX resources and general referrals to the SAC.

**Student Legal Services** – SLS will continue to provide timely and topical education alerts through presentations, consultations, and on their website navigation pane such as *Your Legal Health*. SLS will evaluate the effectiveness of *TryZealous* and other attorney referral services in order to develop their own. SLS will provide a multi-lingual introduction to *Passport to Student Legal Services*. SLS will draft a job description for a possible new attorney position with an emphasis on assessment and educational outreach.



**Tenant Union** – TU will continue to host the Tenant Services & Landlord Resource Conference, Fall Housing Fair, and Housing Explorer (online searchable database, <https://tenantunion.illinois.edu/housingexplorer/>).

**Veterans Student Support Services** – VSSS will begin developing program evaluation for each programmatic offering in an effort improve the veteran student orientation and peer mentoring program.



## ACOMPLISHMENTS: PROVIDE TRANSFORMATIVE LEARNING EXPERIENCES

**Campus and Community Student Services** – CCSS recruited more than 250 volunteers to assist staff with campus education and outreach efforts. CCSS offered more than 55 educational workshops, outreach activities, and tabling efforts regarding tenant rights, tenant responsibilities, and student support resources in FY 17. This represents a decrease from the previous fiscal year (FY 16) but equaled FY 15. Door Hanger Distributions reached more than 10,000 students residing in apartments within the campus district.

**Fraternity and Sorority Affairs** – Fraternity & Sorority Affairs delivered 18 G.L.A.S.S. (Greeks Learning Alcohol Safety Skills) workshops with 835 student participants. G.L.A.S.S workshops aim to teach students how to recognize the signs of an alcohol related emergency, strategies for responsible drinking and bystander intervention skills.

**New Student Programs** – NSP’s INBOUND summer program served 298 new students from ten academic units. NSP completed the *Readying Illinois Students for Excellence* program which served 201 students. International Student Orientation 2016 had over 700 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 as a result of collaborating with NSP.

**Student Legal Services** – 81% of students receiving services from SLS indicated that they feel better equipped to handle similar situations in the future. In addition to staff consultations, the SLS website ([www.odos.uiuc.edu/sls](http://www.odos.uiuc.edu/sls)) provides preventative legal education and a total of 42,649 pageviews were recorded. The two most viewed sections were *Tenant and Housing Information* (1,801 page views) and *Especially for International Students* (3,703 page views).

**Tenant Union** – TU will continue to provide training through the Summer Youth Employee program. TU developed performance evaluations for housing counselors and other student employees. Assessment results document that 30% of respondents who utilized services were extremely knowledgeable or very knowledgeable before meeting with a Housing Counselor and 68% were after meeting with a counselor.

**Testing Center** – TC Proctor Pool provided 24 departments in six colleges with 2,607 hours of service which allowed students to demonstrate academic progress. 553 faculty requests for 1,301 proctors were filled. FY17 saw the largest increase of new faculty (18) utilizing the Proctor Pool for the first time. The majority of computer-based exams (64%) and of Proctoring Services for Individuals (73%) are provided to UIUC students.

**Veterans Student Support Services** – VSSS partnered with the Career Center on a five part career development series for military connected students called *Military to College to Career*. VSSS conducted a variety of workshops for staff and veteran students on topics such as ally training, VA benefits and managing finances.

## Goals for 2017-18

**Campus and Community Student Services** – CCSS will develop student learning outcomes for all programs and services and assess them.

**Fraternity and Sorority Affairs** – FSA plans to redesign and launch a new wellness program in place of Greek Life Balance.

**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 revise printed materials to provide faculty and staff with important information on when to make referrals. In addition, SAC has developed several presentations that units can request via the new SAC website. These presentations include: From Crisis to Commencement: Supporting Distressed and Distressing Students, A Community of Care: The Illinois Behavioral Intervention Team, About the Student Assistance Center and What do I do if . . .

**Student Legal Services** – SLS will continue to provide all of its current services, as well as, evaluate them for program improvement. SLS will continue to develop attorney knowledge particularly in the areas of immigration and scientific evidence and advocacy.

**Tenant Union** – TU will release *How To* videos for new renters and international students and conduct semester performance evaluations of student employees.

**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. TC will continue to streamline processes to foster higher productivity.

**Veterans Student Support Services** – VSSS will begin to systematically review and revise its student learning outcomes in outreach and programming.



ACOMPLISHMENTS: MAKE A SIGNIFICANT AND  
VISIBLE SOCIETAL AND COMMUNITY IMPACT

**Campus and Community Student Services** – Tanisha King Taylor represented the University of Illinois on the *Central Illinois Rental Property Professionals Board* as a proxy for Domonic Cobb. Cobb represented the University on the *Champaign County Community Coalition Executive Committee*. Cobb also represented the University on the *Champaign Urbana Fresh Start Steering Committee*.

**Fraternity and Sorority Affairs** – FSA created a new marketing piece specifically about culturally-based fraternities and sororities. It provides more detailed information relevant to the culturally-based fraternity and sorority chapters to interested students. The publication includes an insert piece for each type of cultural chapter on campus. The publication has been distributed at Black Greek Council's *Meet the Greeks*, *UGC 101*, New Student Programs *RISE* sessions and at summer registration. FSA promoted professional development by establishing a book club and reading *The Ideal Team Player* by Patrick Lencioni.

**New Student Programs** – NSP co-sponsored the *Diversity & Leadership Summit* with the Illinois Leadership Center, University Housing, McKinley, DRES, and OIIR.

**Student Legal Services** – SLS continues to ensure equity and access by translating legal materials. This year they developed *Your Passport to Student Legal Service* which has been well received by international students. A multi-year project resulted in translation of the *Illinois Rules of the Road* into Chinese, which is available for downloading. Evaluation results documented that 86.5% of respondents feel better equipped to handle similar situations in the future as a result of their consultation with SLS. 71% of students reported that their legal representation enhanced their ability to focus on studies.

**Tenant Union** –Educational workshops and other outreach activities assisted 4,328 individuals. In addition, 520 individuals walked-in to the TU and 1,188 informational requests were filled.

**Testing Center** – TC provided almost 7,000 computer and paper-based exams to students and professionals in the educational pipeline. These individuals were provided the opportunity to show progress in a current

course, gain access to higher education, or gain certifications for professional practice, and generated over \$150,000.

***Veterans Student Support Services*** – VSSS volunteered time to support a VA organized food bank that served over 50 veterans in the Urbana-Champaign area. VSSS assisted Illini Veterans to raise over \$300 and collected over 12 boxes of household goods to help three Danville veterans whom lost all of their possessions in a house fire.

## **Goals for 2017-18**

***Campus and Community Student Services*** – CCSS continues to provide quality training and professional development experiences for its staff.

***Student Legal Services*** – SLS will continue to maintain and update preventative education materials online by adding a Hindi translation of *Jury Waiver*, *Your Rights in Traffic Court*, and *Misdemeanor Admonitions*. SLS will complete the PowerPoint, *What to Consider When Reviewing Job Offers* and *Employment Terms and Conditions*. SLS will also investigate the possibility of having Student Legal Service Program information available in Braille.

***Tenant Union*** – TU will collaborate with CCSS to service students that live in the community through programs such as. Neighborhood Day, Safety Programs, and others.

***Veterans Student Support Services*** – VSSS will create a comprehensive staff training experience for its peer educators and lounge staff. An electronic needs assessment and satisfaction survey will be developed.



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

**Campus and Community Student Services** – Given the ongoing budget crisis, CCSS preemptively implemented and maintained austerity measures which led to significant savings. Those saving will be reallocated to offset potential budgetary reductions in FY 18.

**Fraternity and Sorority Affairs** – The Alumni Hall of Fame program is a development opportunity for donations in honor of inductees through *The Order of Omega Fraternity & Sorority*. In its fourth year, the program inducted 2 living and 2 deceased alumni. Living inductees were Lia Jeanne Eichelberger (4-H House, 1949) and Loren Tate (Sigma Phi Epsilon, 1953). Deceased inductees were Dr. Steven B. Sample (Beta Theta Pi, 1962) and Ralph A. Vaughn (Omega Psi Phi, 1932).

**New Student Programs** – NSP succeeded in obtaining advertisers whom provided 20% of the publication costs for the *Beginnings Book*. NSP has increased outside contributions and is currently working on a plan to provide opportunities for businesses to sponsor programming. Training materials and the aggregation of publications has reduced the cost of printing.

**Office of the Dean of Students** –The basement of the Fred H. Turner Student Services building has been remodeled to accommodate the needs of the Counseling Center.

**Testing Center** – Through the administration and proctoring of exams the TC provides a valuable service to both students and professionals in the region. 17 paper-based national exams (specifically, ACT, LSAT, SAT, GRE Subjects, & MPRE) were administered and these accommodated 1,163 individuals of which 868 actually tested and 50% 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, 198 individuals had other exams proctored by the TC from various other institutions or employers.

**Veterans Student Support Services** – The American Society of Engineering Education awarded the University of Illinois the *ASEE Engineering Excellence for Veterans Award* for assisting to bridge the gap between military and civilian worlds.

### Goals for 2017-18

**Campus and Community Student Services** – Pending approval, CCSS intends to merge with the Tenant Union to enhance collaboration, efficiencies and sustainability efforts. CCSS will continue to develop and document a detailed annual budget.

**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 the Provost to create the Community of Care Liaison Program.

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

**Testing Center** – TC will continue to seek additional revenue by providing more testing opportunities to individuals, employers, and certification entities.

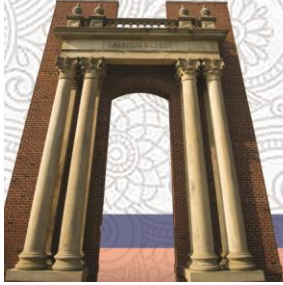


**Fraternity and Sorority Affairs** – Fraternity & sorority membership increased slightly from the past year to 7,790 in Spring 2016 and 7,828 members in Fall 2016. 7,828 marks an all-time high membership for the University of Illinois fraternity & sorority community. For the 32<sup>nd</sup> consecutive semester the All-Greek grade point average was higher than the All-Undergraduate grade point average for the Fall 2016 and Spring 2017 semesters. Ashley Dye, Senior Assistant Dean of Students, was awarded the *Sue Kraft Fussell Distinguished Service Award* from the Association of Fraternity/Sorority Advisors. The GUARD program won the *Association of Fraternity/Sorority Advisors Award for Excellence in Educational Programming*. The United Greek Council was awarded the *Outstanding Achievement Award from the Association of Fraternal Leadership and Values in the Multicultural Greek Council Division II for Council Management*. This was the first year UGC has applied for any national awards.

**New Student Programs** – Graduate student, Amanda Sharp won the Outstanding NODA Intern Award.

**Office of the Dean of Students** – Dr. De La Rosa earned a Research Administrator Certificate through SPaRC'Ed program from the Office of the Vice Chancellor for Research.

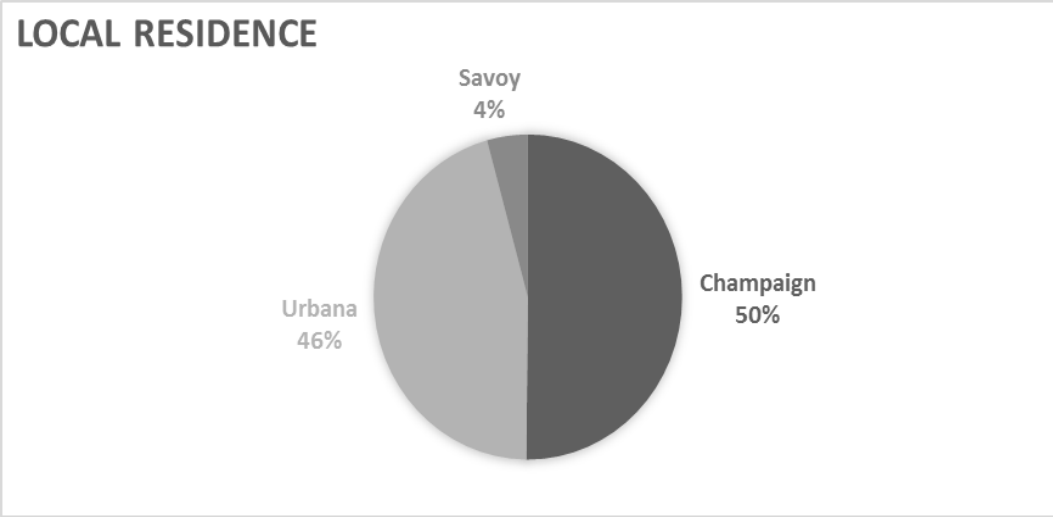
**Student Assistance Center** – Katherine Zilmer was awarded the Higher Education Case Managers Association (HECMA) recipient of the **Achievement of Excellence Award** in association in recognition of outstanding accomplishments in advancing standards of practice and quality assurance in educational programs and services in higher education. Katherine received this award at the Annual HECMA Conference held the week of June 11, 2017 in Colorado.



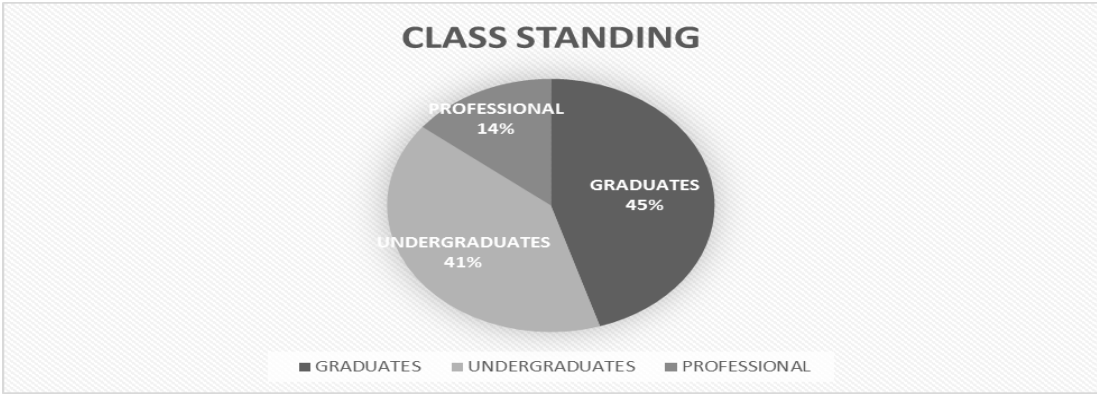
# APPENDIX

## Assessments and Metrics

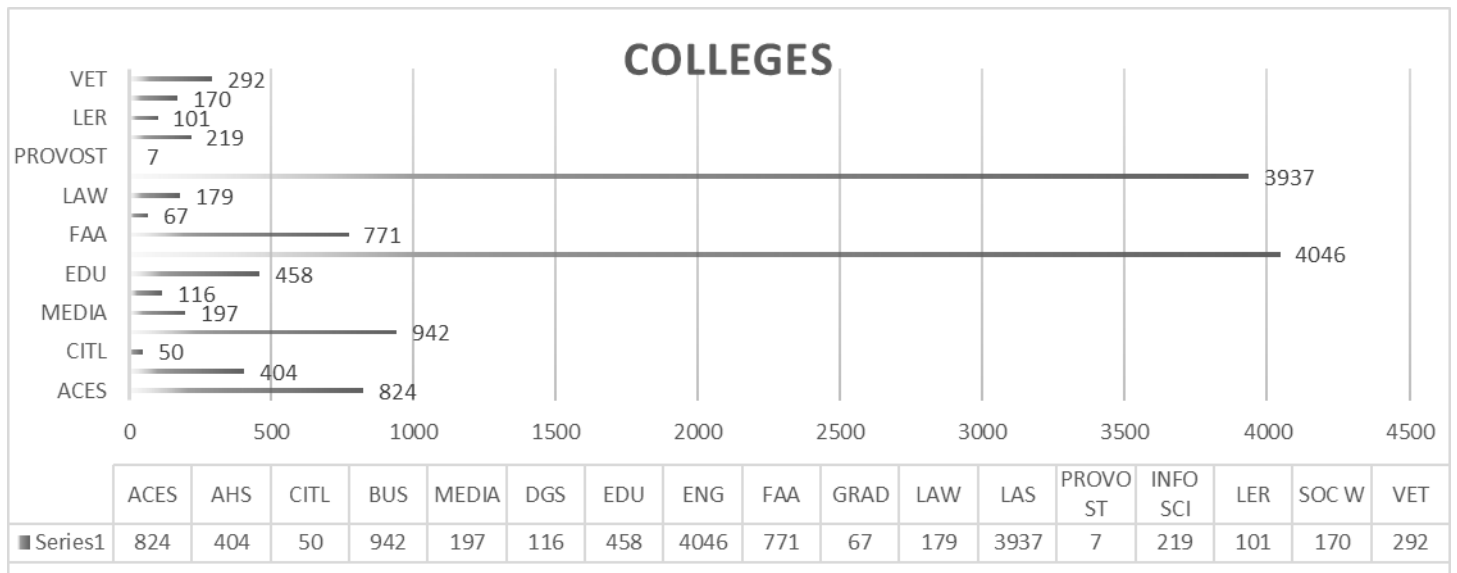
**Campus and Community Student Services** - In the Fall 2016 CCSS requested demographic information on all registered students residing in non-university owned or certified housing in Champaign, Urbana, and Savoy. More than 12,780 student records were provided.



1. Champaign: 6,411 (50%)
2. Urbana: 5,823 (46%)
3. Savoy: 546 (4%)



1. Undergraduate = 5,174 (41%)
2. Graduates = 5,771 (45%)
3. Professionals = 1,835 (14%)



CCSS administered a survey in the spring of 2017. The survey was designed to help program administrators learn more about its student-users, their needs, and their learning. 12,780 links to our online surveys were distributed and 109 student-users responded (which is a .01 responds rate down from .03 in FY 16).

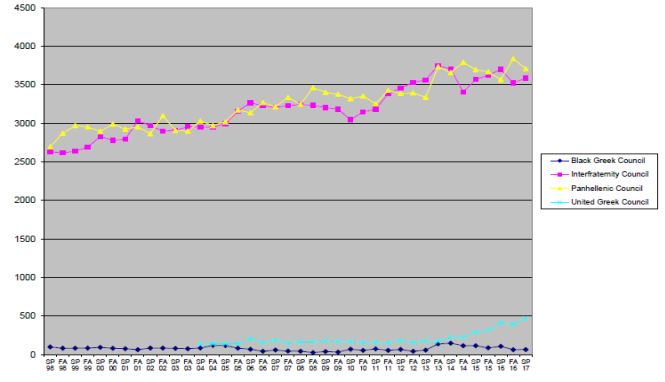
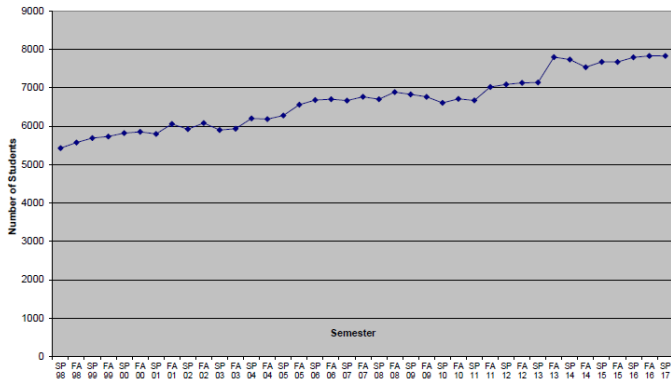


# Fraternity and Sorority Affairs

## 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	FA 16	SP 17	AVG	HIGH	LOW
Black Greek Council	100	82	83	85	94	82	77	65	84	85	80	77	86	120	117	83	70	43	89	46	44	27	40	34	70	55	74	55	67	43	59	139	148	116	115	87	107	65	66	77.67	148	27
Interfraternity Council	2632	2618	2638	2692	2829	2779	2794	3035	2971	2898	2910	2967	2952	2948	2998	3159	3267	3227	3209	3229	3245	3233	3205	3184	3047	3150	3182	3384	3457	3532	3563	3749	3705	3405	3572	3622	3702	3527	3585	3174	3749	2618
Panhellenic Council	2695	2872	2970	2954	2897	2990	2926	2955	2866	3099	2908	2899	3031	2970	3018	3174	3137	3271	3216	3337	3248	3463	3403	3377	3320	3354	3253	3428	3386	3396	3338	3735	3658	3792	3697	3670	3567	3840	3708	3252	3840	2695
United Greek Council													131	143	143	141	204	158	163	150	163	163	175	167	167	152	160	152	160	157	177	173	222	222	289	317	414	395	458	206.3	458	131
<b>TOTAL MEMBERSHIP</b>	<b>5427</b>	<b>5572</b>	<b>5691</b>	<b>5731</b>	<b>5820</b>	<b>5851</b>	<b>5797</b>	<b>6055</b>	<b>5921</b>	<b>6082</b>	<b>5898</b>	<b>5933</b>	<b>6200</b>	<b>6181</b>	<b>6276</b>	<b>6557</b>	<b>6678</b>	<b>6699</b>	<b>6667</b>	<b>6762</b>	<b>6700</b>	<b>6886</b>	<b>6826</b>	<b>6762</b>	<b>6604</b>	<b>6711</b>	<b>6669</b>	<b>7019</b>	<b>7086</b>	<b>7128</b>	<b>7137</b>	<b>7796</b>	<b>7733</b>	<b>7673</b>	<b>7670</b>	<b>7790</b>	<b>7828</b>	<b>7827</b>	<b>6646</b>	<b>7828</b>	<b>5427</b>	

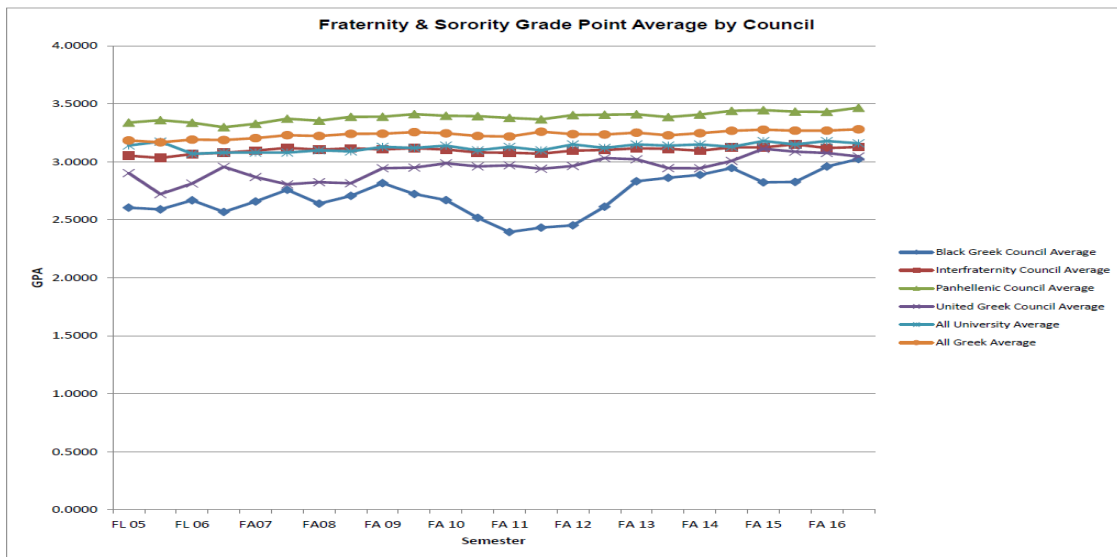
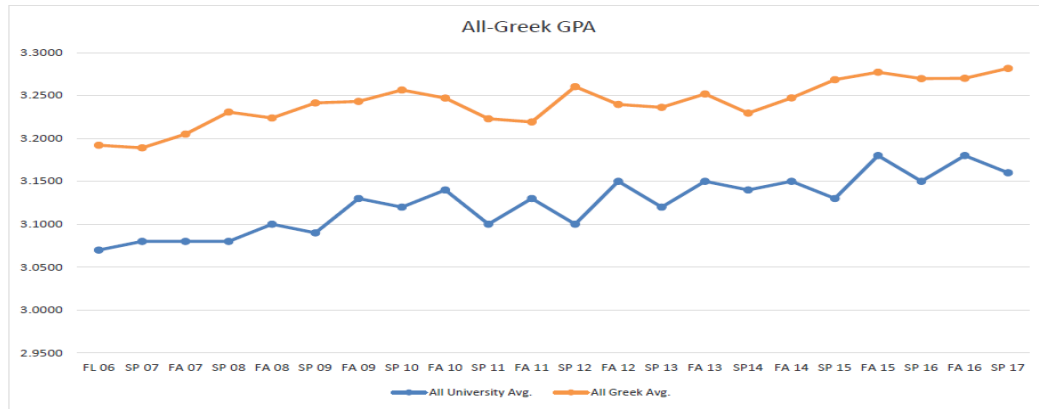
Fraternity & Sorority Community Membership



College	Fraternity and Sorority Members	Percentage by college
ACES	848	10.84%
AHS	747	9.55%
COB	1026	13.12%
Media	473	6.05%
DGS	648	8.28%
EDU	288	3.68%
Engineering	1086	13.88%
Fine & Applied Arts	230	2.94%
LAS	2384	30.47%
Social Work	90	1.15%
LER GRAD	3	0.04%
NB Provost & VC Acad Affairs	0	0.00%
	<b>7823</b>	

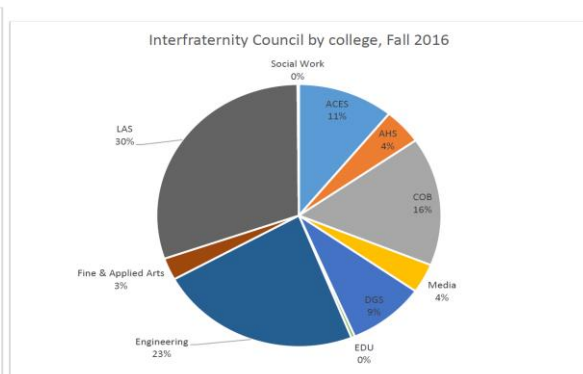
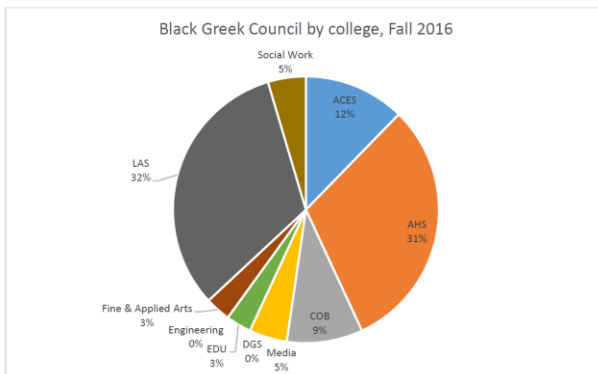
**University of Illinois  
Fraternity & Sorority Grade Point Average**

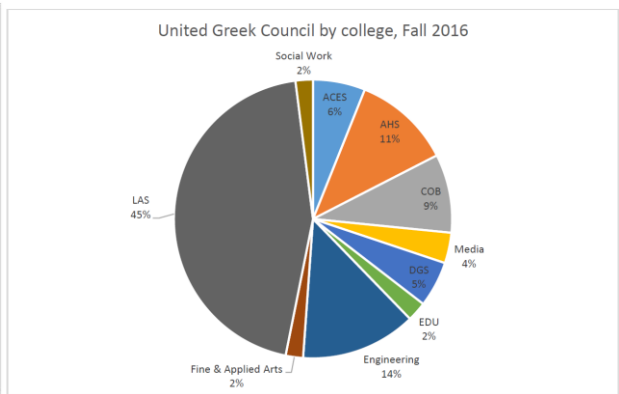
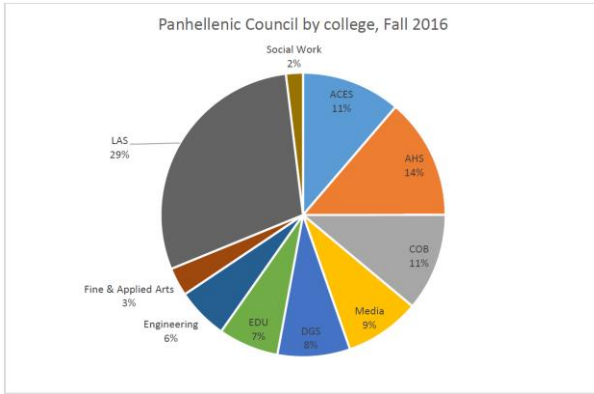
	FL 06	SP 07	FA 07	SP 08	FA 08	SP 09	FA 09	SP 10	FA 10	SP 11	FA 11	SP 12	FA 12	SP 13	FA 13	SP 14	FA 14	SP 15	FA 15	SP 16	FA 16	SP 17
<b>All University Avg.</b>	3.0700	3.0800	3.0800	3.0800	3.1000	3.0900	3.1300	3.1200	3.1400	3.1000	3.1300	3.1000	3.1500	3.1200	3.1500	3.1400	3.1500	3.1300	3.1800	3.1500	3.1800	3.1600
<b>All Greek Avg.</b>	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	3.2700	3.2816



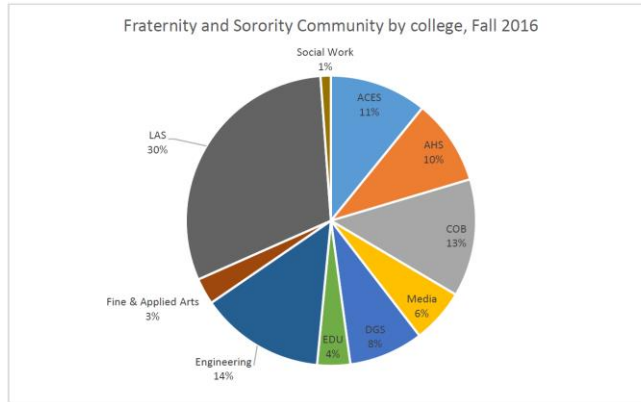
**COUNCIL DATA**

**FALL 2016**



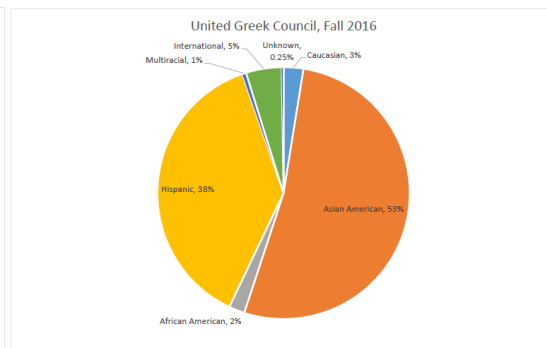
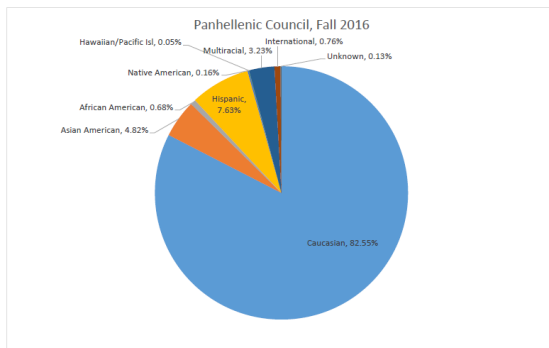
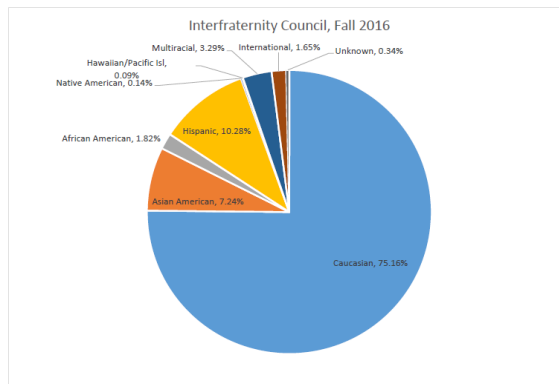
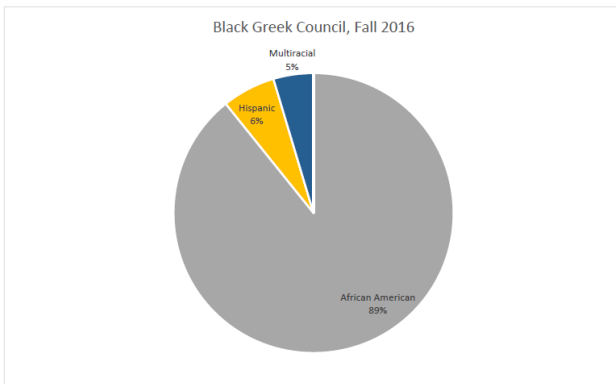


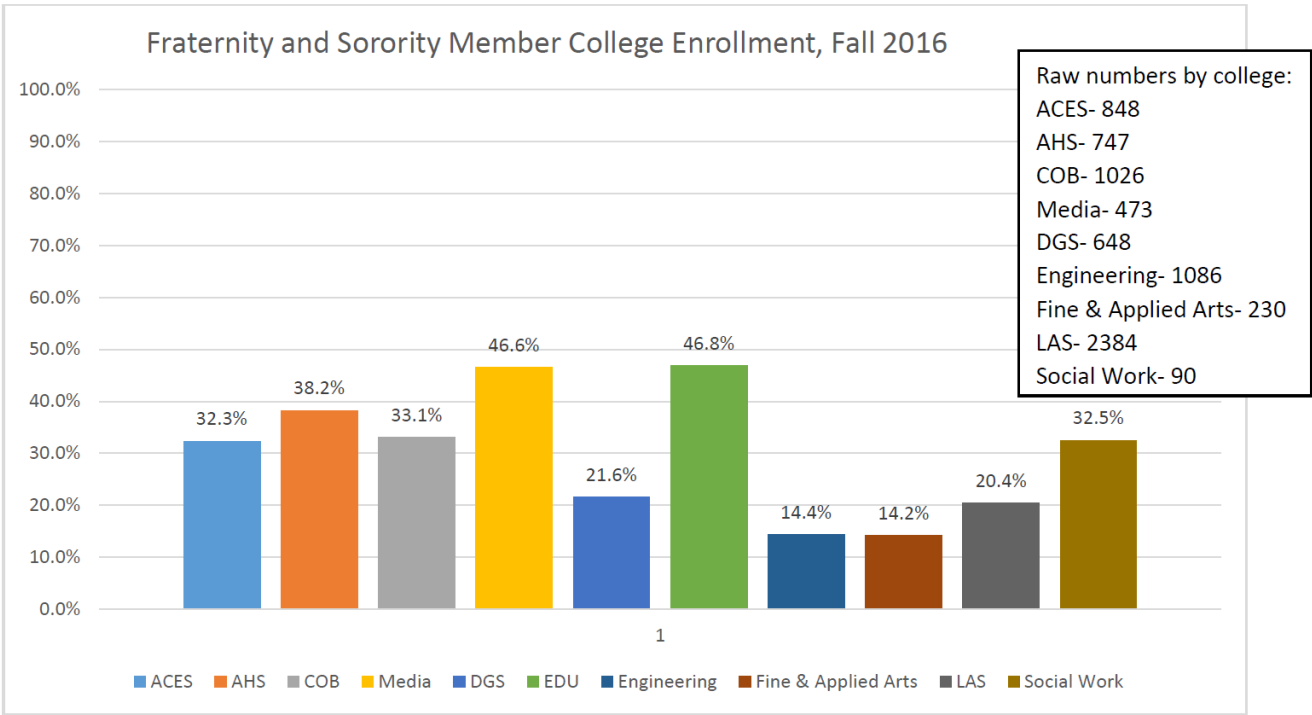
\* The Panhellenic and United Greek Council totals included three graduate students. In these charts they were removed to reflect only undergraduate community members.



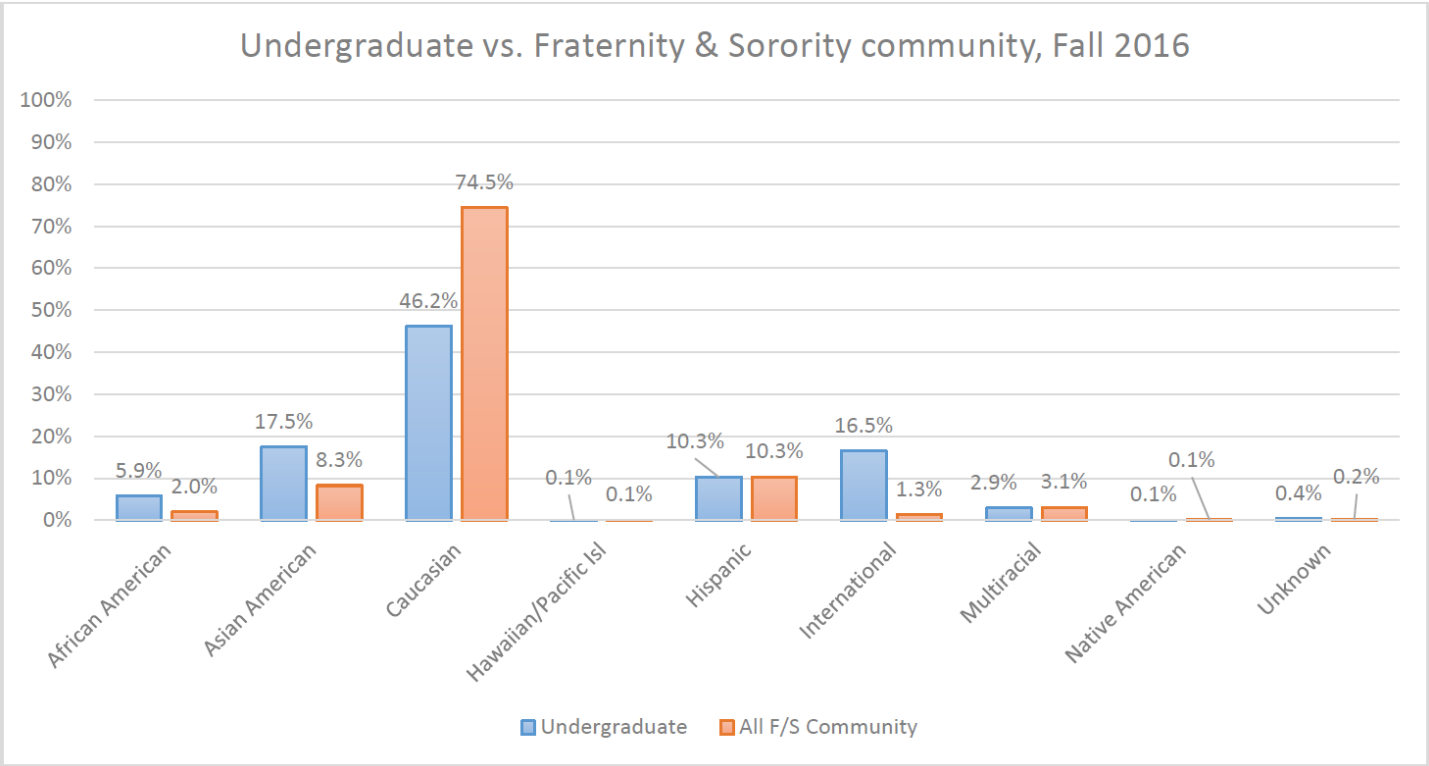
## ETHNICITY BY COUNCIL

FALL 2016





This chart shows the percentage of students within a specific college who are affiliated with a fraternity/sorority. So for example, 33.1% of all students in the College of Business are members of a fraternity or sorority.



# PHC Formal Recruitment 2016 PNM Survey Report

1,093 PNMs responded to our survey

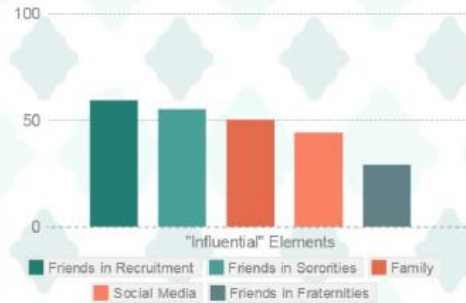
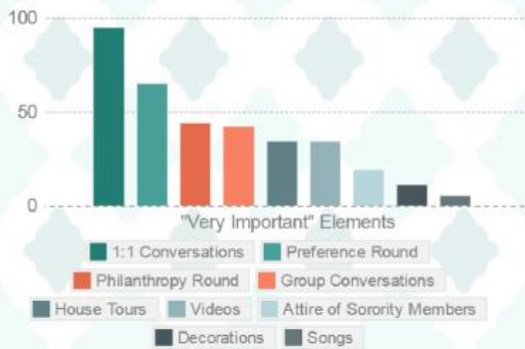
\*Survey had a 97.3% response rate. 1,093 women out of a possible 1,123 completed the survey

**96%**  
Felt their Recruitment Counselors were approachable and informed resources

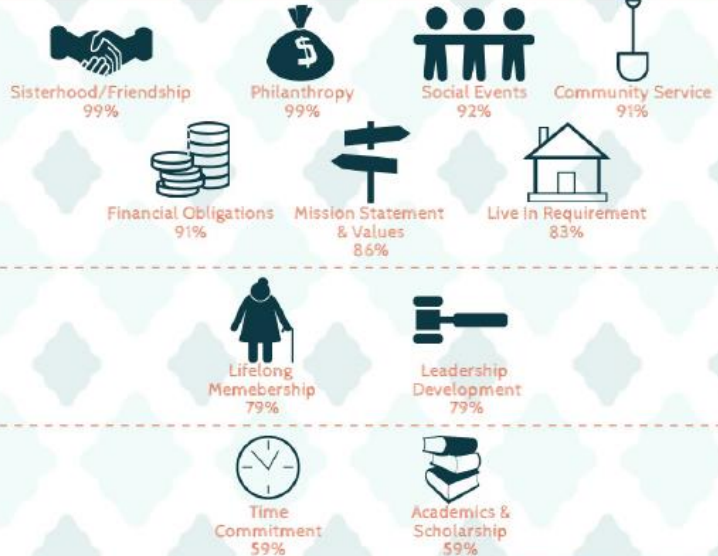
**98%**  
Felt their Recruitment Counselors provided sufficient information in a timely manner

**90%**  
Felt PNM Orientation helped prepare them for recruitment

## Know what matters most to the PNMs



## What are they learning about?



**Top 4: Marketing Strategies**

1. Friends
2. Family
3. Expo
4. Summer Registration

University of Illinois at Urbana Champaign

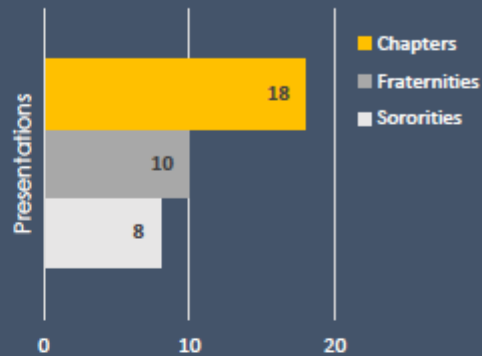
# G.L.A.S.S. 2016-2017

## Greeks Learning Alcohol Safety Skills

**835**  
total students



■ Sorority Women (62%)  
■ Fraternity Men (38%)



### Learning Objectives



**97%**

would be able to recognize signs of alcohol poisoning



**88%**

learned new strategies to implement for responsible drinking



**92%**

feel comfortable intervening in an alcohol-related situation



**87%**

gained an awareness about campus resources

### Student Satisfaction



**95%**

believed the facilitator was engaging



**93%**

were satisfied with the program



**91%**

would recommend the program to another chapter

\*Percentages are based on the number of students who "Agree" or "Strongly Agree" to the statement

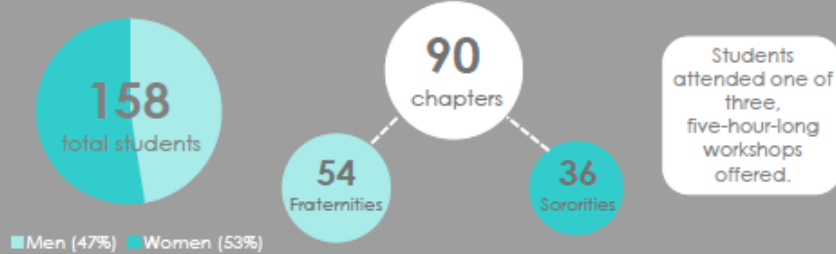
**ILLINOIS**  
FRATERNITIES & SORORITIES

# GUARD 2016-2017

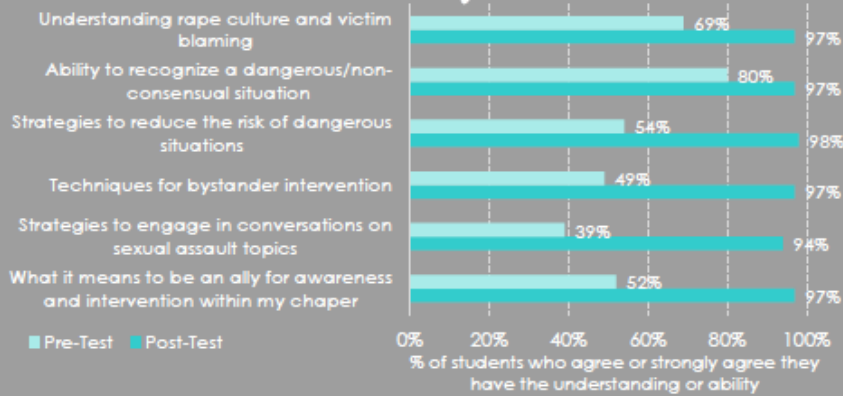
Consent & Sexual Assault Prevention for Fraternities & Sororities



## 100% chapter participation



## learning objectives



## from students

### WHAT STUDENTS FOUND MOST BENEFICIAL

- Survivor/Supporter Panel**  
 Hearing personal stories from survivors and supporters
- Facilitator Swap Panel**  
 Q&A panel with fraternity and sorority facilitators
- Bystander Intervention Training**  
 learning where and when to intervene in risky situations

"The Survivor Story Panel was most beneficial because it makes us realize that it's not just a story and we really need to take action on it."  
 - Sorority woman

"Discussing bystander intervention was most important because it's a simple thing we can all do."  
 - Fraternity man

"The talk we had with facilitators was most beneficial because we heard their personal experiences and it made me feel like I wasn't alone."  
 - Sorority woman

## **EXCERPTS FROM 2016 SEXUAL MISCONDUCT AND PERCEIVED CAMPUS RESPONSE SURVEY**

### **Student Experiences of Sexual Misconduct**

Consistent with findings from other campus studies, a sizable minority of students report sexual misconduct experiences including sexual assault, sexual harassment, stalking/cyber harassment, and dating violence. While sexual misconduct disproportionately affects women, men also report victimization.

#### **Sexual Assault**

Students were asked to identify sexual experiences that constitute sexual assault. They were asked to indicate the physical nature of the experience (e.g., touching, penetration), the tactic used by the perpetrator (e.g., coercion, force), and the number of times a given experience occurred. One in seven women (15%) and one in 42 men (2%) indicated nonconsensual penetration through physical force. ([See the data and methodology here](#), p. 10)

#### **Sexual Harassment**

Students were asked about sexual harassment, including a wide range of experiences from sexist or sexual remarks to sexual coercion (e.g., bribery, threats, and rewards contingent on sexual contact) perpetrated by people in positions of authority (i.e., faculty, staff, and/or students employed by the University). Very few students report reported sexual coercion (one in 63 women and one in 63 men) and unwanted sexual attention (one in 19 women and one in 37 men). A larger number of students reported witnessing offensive sexist or sexual remarks or comments (one in three women and one in five men). ([See the data and methodology here](#), p. 16)

#### **Stalking Experiences and Cyber-Harassment**

Students were asked how often they experienced unwanted attention typically associated with stalking. Stalking involves a person repeatedly surveilling, following, or otherwise interfering with an individual's life, resulting in the survivor feeling distressed and fearful for their safety; this survey is unable to identify such patterns of stalking. Yet, about one in four women (28%) and one in five men (20%) reported experiences associated with stalking. Students were also asked about cyber-harassment, which involves unwanted contact or harassment through electronic technology. About one in four men (25%) and almost one in three women (32%) reported an experience with cyber-harassment. ([See the data and methodology here](#), p. 20)



#### **Dating Violence**


Students were asked to report experiences of violence within the context of an intimate relationship. About one in 10 students reported controlling behaviors including, for example, their partners insisting on knowing where they are (12%), partners scaring them without touching them (10.5%), and partners refusing to wear condoms (8.8%). About one in four women (26%) and one in seven men (15%) reported one or more experience of physical violence in their intimate relationships ([See the data and methodology here](#), p. 24)



# SELECTIVE RESULTS FROM THE 2015 CIRP FRESHMAN SURVEY


## Respondents and Campus Enrollment Comparison

Female 	Male 	African American	Asian	Latina/o	Multiracial	Native American	White	Unknown or Other	International
<b>44.4%</b> UIUC FRESHMEN	<b>55.6%</b> UIUC FRESHMEN	<b>6.3%</b> UIUC FRESHMEN	<b>19.1%</b> UIUC FRESHMEN	<b>10.7%</b> UIUC FRESHMEN	<b>3.1%</b> UIUC FRESHMEN	<b>0.1%</b> UIUC FRESHMEN	<b>45.2%</b> UIUC FRESHMEN	<b>0.7%</b> UIUC FRESHMEN	<b>14.8%</b> UIUC FRESHMEN
<b>56.5%</b> CIRP RESPONDENTS	<b>43.5%</b> CIRP RESPONDENTS	<b>4.3%</b> CIRP RESPONDENTS	<b>29.0%</b> CIRP RESPONDENTS	<b>9.4%</b> CIRP RESPONDENTS	<b>10.3%</b> CIRP RESPONDENTS	<b>0.0%</b> CIRP RESPONDENTS	<b>46.4%</b> CIRP RESPONDENTS	<b>0.8%</b> CIRP RESPONDENTS	<b>12.7%</b> CIRP RESPONDENTS







The majority of responding freshmen [97%] were traditional college age 18-19 year olds.






UIUC was either the first [51.9%] or second [24.9%] choice college of respondents.




The most popular intended majors were:

 <b>Engineering</b> 23.2%	 <b>Business</b> 14.2%
 <b>Social Sciences</b> 10.1%	 <b>Biological &amp; Life Sciences</b> 9.6%

The most popular intended careers were:

 <b>Engineer</b> 18.5%	 <b>Business</b> 17.1%	
 <b>Doctor</b> 7.5%	 <b>Health Professional</b> 7.8%	 <b>IT Professional</b> 5.8%

Most respondents came from middle or higher socioeconomic backgrounds.



10.5%	13.8%	16.7%	10.3%	5.9%	10.1%
<b>\$60-74,999</b>	<b>\$75-99,999</b>	<b>\$100-149,999</b>	<b>\$150-199,999</b>	<b>\$200-249,999</b>	<b>\$250,000 or more</b>

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

Do you have concern about your ability to finance your college education?

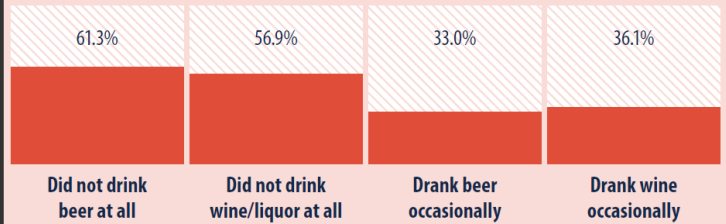
23.6%	59.4%	16.9%
<b>None – I am confident that I will have sufficient funds</b>	<b>Some – but I probably will have enough funds</b>	<b>Major – not sure I will have enough funds to complete college</b>



Many freshmen plan to obtain a Master's [46.7%] or Doctorate [22.4%] degree but not necessarily at UIUC.

The highest academic degrees planned by freshmen from UIUC are Bachelor's [67.4%] and Master's degrees [22.1%].

### Freshmen drinking at Illinois reported from the past year.



### Much like their peers across the nation, UIUC respondents rated themselves strongly on interpersonal skills.

Self-Rated Interpersonal Skills of UIUC Respondents and Peers

Skill	UIUC Freshmen	Peers
Tolerance of others with different beliefs	85.9%	87.2%
Openness to having my own views challenged	68.8%	66.6%
Ability to discuss and negotiate controversial issues	73.9%	74.3%
Ability to work cooperatively with diverse people	83.2%	88.5%

### There is little difference between UIUC and peer respondents' political characteristics.

Self-Reported Political Characteristics of UIUC Respondents and Peers

Characteristic	UIUC Freshmen	Peers
Far Left	4.7%	4.3%
Liberal	38.3%	38.9%
Middle of the Road	42.6%	39.0%
Conservative	14.1%	14.0%
Far Right	0.3%	0.9%

### Specific socio-political ideologies garnered varied strong or somewhat agreement.

UIUC Respondents' Socio-Political Ideologies

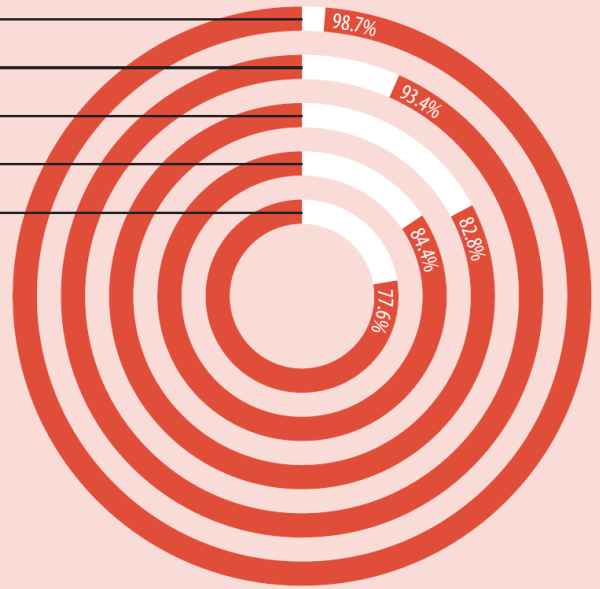
Strongly or Somewhat Agree



# TOP 5

## Top Five Reasons for Attending UIUC

- This college has a very good academic reputation
- This college's graduates get good jobs
- This college has a good reputation for its social activities
- Rankings in national magazines
- This college's graduates gain admission to top graduate/professional schools



**THERE'S NO DOUBT THAT COLLEGE IS A VALUABLE EXPERIENCE**

Most students (88%) feel that their first year of college exposed them to diverse opinions, cultures, and values. And 58% feel their coursework was relevant to everyday life.

National results are shown in BLACK | University of Illinois at Urbana-Champaign results are shown in BLUE

### STUDENTS STRONGLY AGREE THAT THEIR COLLEGE HAS CONTRIBUTED TO THEIR:



**30% | 29.5%**  
Critical thinking skills



**24% | 29.8%**  
Knowledge of people from different races/cultures



**25% | 24.9%**  
Ability to work as part of a team

## CLASSROOM EXPERIENCES HAVE LASTING EFFECTS...



**62% | 57.6%**

Are satisfied with the relevance of coursework to their future career plans



**43% | 41%**

Frequently felt courses inspired them to think new ways



**35% | 30.1%**

Performed community service as part of a class

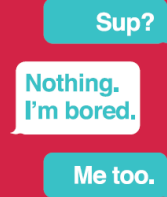


## ...WHEN STUDENTS ARE PAYING ATTENTION.



**34% | 45.1%**

Were frequently bored in class



**79% | 88.6%**

Texted during class

## BUT COLLEGE ISN'T ALL ABOUT THE CLASSROOM. FOR AT LEAST 3 HOURS A WEEK:



**26% | 41.1%**

Were active in student clubs/groups



**31% | 33.6%**

Partied



**56% | 55.1%**

Exercised or played sports

## OF COURSE, FINANCIAL AID IS ALWAYS A CONCERN.



**19% | 20.5%**

Of students have major concerns about paying for college



**37% | 29.3%**

Felt their jobs interfered with schoolwork



**43% | 32.2%**

Took advantage of financial aid advising



**58% | 55.2%**

Took out loans for educational expenses

## BALANCE IS KEY...



**63% | 60.9%**

Are satisfied with their social lives



**79% | 73.7%**

Successfully balance academics and extracurriculars



**28% | 21.9%**

Frequently maintain a healthy diet

## ...AND SO ARE SUPPORT NETWORKS.



**76% | 82.4%**

Turned to other students for advice or counseling



**58% | 53.7%**

Frequently felt support from their family to succeed



**22% | 17.4%**

Utilized student psychological services



With insight from CIRP's Your First College Year Survey, the most comprehensive tool addressing first-year adjustment and persistence, you'll be one step closer to helping your students adjust to campus life while providing the best environment for learning.

Survey Source: CIRP Your First College Year Survey 2015

[www.heri.ucla.edu](http://www.heri.ucla.edu)

[facebook.com/HERI.CIRP](https://facebook.com/HERI.CIRP)

[@HERIUCLA](https://twitter.com/HERIUCLA)

## 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, 2016-June 30, 2017)

CCSS	4,894	RE-THINK THE DRINK	1,917	TENANT UNION	62,852
FSA	237,648	OSCR	55,077	TESTING CENTER	11,658
NSP	107,309	SLS	42,649	VETERANS	19,399
ODOS	86,236	STUDENT-PARENTS	3,832	WE CARE	67,062

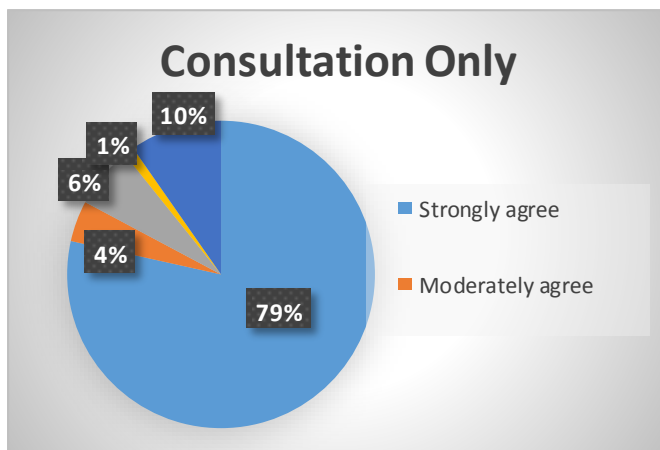
## Student Legal Services- Selected Assessment Results from Satisfaction Surveys

### SATISFACTION

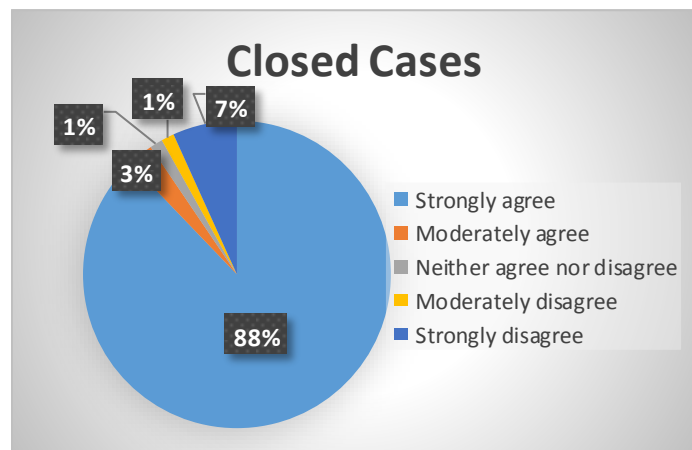
Please indicate your level of agreement with the following statements:

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

Q20.

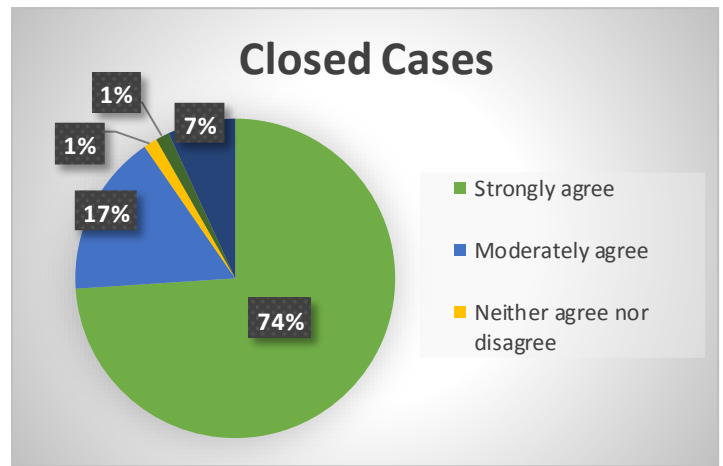
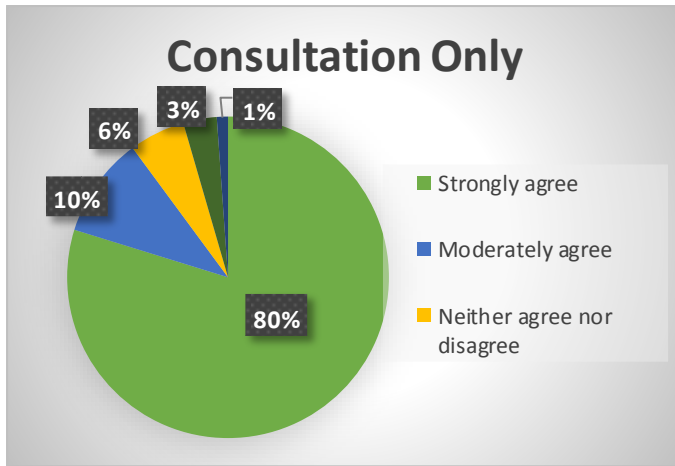


Q23.



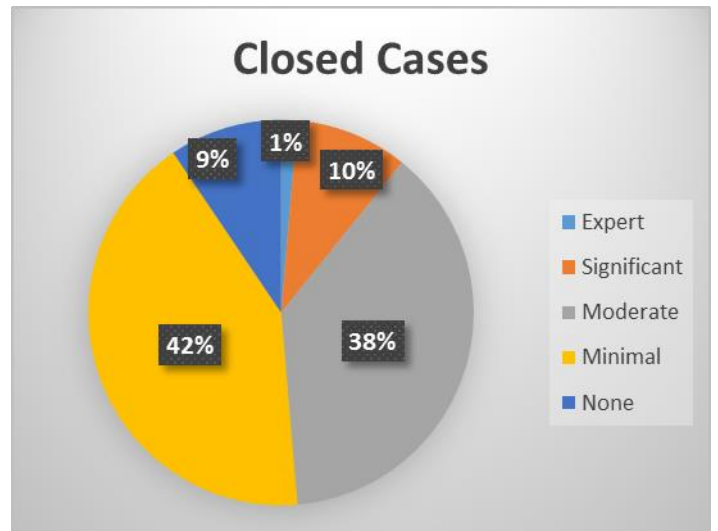
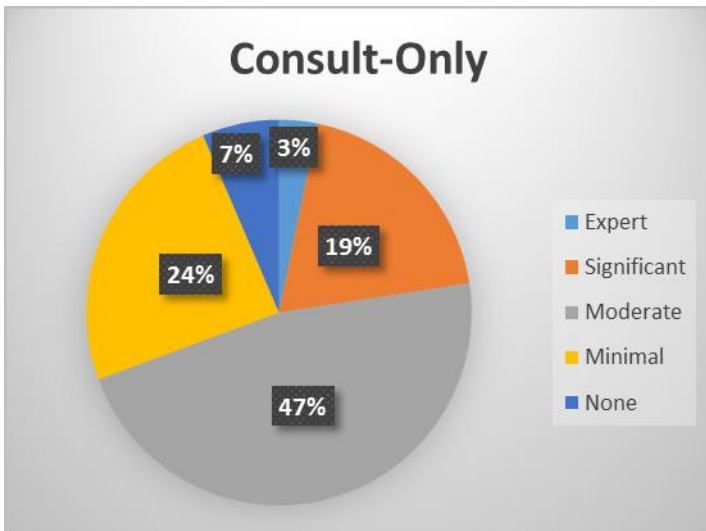
Q26. I feel the Student Legal Service represents a valuable service to students.

Q28. I feel that without Student Legal Service, I would have had greater difficulty in resolving my problem

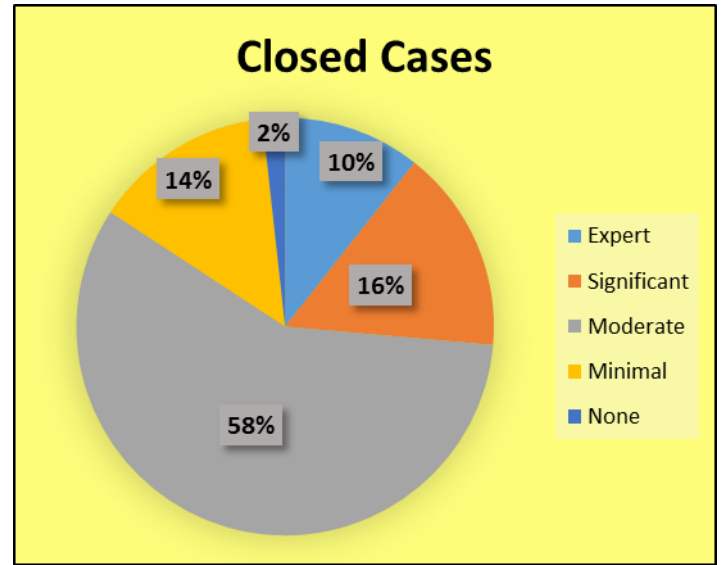
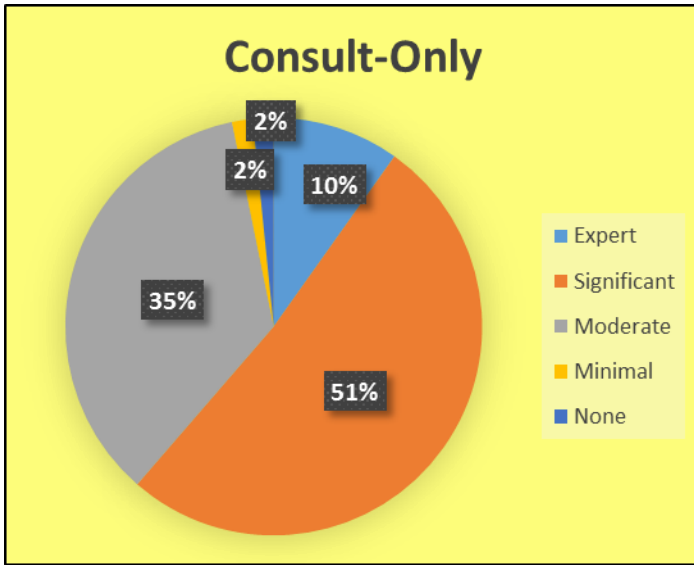


**LEARNING OUTCOMES**

Q10. What was your level of understanding/knowledge regarding your legal situation (prior to meeting with SLS attorney)?



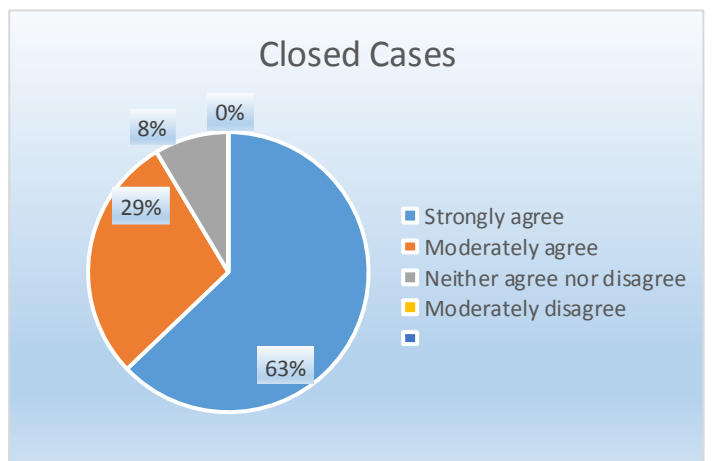
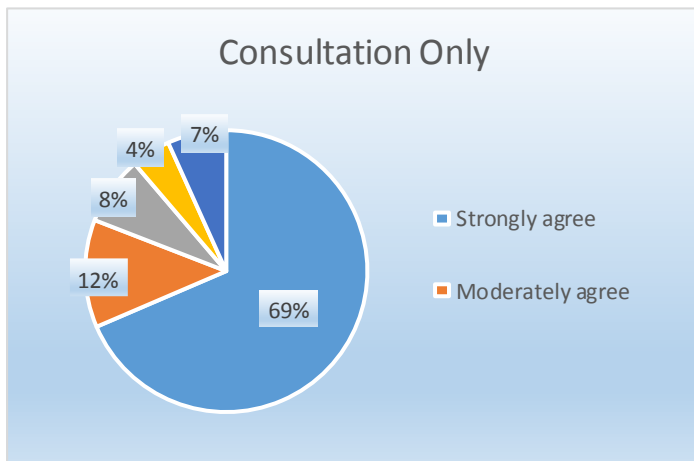
Q15/17 What is your current level of understanding/knowledge regarding your legal situation (*after meeting with SLS attorney*)?



**LEARNING OUTCOMES**

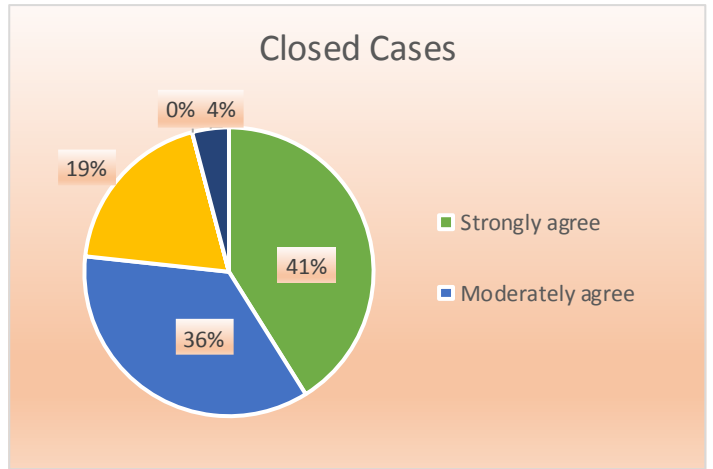
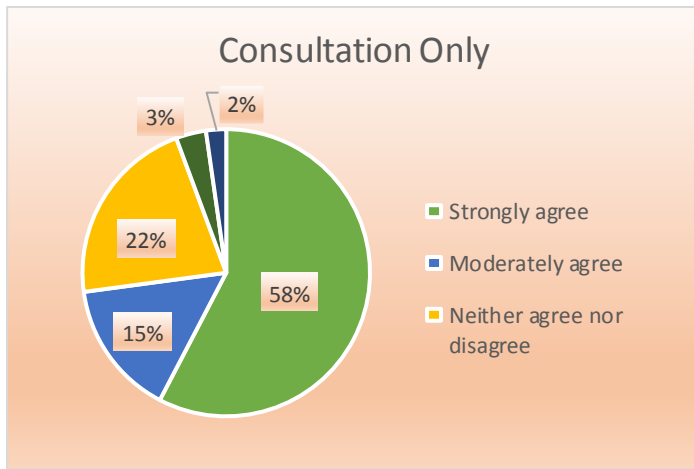
Q27. *After consulting with Student Legal Service, I feel better equipped to handle similar situations in the future.*

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



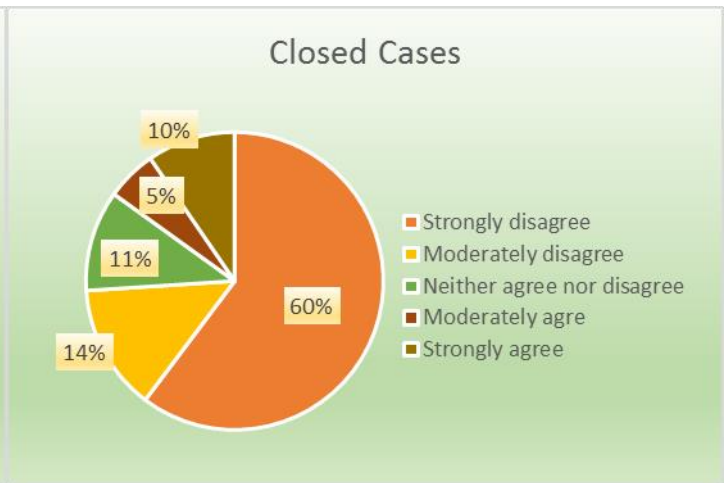
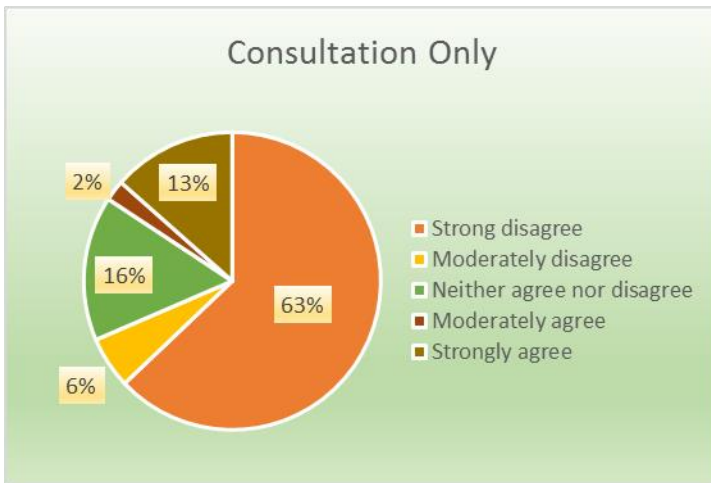
Q28. *As a result of my experience with SLS, I am more aware of resources available at the university.*

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.*

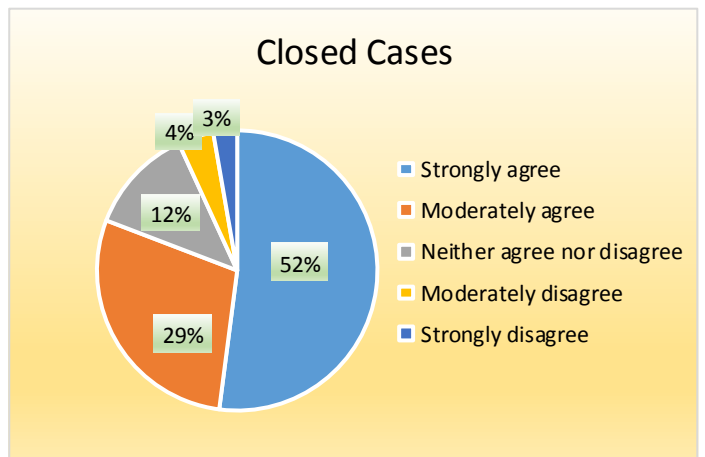
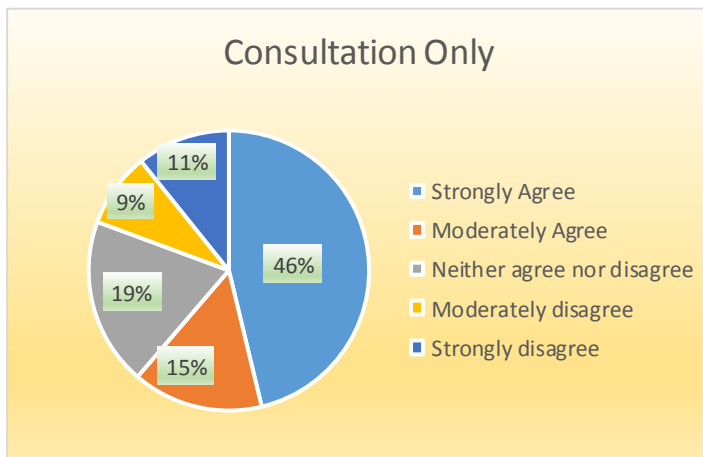


**RETENTION**

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



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

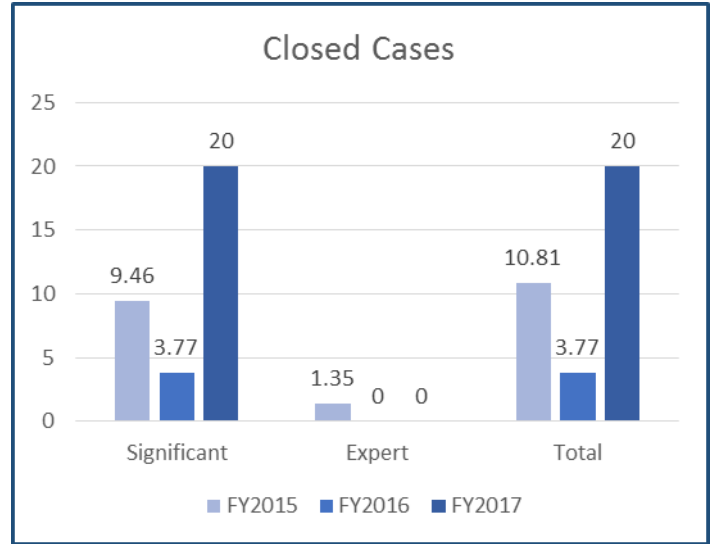
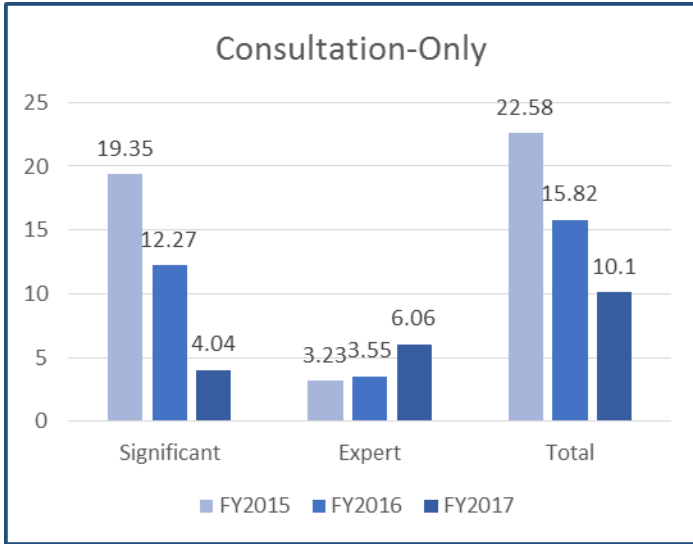




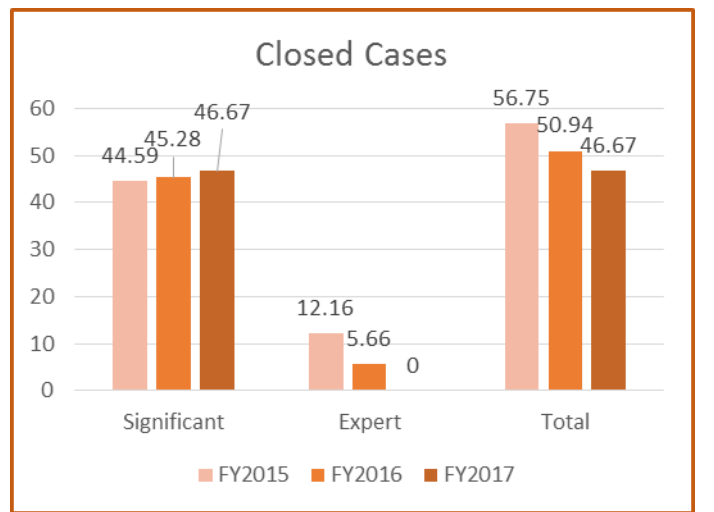
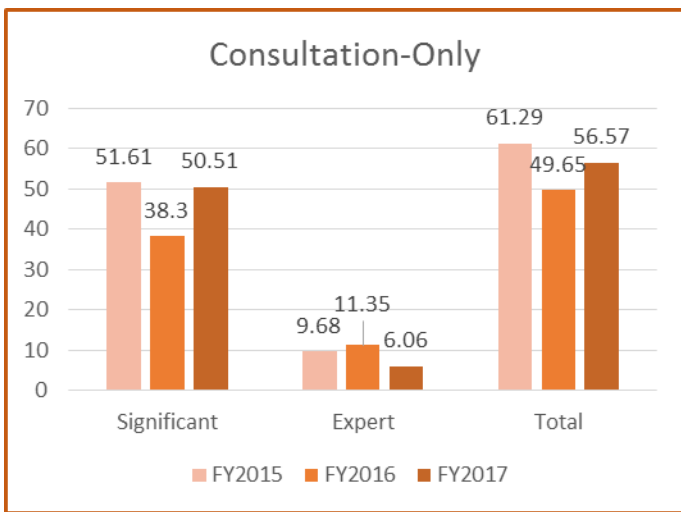
### Three Year Analysis of Assessment Data and Trends

#### Learning Outcomes

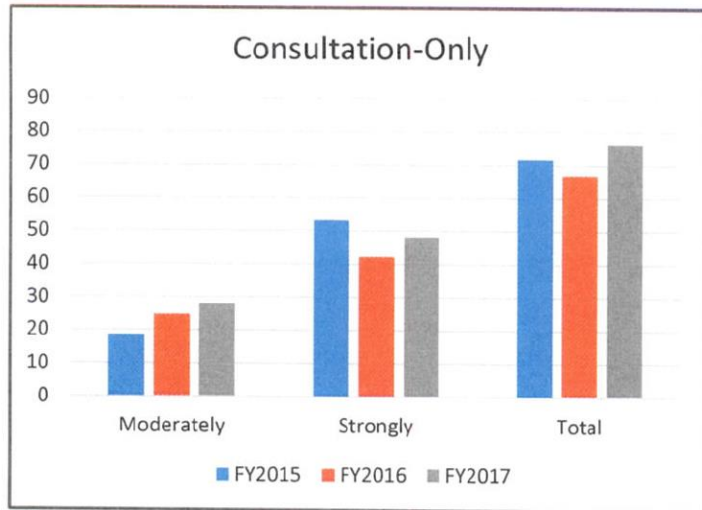
Q10. *What was your level of understanding/knowledge regarding your legal situation (prior to meeting with SLS attorney)?*



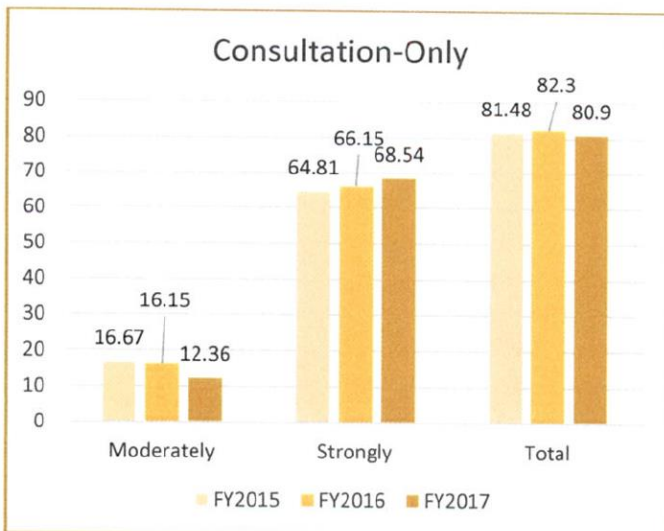
Q 15/17. *What is your current level of understanding/knowledge regarding your legal situation (after meeting with SLS attorney)?*



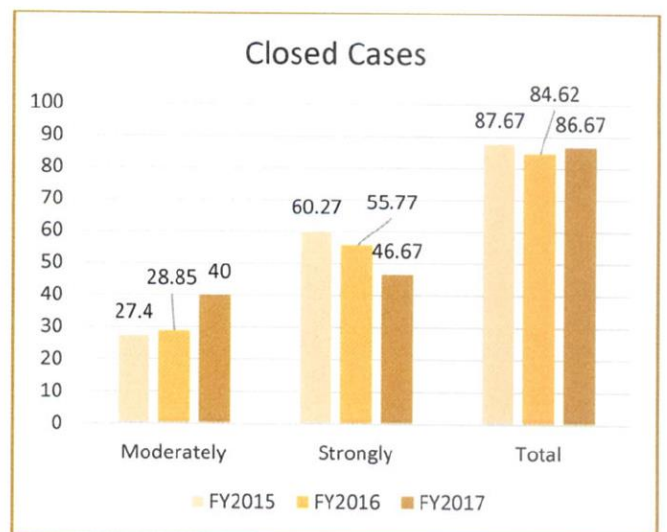
Q24. *Through my experience in the legal process, and because of the particular way Student Legal Service operated, I have a clear idea of the next step to take, if any, in my matter. Agree:*



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

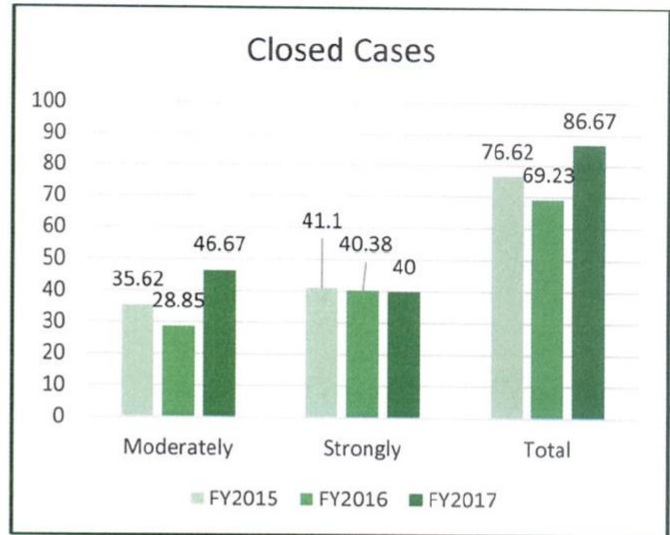
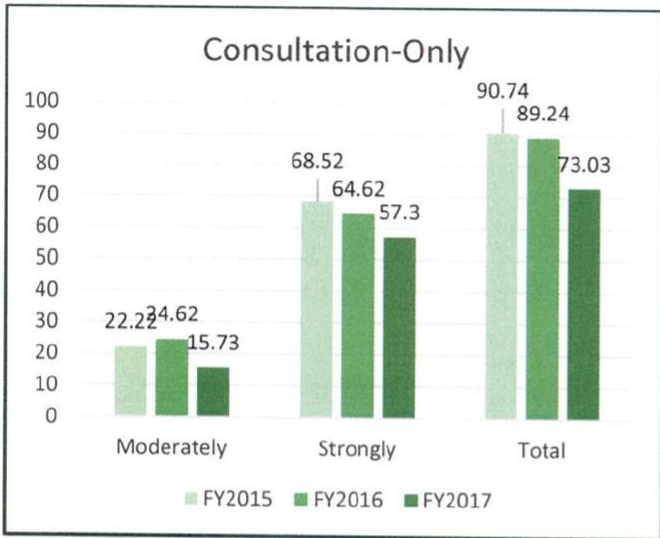


Q26. *As a result of my experience with SLS, I feel better equipped to handle a similar situation in the future. Agree:*



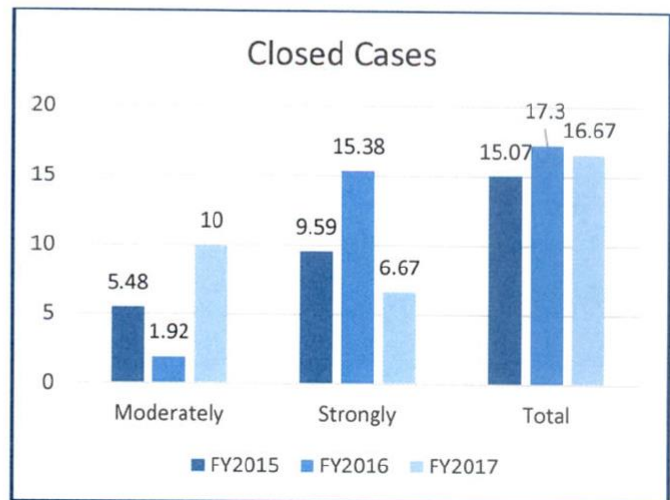
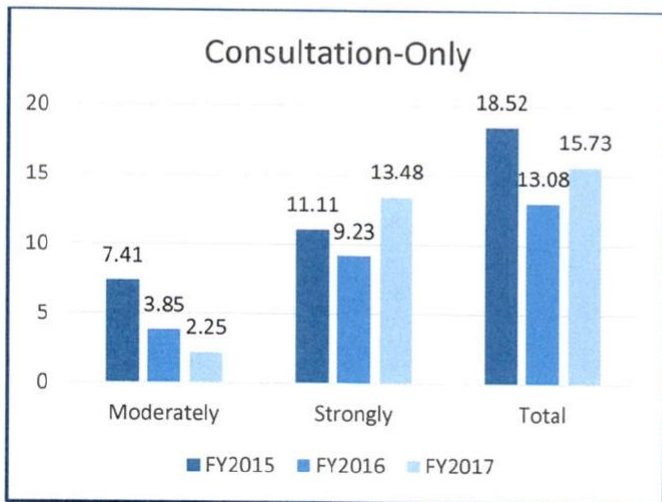
Q28. *As a result of my experience with SLS, I am more aware of resources available at the university. Agree:*

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. Agree:*

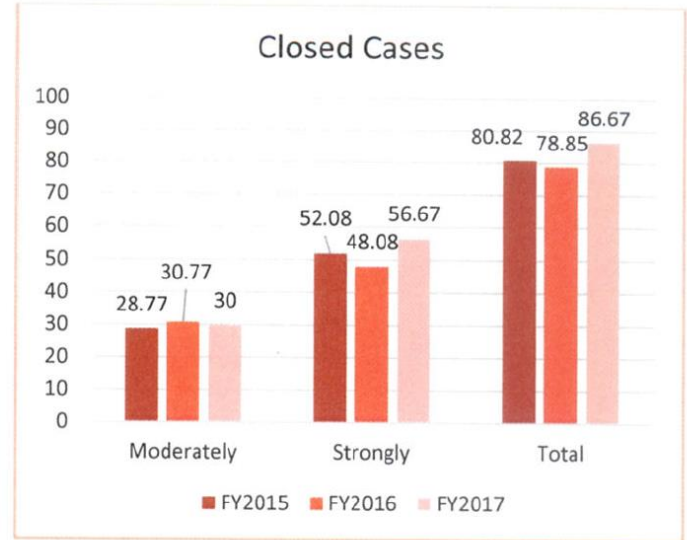
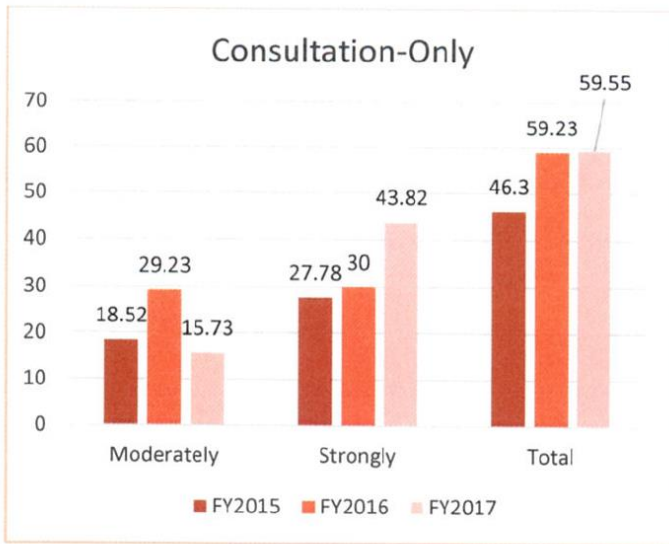


**Retention**

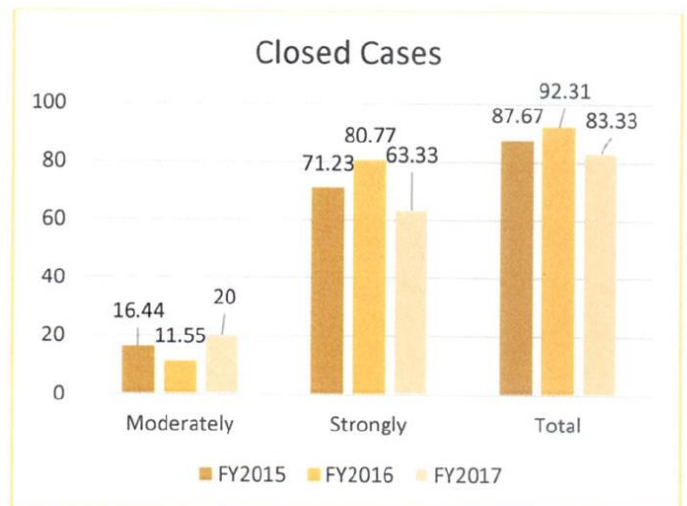
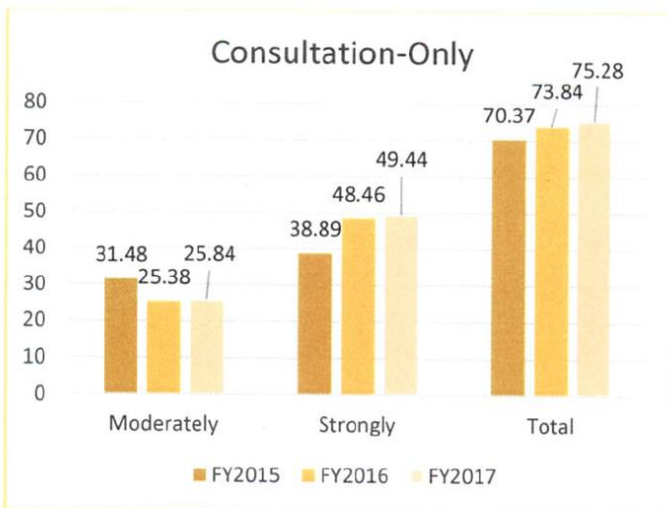
Q29. *Without legal help, I would have considered leaving school. Agree:*



Q30. The services provided by SLS enhanced my ability to focus on my studies. Agree:

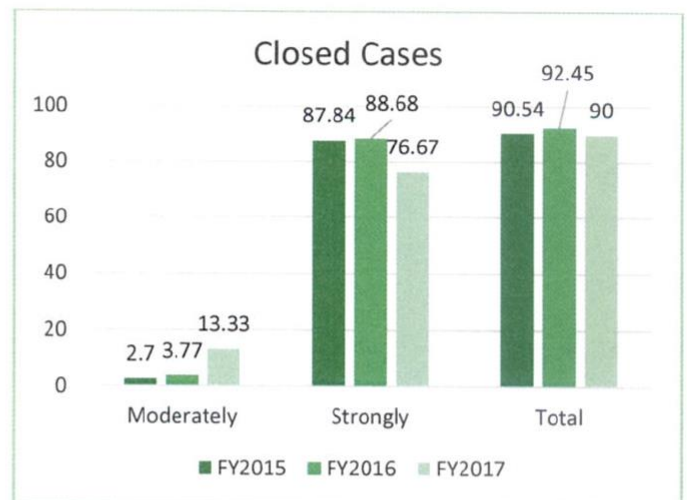
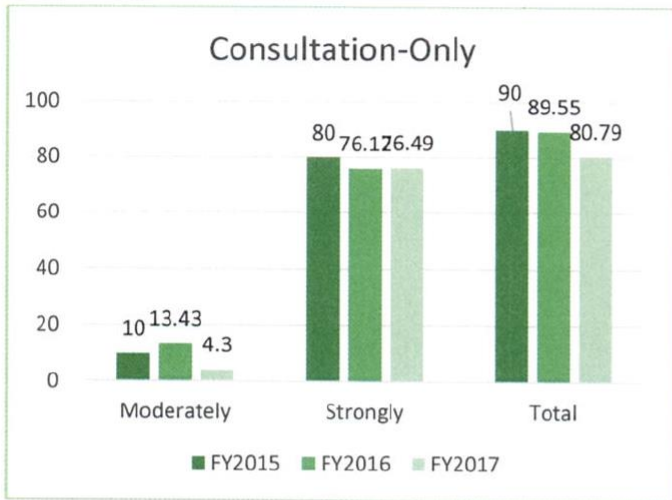


Q35. The services provided by SLS allowed me to feel less stressed about my legal issue. Agree:



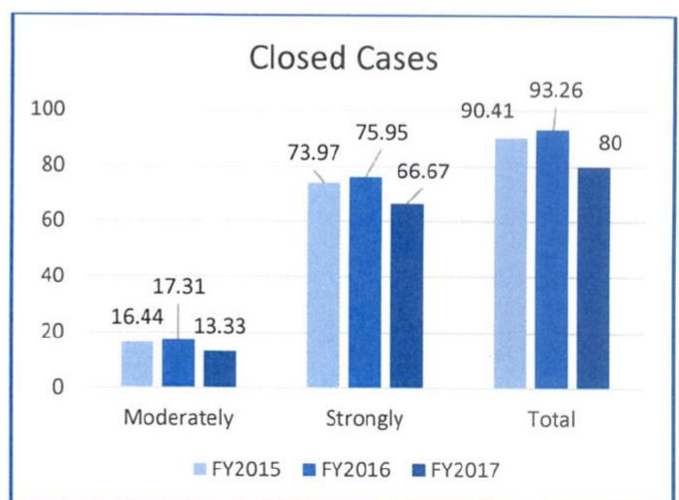
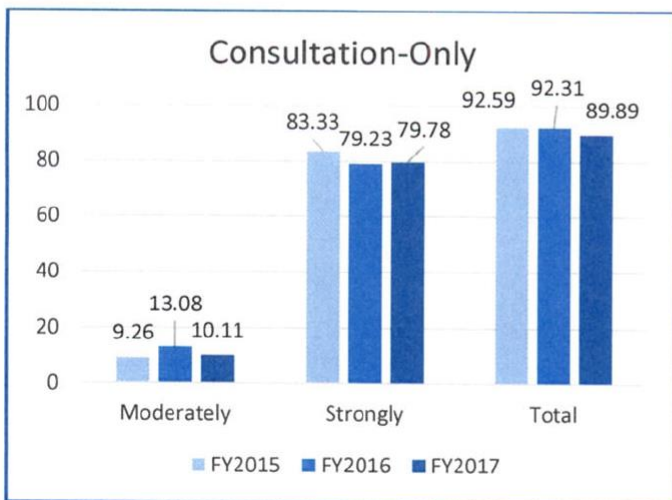
Satisfaction

Q20/23. *I would use Student Legal Service again if I had a qualifying legal problem. Agree:*



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

Q28. *I feel that without Student Legal Service, I would have had greater difficulty in resolving my problem. Agree:*



## 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	<b>TOTAL 2113</b>		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			<b>TOTAL 546</b>	
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 INTAKES <sup>1</sup>	CONSULTATION ONLY <sup>1</sup>	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

<sup>1</sup> 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:**

<b>2009-2010</b>	<b>1731</b>	<b>1321</b>	<b>410</b>
	<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
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
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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



## 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	<a href="http://illinois.edu/ds/socialMedia">illinois.edu/ds/socialMedia</a> ; link to SLS facebook page
Illini Union Parent and Family Program Office, University Guide A - Z	<a href="http://union.illinois.edu/get-involved/illini-union-parent-and-family-programs">union.illinois.edu/get-involved/illini-union-parent-and-family-programs</a> ; " <i>Legal Services</i> "

## ARTICLES, FY 2016

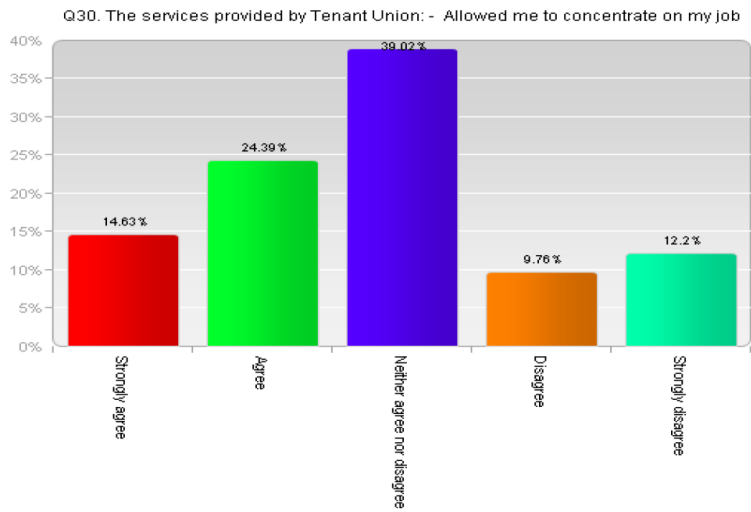
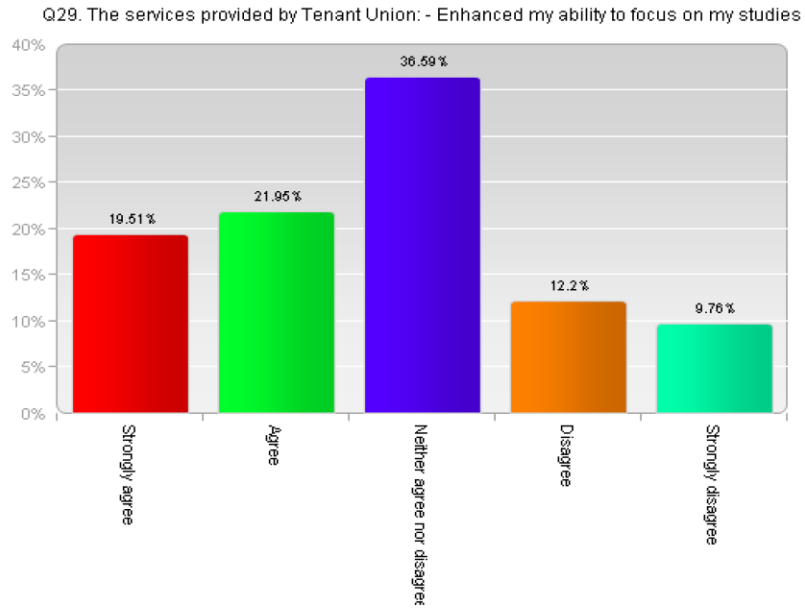
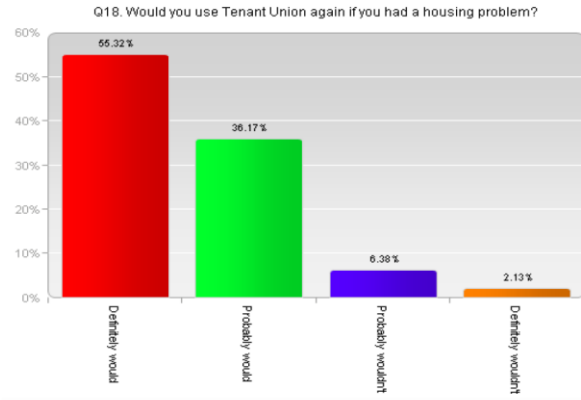
Publication Date	Medium	Ad (Special Issue/Edition)
10/13	<i>The Daily Illini</i>	"Apartment hunting tips from campus resources" (Fall Housing Guide)
2/28	<i>The News Gazette</i>	"Legal Counsel at the Ready"
3/4	<i>The Daily Illini</i>	"KNOW YOUR RIGHTS"
4/8	<i>Parents and Family Programs e-Newsletter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

<b>WEBSITE USAGE FY2016</b>		
		<b>Pageviews</b>
<b>TOTAL PAGEVIEWS</b>		<b>49,674</b>
SLS Home/Index Page		<b>11,552</b>
Schedule Appt./Intake Page + Online Intake Index		
Online Intake Index/ Information pages		<b>14,291</b>
Online Intake Form Pages		<b>8,376</b>
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		<b>1,708</b>
General Information Pages		<b>2,944</b>
Attorney Bios		<b>2,004</b>
Especially For International Students		<b>2,677</b>
Court + Court Forms		<b>1,260</b>
Contact + Email Information		<b>1,443</b>
Brochures/Presentations		<b>1,160</b>
Engagement		<b>347</b>
Attorney-Speaker Service		<b>349</b>
Resources **		<b>162</b>
Other Links:		<b>1,401</b>
Maps	669	
Annual Reports Index	177	
SLS History	168	
Legal Links	164	
Archives (new 10/2014)	87	
Legal Disclaimer	60	
Spring Break	76	

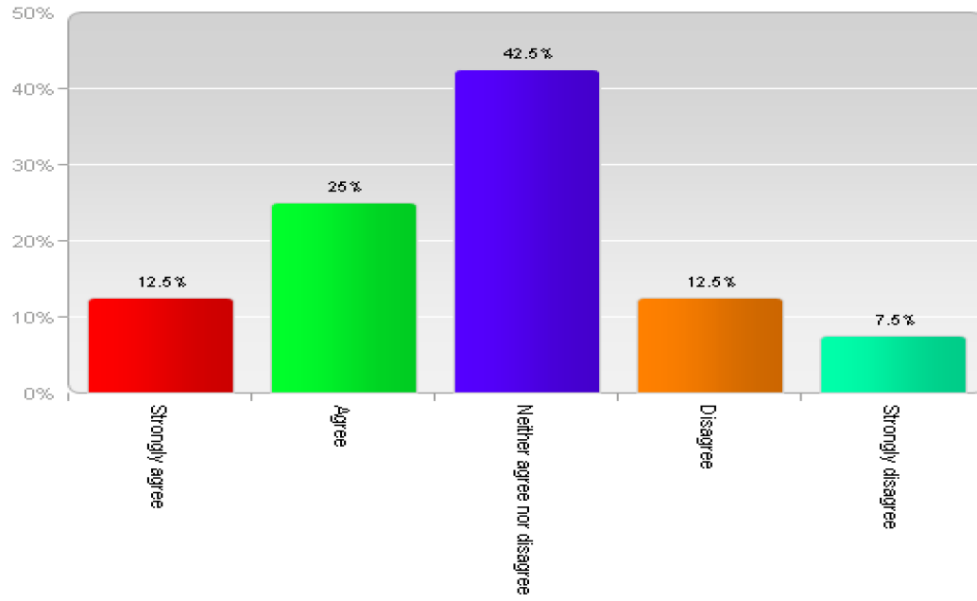
\* Separate "Thank you" page eliminated and system changed to indicate submission on the same page.

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

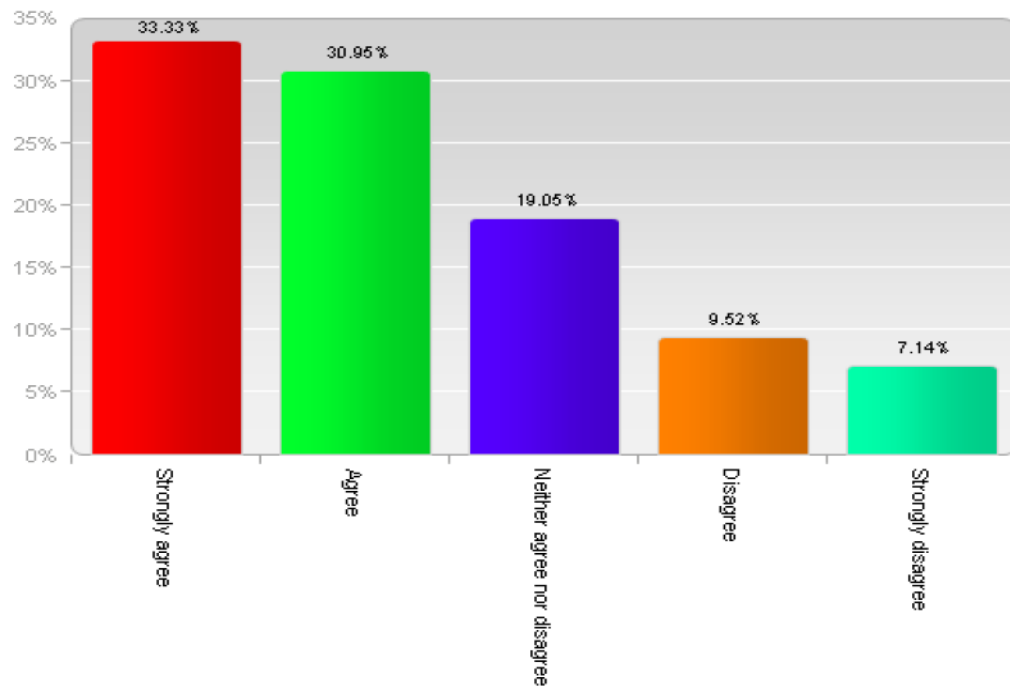
# Tenant Union Survey Results



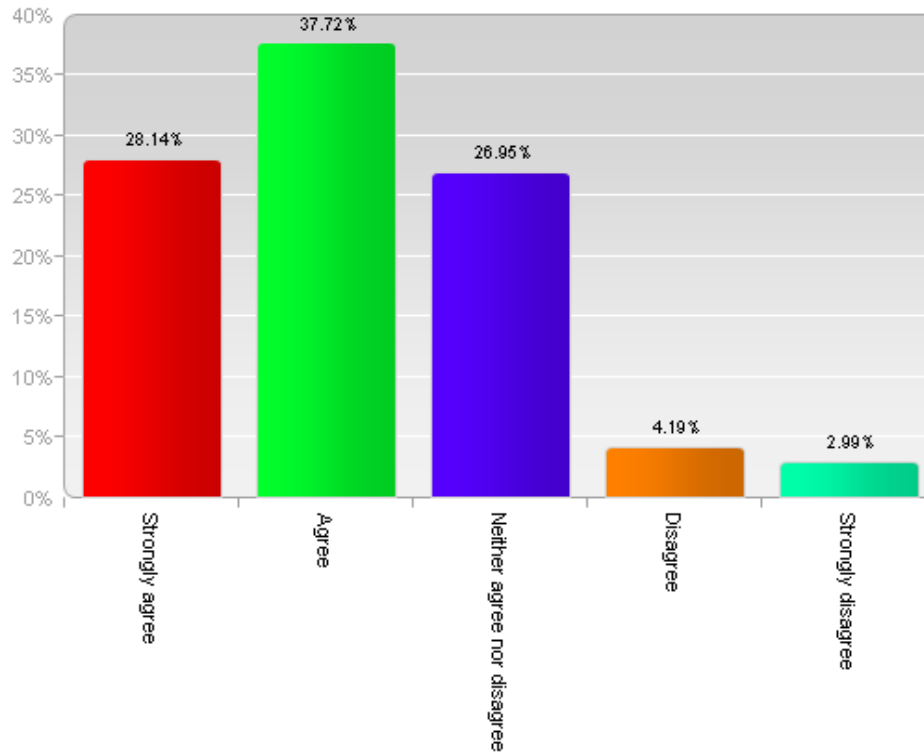
Q34. The services provided by Tenant Union: - Restored and/or enhanced my sense of well-being



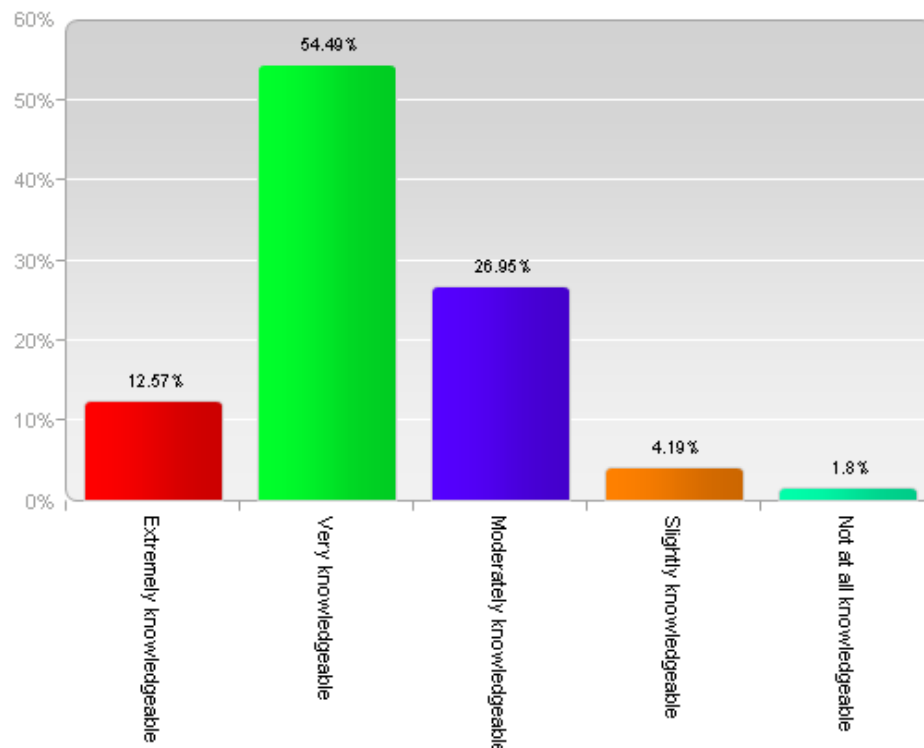
Q35. The services provided by Tenant Union: - Allowed me to feel less stressed about my housing issue



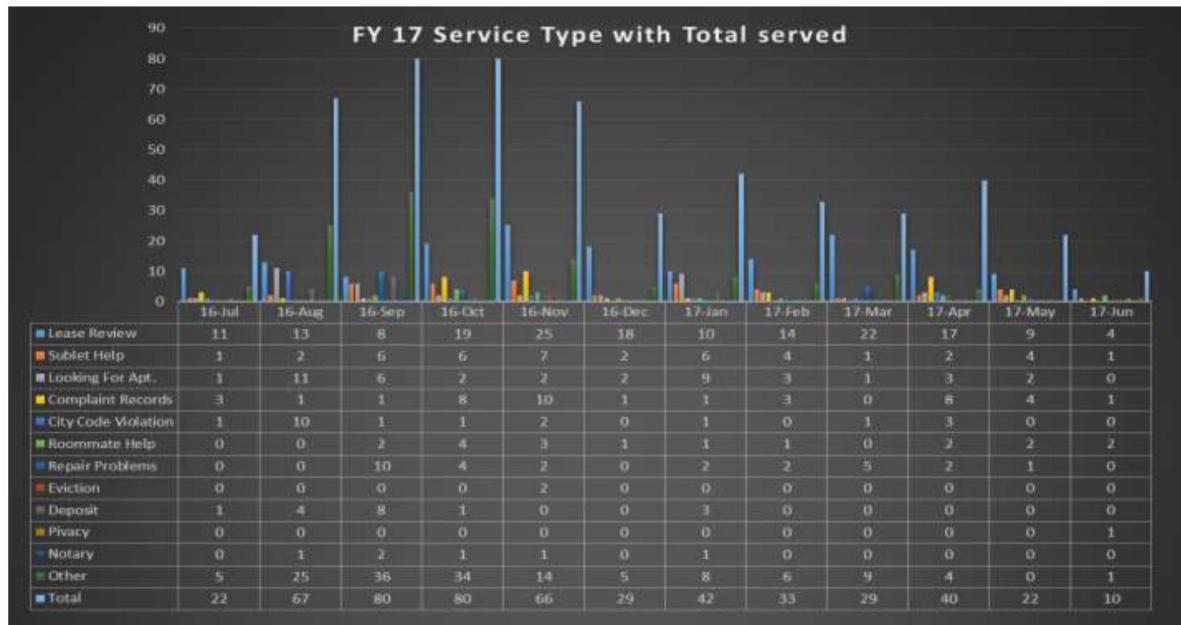
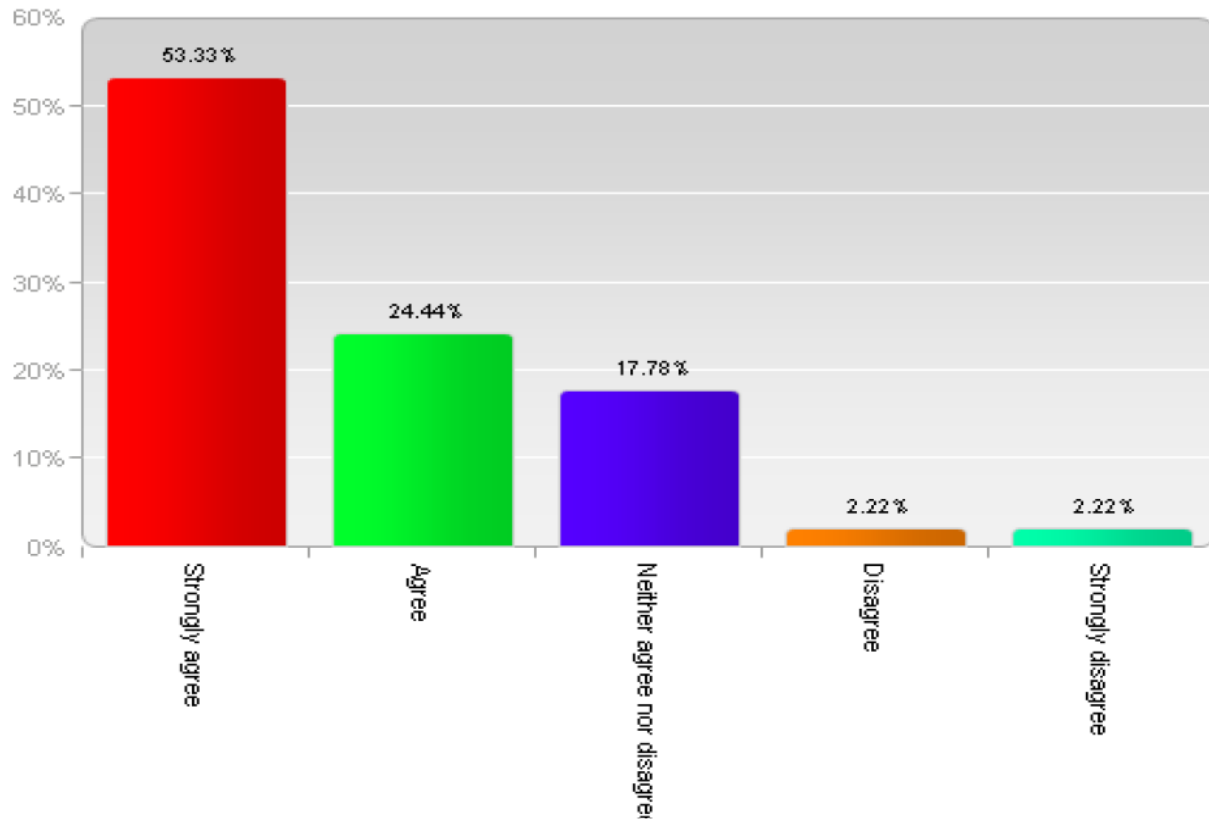
Q7. Please indicate your level of agreement with each statement: - Tenant Union has made it easier for me to connect with campus and/or community resources that have improved my off-campus living experience



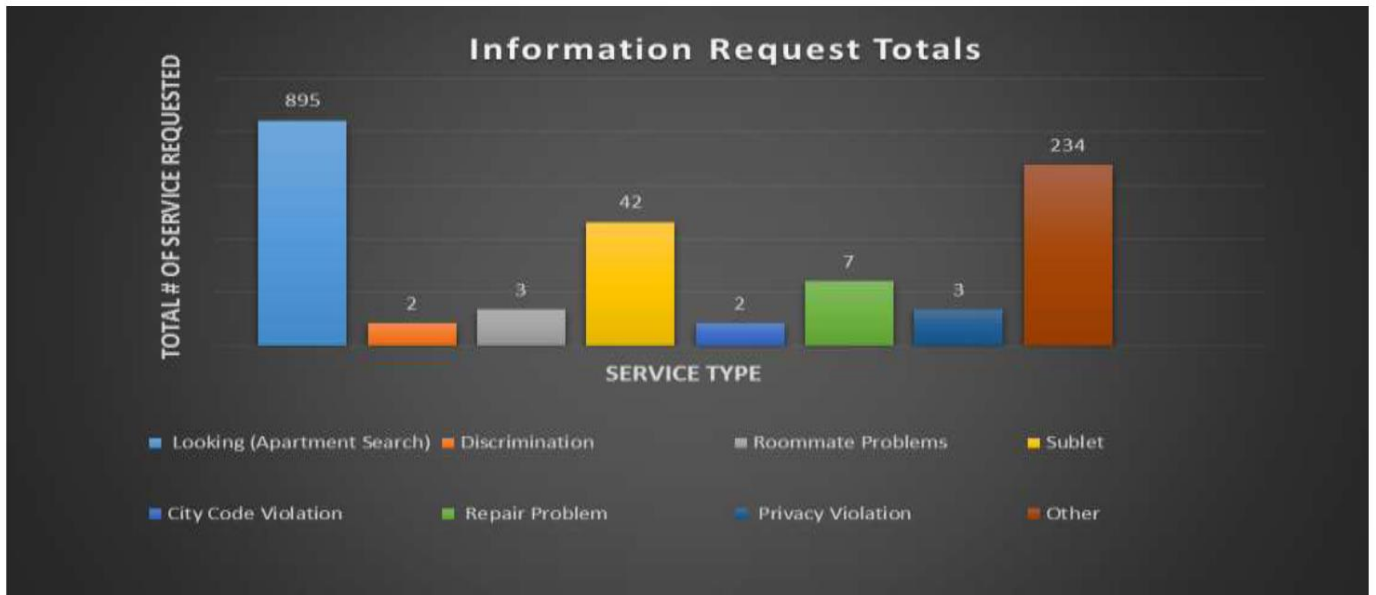
Q13. What is your current level of knowledge regarding your housing situation (after meeting with a Tenant Union Housing Counselor)?



Q37. Please indicate your level of agreement with the following statements: - I feel the Tenant Union represents a valuable service to students



**Total# walk-ins: 520**



**Total # information requests: 1188**

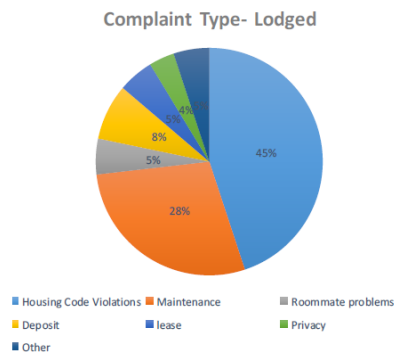
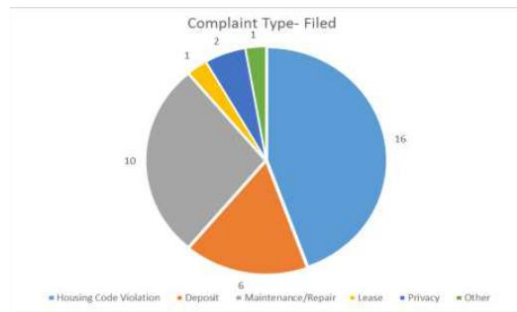
## TENANT UNION EDUCATIONAL PROGRAMMING & OUTREACH EVENTS

NAME OF EVENT	DATE OF EVENT	# of ATTENDEES
<b>July</b>		
freshman: Summer Registration Campus services fair	7/01/2016- 7/14/16	127
<b>August</b>		
International Graduate Student orientation	8/11/16	32
Paraprofessional Resource Fair	8/12/16	103
ISSS new student orientation	8/17/16	150
IEI Presentation	8/23/16	27
Quad Day	8/21/16	720
IEI housing orientation	8/23/16	42



<b>September</b>		
Jeopardy apartment hunting challenge	09/1/16	1
Nuts and Bolts	9/6/16	2
International student roundtable chat	9/13/16	10
Jeopardy apartment hunting challenge	9/15/16	0
Experienced renter panel and speed room mating	9/21/16	8
Lease Promotion Party fair	9/22/16	47
Nuts and Bolts	9/27/16	5
Tu Safety series part 1: Engrave to save	9/30/16	3
<b>October</b>		
TU safety series part 2: fire safety	10/4/16	4
Lease Lasso	10/5/16	5
Jeopardy apartment hunting challenge	10/7/16	0
Experienced renter panel and speed room mating	10/12/16	0
Disability Resource Expo	10/15/16	62
Financial Wellness Peer Educators presentation	10/18/16	15
TU Safety Series 3: sexual and domestic violence within student apartments	10/19/16	2
<b>November</b>		
Lease Lasso	11/3/16	3
Landlord not fixing your apartment	11/9/16	0
<b>January</b>		
IEI Workshop presentation	01/3/2017	32
Spring International Student Orientation presentation	01/13/17	53
Roommate Problems	01/17/17	1
Experienced renter panel	01/19/17	3
IEI Workshop presentation	01/20/17	35
<b>February</b>		
Love your Sublet	02/02/17	0
Lease promotion party fair	02/23/17	66
Nuts and Bolts	02/23/17	2

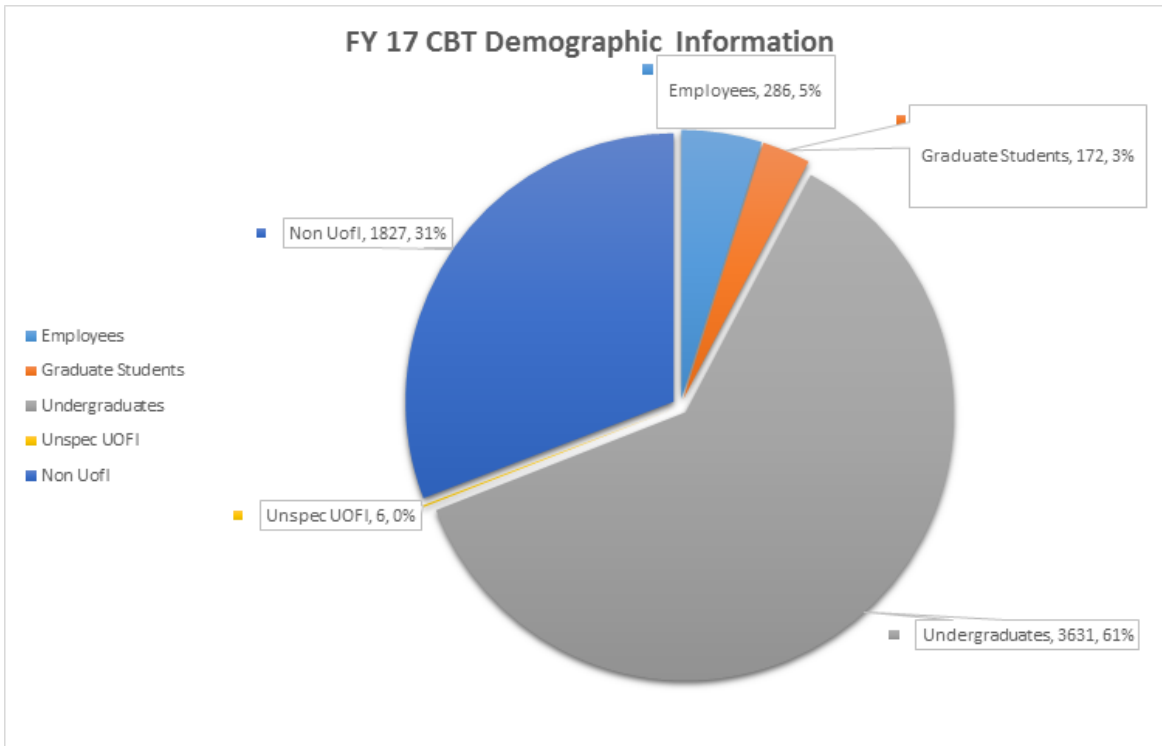
March		
Nuts and bolts	3/2/17	0
Admitted Transfer Days fair	03/10/17	32
Visiting Day for MSW students	03/11/17	45
College of Law housing fair	03/31/17	120
April		
Moving Out	4/ 4/17	2
Landlord Roundtable Chat	04/06/17	14
Admitted Student Day Fair	04/07/17	87
Admitted Student Day Fair	04/13/17	37
Admitted Student Day Fair	04/14/17	22
May		
SPI Orientation	05/31/17	81
June		
Business Facility International Fair	06/6/17	55
IEI presentation workshop	06/07/17	41
ISSS summer orientation presentation	06/09/17	68
Total # of disseminated pamphlets/ printed resources	2164	
<b>Total</b>	<b>4,328</b>	



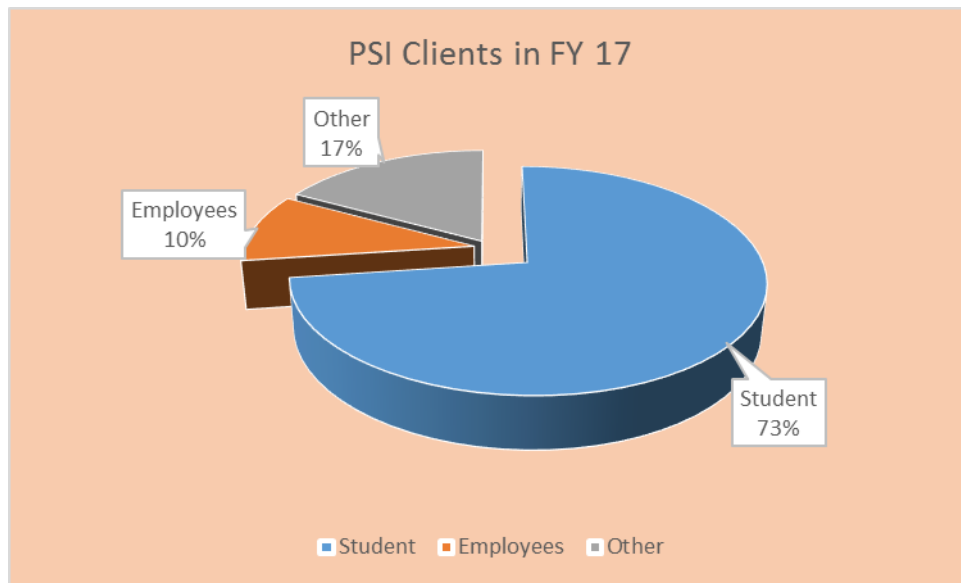
LANDLORD/COMPANY	LANDLORD/COMPANY
American Campus Communities/Tower at 3 <sup>rd</sup>	2
Campus Property Management	4
Anthony Donato	4
Eric Luedtke	0
Green Street Realty	10
JSM	2
Kennedy-Wilson	1
Lincolnshire properties	1
Lucinda Lawrence	1
Klatt Properties	3
Michael & Dana Kennedy	1
Neves Group	1
One IL-One North/south	1
Professional Property MGT (PPM)	1
Ramshaw Real Estate	1
Ron Rhoades	1
Serge Krasavin	1
University Group	1
<b>Total</b>	<b>38</b>

*Testing Center*

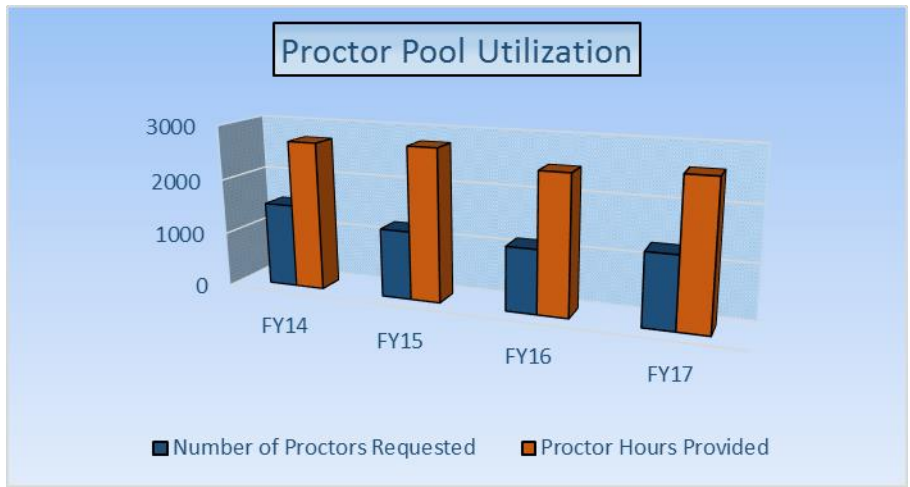
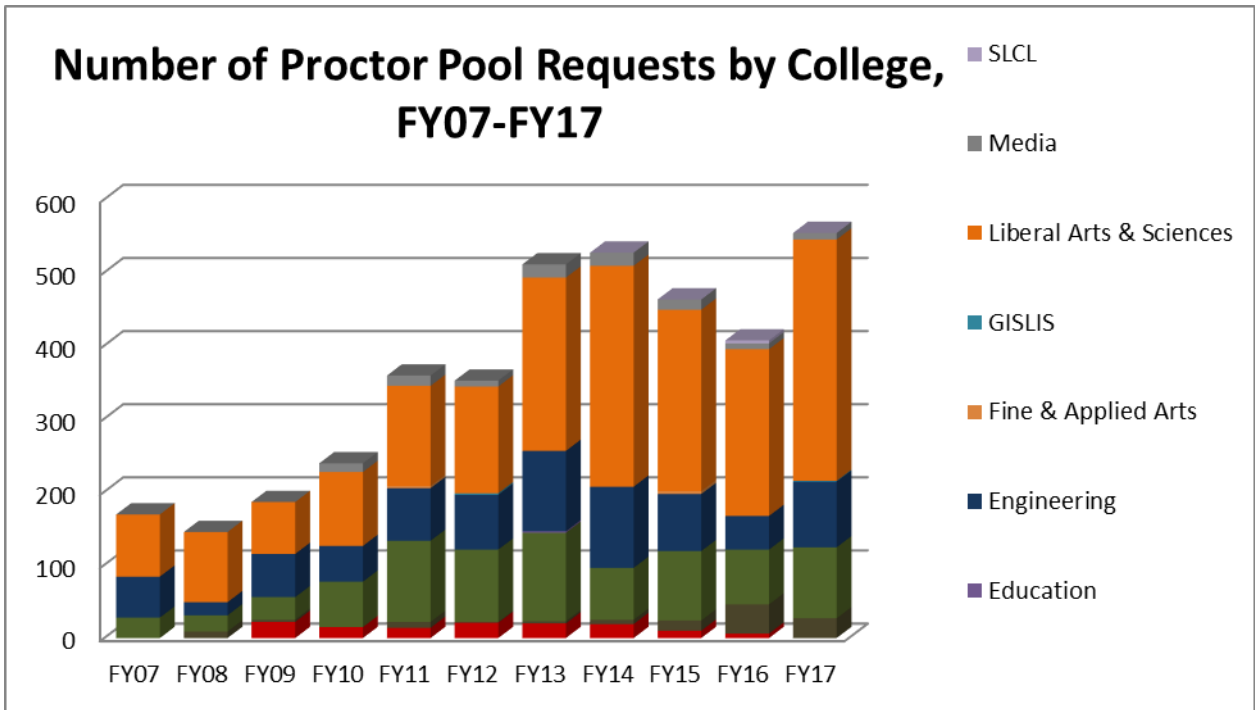
Annual assessments documented that 72% of all computer-based testing clients were affiliated with the university in some way. Among CBT test takers 5% were UIUC employees, 3% were UIUC graduate students, 61% were UIUC undergraduate students, less than 1% had an unspecified affiliation with UIUC, and 31% were non-UIUC affiliated individuals. This information will inform the orientation of services and documents that the Center provides a valuable service to individuals in the entire educational pipeline.



A review of Proctoring Services for Individuals for FY17 documented that 73% of clients were UIUC students, 10% were UIUC employees, and 17% were non-UIUC affiliated individuals. The longitudinal data suggests that increasingly more students and employees are taking online courses that require proctoring services.



After a two year slump, attributed to the establishment of a new software platform, the Proctor Pool is again increasing its services to faculty.



***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.