
STUDENT LEGAL SERVICE'S PLAN

1984 Report

INTRODUCTION

The Student Legal Service annual report for 1984 reflects yet another year of increased services and, happily, a year of expanding resources. An annual \$12,000 budget increase was approved, an allocation which will be reflected in the fiscal year 1985 budget. A one-time appropriation was also secured for the purchase of a computer and necessary updating of the Student Legal Service's library.

This report will delineate the continuing expansion of services to the individual student population. From August 1, 1983 to July 31, 1984 an average of 389 students per month utilized the service, a 21 per cent increase over last year's record intake. The statistical intake data and client survey results demonstrate that the Student Legal Service's Program has achieved its goal of heightened student awareness of the Service, while maintaining a pattern of consistent client approval. The Student Legal Service's office continues to offer educational materials and programs and maintains an excellent relationship with the local and state bar associations. During the academic year, a record number of law students worked in the Student Legal Service's office through the law school clinical program. Under supervision of the students' attorneys, law student interns continue to contribute to the effectiveness of the Service, as monitored by the annual survey composite.

I. OFFICE OPERATION

During the summer of 1984 an IBM PC XT computer was delivered to the Student Legal Service's office pursuant to a one-time funding appropriation. Given the voluminous caseload and often duplicative nature of typing in the areas of pleadings, legal forms and routine correspondence, the computer will serve as a valuable support tool as a word processor. It is anticipated that many of the legal forms drafted and maintained by the students' attorneys in both civil and criminal areas will be transferred to the computer system. The computer will also be used for docket control, compilation of monthly statistical intake data, storage of Student Legal Service budget data and educational material updates.

In February of 1984 a financial subcommittee was appointed through the Student Legal Service's Advisory Board for the purpose of formulating an annual budget, monitoring monthly budget information and reporting to the Advisory Board on the financial status of the Student Legal Service's Program, now through a computer format.

The Student Legal Service's office underwent no substantial physical changes during the past year. The addition of the Illinois Digest 2d, West Publishing Company, in the spring of 1984 was a major step in maintenance of an up-to-date research library. The continuing storage problem arising from the long-time accumulation of case files and regular updating of library materials has been resolved through an arrangement secured with the Illini Union for storage of inactive case files. In order to preserve the confidential nature of all records,

I. OFFICE OPERATION (cont.)

such files will be secured and accessible only to the Student Legal Service's staff.

II. OFFICE PROCEDURE - SERVICE TO INDIVIDUAL STUDENTS

A. Scope of Service and Statistics

The statistical data contained in the Appendix to this report includes both the monthly intake statistics and an annual statistic composite covering the period from August 1, 1983 to July 31, 1984. The caseload volume increased dramatically in the past year. Of the actual cases in litigation, 248 such cases were opened in 1984 compared with 184 cases opened in 1983, a 35 per cent increase in the annual caseload. Cases still in litigation remain at 124, a 37 per cent increase over last year, demonstrating an overall consistency in caseload handling; that is, given the increased caseload volume, cases continue to be resolved within a reasonable time frame and at greater than a 90 per cent level of satisfaction. (See Appendix, Client Survey Results).

The volume of "advice only" contacts also increased in the past year. From August 1, 1983 to July 31, 1984, 2,129 "advice only" clients were served, compared with 1,732 such contacts in the previous year, a 23 per cent increase in the twelve-month period. The total number of client contacts by telephone and appointments has increased steadily since the inception of the Program. During the past year, total contacts ran as high as 569 in a given month. From the 1983 total of 3,844 contacts this year's total reached 4,666, a 21 per cent overall increase in individual service. Excepting weekends, official University

II. OFFICE PROCEDURE - SERVICE TO INDIVIDUAL STUDENTS

A. Scope of Service and Statistics (cont.)

holidays and semester vacations, an average of 21 persons per day used the service in its past twelve months of operation.

The statistical data for the August 1, 1983 to July 31, 1984 period is included in the Appendix and reflects client contact in three categories: (1) general information and referral, (2) advice only, and (3) cases represented. All data is listed by case-type categorization.

B. Complaints and Client Satisfaction

The Student Legal Service's office has continued its follow-up evaluation questionnaire procedure in an on-going effort to monitor client satisfaction with services rendered. The survey results contained in the Appendix cover the period from August 1, 1983 to June 30, 1984. These results are broken down by category: "advice only" (problems generally resolved through advice of law students in direct consultation with the students' attorneys) and "clients" (cases in which one of the students' attorneys enters an appearance of record in a court proceeding). Over the eleven-month period, questionnaires were sent to each client upon the completion of his or her case and to 191 "advice only" contacts.* All responses were tabulated and the percentage response to each question is detailed in the Appendix.

* Surveys sent to 191 "advice only" contacts randomly selected from pool of 2,034 "advice only" contacts during the eleven-month period.

II. OFFICE PROCEDURE - SERVICE TO INDIVIDUAL STUDENTS

B. Complaints and Client Satisfaction (cont.)

The questions presented are divided for purposes of analysis into three cluster groups: (1) program perceptions (questions #1, 7-11, 13-15), (2) case perceptions (questions #2-4), and (3) system perceptions (questions #5-6, 12).

(1) Program Perceptions

Annual data indicates a continuing overall high satisfaction with the Student Legal Service's Program among both clients and advice only contacts (A.O.s). With respect to client survey results, 97 per cent of the respondents agreed with the goal pursued in his or her case. (See Appendix, Client Survey Results, question #1). In past years it has been reported that satisfaction is expected to run somewhat higher among clients, as their dealings with the Student Legal Service's office are on a continuing basis with an attorney in contrast to the often one-time contact with the law student that the advice only contact experiences. Notably, this year's survey results show an increase in the degree of satisfaction among A.O.s. The continuing emphasis on result-oriented advice, with A.O. participation in the handling of their legal matters, has yielded an 88 per cent approval rating, compared with a 79 per cent approval response in 1983. (See Appendix, A.O. Survey Results, questions #1, 10).

II. OFFICE PROCEDURE - SERVICE TO INDIVIDUAL STUDENTS

B. Complaints and Client Satisfaction (cont.)

(1) Program Perceptions (cont.)

As in past years, virtually 100 per cent of all survey respondents, both clients and A.O.s, agree that Student Legal Service is a valuable service to students, a good allocation of SORF fee monies and a service that they would again utilize if confronted with another qualifying legal problem. (See Appendix, Survey Results, questions #11, 13, 14). Approximately 95 per cent of all survey respondents agree that Student Legal Service's staff members are courteous, approachable and competent. (See Appendix, Survey Results, questions #7, 8, 9).

(2) Case Perceptions

With this year's 35 per cent increase in client caseload, the survey results reflect sustained excellence in individual case service. As in 1983, satisfaction with case handling during the past year ran as high as 90 per cent among clients. (See Appendix, Client Survey Results, questions #2-4). The A.O. survey results are in line with the 1983 findings. Specifically, the survey results demonstrate a 76 per cent level of satisfaction among A.O.s with respect to the fairness of the final

II. OFFICE PROCEDURE - SERVICE TO INDIVIDUAL STUDENTS

B. Complaints and Client Satisfaction (cont.)

(2) Case Perceptions (cont.)

resolution of their individual legal concerns, in comparison with a 75 per cent approval rating in 1983. The enhanced approval rating sustained over the past two years reflects the continuing effort to increase A.O. satisfaction on the individual intake level through closer supervision of law student interns and emphasis on result-oriented advice. Approximately two-thirds of the A.O. survey respondents reported that their legal concerns had been resolved and resolved favorably.

(3) System Perceptions

Client survey results demonstrate a perception of the U.S. legal system consistent with patterns of past years. While 69 per cent of the clients surveyed view the U.S. legal system as fair, 41 per cent still perceive bias in the system. (See Appendix, Client Survey Results, question #5). Similarly, while two-thirds of the A.O.s surveyed view the U.S. legal system as fair and helpful, skepticism is again demonstrated in the findings as to perceived bias in the system. (See Appendix, A.O. Survey Results, question #5). Advice only survey results depict

II. OFFICE PROCEDURE - SERVICE TO INDIVIDUAL STUDENTS

B. Complaints and Client Satisfaction (cont.)

(3) System Perceptions

an enhanced view of the legal profession, with greater that 80 per cent of the A.O. respondents viewing lawyers as approachable, professional, industrious and responsible. (See Appendix, A.O. Survey Results, question #6).

III. PREVENTIVE LAW ACTIVITIES

One of the primary functions of the Student Legal Service's Program continues to be the presentation of significant educational programs directed at informing students of their individual legal rights and responsibilities. The efforts expended in this direction are designed to assist students in the management of their personal affairs in such a manner as to minimize potential legal problems. These programs have involved both personal appearances by the students' attorneys and publication and distribution of written materials designed to inform students of their legal rights and responsibilities.

At the beginning of each academic year, the students' attorneys send letters to all University residence hall advisors, informing them of the availability of the attorneys to present talks, seminars and workshops. During the past year, the students' attorneys have given numerous educational programs for residence halls, student groups and organizations. Additionally, the students' attorneys have met personally with residence hall directors and advisors with an eye toward increasing awareness of the services offered by the Student Legal Service so as to facilitate timely referrals of resident students in need of legal assistance. As in past years, the attorneys have also participated in such University functions as the International Students Orientation, Quad Day and the Campus Resource Fair. (See Appendix).

The Student Legal Service's office continues to furnish students with informational pamphlets published by the Illinois and American

III. PREVENTIVE LAW ACTIVITIES (cont.)

Bar Associations. Current office publications, including the Student Legal Service Guide to Small Claims Court, Guide to the Student Legal Service's Program and Your Legal Rights and Responsibilities booklets, are available to the student population.

With the increase in the Student Legal Service's budget allocation, the students' attorneys look forward to the publication of additional materials, long delayed by budget constraints. It is anticipated that Student Legal Service publications regarding judgment collection, power of attorney, driver's license suspension, together with a revision of the small claims handbook, will be available within the next several months.

V. LAW STUDENT PARTICIPATION IN THE PROGRAM

As reported in 1983, space limitations alone now limit the number of law students working in the Student Legal Service's office under the auspices of the law school clinical program. During the Fall and Spring semesters of the 1983-84 academic year, seven law students, both second and third year, worked in the Student Legal Service's office, offering advice to clients on an initial intake level, conducting legal research and making limited court appearances under the supervision of the students' attorneys and pursuant to Illinois Supreme Court Rule 711. Due to office space limitations, several of the law students necessarily divided their ninety-hour per semester clinical requirement between the two semesters.

The students' attorneys continue to closely supervise and monitor all client contacts with law students. The level of supervision includes bi-annual lectures by the attorneys on those major legal topics commonly handled by Student Legal Service, namely: traffic, criminal, landlord/tenant, family and consumer. Upon the individual law student's completion of required research relating to his or her upcoming appointments, all intake sheets are reviewed with one of the students' attorneys. Written records detailing the advice given to each client are required of the law students and reviewed and approved by a students' attorney before the "advice only" contact is considered closed.

The level of supervision has long been viewed as a means of enhancing the satisfaction among the "advice only" contacts who

V. LAW STUDENT PARTICIPATION IN THE PROGRAM (cont.)

(excepting the summer term) generally meet with a law student at the point of initial intake. The results of the A.O. surveys have again demonstrated that the degree of law student training and supervision afford more valuable services to the student population.

VI. EVALUATION AND PROJECTION

The annual statistic composite and survey results continue to reflect the broad base of services offered to individual clients and the quality of work performed. The increasing caseload volume and necessary budget appropriations have resulted in a now computerized dimension to the Student Legal Service's office. The word processing capability of the computer, coupled with a comprehensive form file data base, will streamline the production of legal documents and alleviate the burden of duplicative typing. Budgetary and statistical data will also be stored and retrieved more effectively. Given the pattern of steadily increasing numbers of client contacts over the years, it is anticipated that the timeliness and efficiency of case handling will be improved.

The substantial annual budgetary increase has lessened the concern among those affiliated with the Student Legal Service's office as to the scope of services provided. The students' attorneys look forward to renewed publication and updating of legal materials previously placed on hold due to budgetary constraints. The law students continue to be an invaluable resource to the Student Legal Service and, even given the increasing number of law student interns, the degree of attorney supervision will remain constant. With budgetary concerns stabilized and with introduction of the computer equipment, fiscal year 1985 promises to be a year of continued growth and efficiency in client services.

APPENDIX

Library Inventory

Client Contacts - Statistics

Survey Results

Fiscal Year 1984 and 1985 Budgets

Student Legal Service Advisory Board Minutes

Monthly Budget Summaries

Speaking Engagements

Court Appearances

ANNUAL STATISTICS

The following data was gathered from records existing between August 1, 1983 and July 31, 1984.

<u>CASES PENDING AS OF AUGUST 1, 1983</u>				90	
Accident	3	Expungement	4	Insurance	1
Civil	6	Family	13	Name Change	1
Consumer	1	Garnishment	1	Small Claims	4
Criminal	18	Housing	26	Traffic	11
Employment	1				
<u>CASES OPENED</u>				248	
Accident	17	Expungement	26	Insurance	1
Banking	1	Family	31	Name Change	10
Bankruptcy	1	Housing	47	Power of Attorney	8
Civil	9	Human Rights	1	Small Claims	6
Consumer	3	Immigration	3	Traffic	36
Criminal	48				
<u>CASES CLOSED</u>				214	
Accident	13	Employment	1	Insurance	1
Banking	1	Expungement	12	Name Change	9
Civil	10	Family	27	Power of Attorney	8
Consumer	4	Housing	40	Small Claims	6
Criminal	43	Immigration	3	Traffic	36
<u>CASES IN LITIGATION AS OF JULY 31, 1984</u>				124	
Accident	7	Family	17	Insurance	1
Bankruptcy	1	Garnishment	1	Name Change	2
Civil	5	Housing	33	Small Claims	4
Criminal	23	Human Rights	1	Traffic	11
Expungement	18				
<u>CONTACTS</u>				4,666	
Accident	214	Expungement	48	Personal Injury	10
Adoption	7	Family	304	Power of Attorney	28
Banking	19	Guardianship	1	Probate	6
Bankruptcy	24	Housing	813	Real Estate	31
Business	47	Human Rights	2	Residency	5
Civil	157	Immigration	24	Small Claims	73
Consumer	198	Information	1,477	Tax	208
Contract	61	Insurance	40	Traffic	375
Copyright	25	Name Change	31	University	108
Criminal	223	Patent	1	Wills	56
Employment	50				

ADVICE ONLY CONCLUDED 2,129

Accident	158	Expungement	48	Personal Injury	6
Adoption	7	Family	194	Power of Attorney	26
Banking	15	Guardianship	1	Probate	4
Bankruptcy	18	Housing	550	Real Estate	15
Business	36	Human Rights	2	Residency	5
Civil	132	Immigration	18	Small Claims	62
Consumer	164	Information	2	Tax	13
Contract	41	Insurance	34	Traffic	275
Copyright	13	Name Change	27	University	16
Criminal	205	Patent	1	Wills	1
Employment	40				

ANNUAL STATISTICS

8/1/83-7/31/84

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SERVED BY SECRETARY. 1,684

Accident	1	Immigration	2	Tax	195
Consumer	1	Information	1,472	Traffic	2
Copyright	11				

REFERRED TO SOCIAL SERVICE AGENCIES. 361

Consumer	28	Housing	244	University	89
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REFERRED TO BARS 276

Accident	28	Employment	5	Power of Attorney	1
Banking	2	Family	55	Probate	2
Bankruptcy	3	Housing	4	Real Estate	12
Business	8	Immigration	3	Small Claims	6
Civil	13	Insurance	3	Traffic	50
Consumer	2	Name Change	2	University	2
Contract	14	Personal Injury	2	Wills	50
Criminal	9				

PEOPLE WHO'VE RECEIVED SORF REFUNDS. 45

Accident	9	Criminal	4	Housing	6
Civil	1	Employment	1	Name Change	1
Consumer	1	Family	4	Traffic	18

OTHER - (MOSTLY NON-STUDENT) 171

Accident	18	Criminal	5	Personal Injury	2
Banking	2	Employment	4	Power of Attorney	1
Bankruptcy	3	Family	51	Real Estate	4
Business	3	Housing	9	Small Claims	5
Civil	11	Immigration	1	Traffic	30
Consumer	2	Information	3	University	1
Contract	6	Insurance	3	Wills	5
Copyright	1	Name Change	1		

% A. O. CONCLUDED.

Accident	7.4	Expungement	2.3	Personal Injury	.3
Adoption	.3	Family	9.1	Power of Attorney	1.2
Banking	.7	Guardianship	.05	Probate	.2
Bankruptcy	.8	Housing	25.8	Real Estate	.7
Business	1.7	Human Rights	.1	Residency	.2
Civil	6.2	Immigration	.8	Small Claims	2.9
Consumer	7.7	Information	.1	Tax	.6
Contract	1.9	Insurance	1.6	Traffic	12.9
Copyright	.6	Name Change	1.3	University	.8

Employment 1.9

% CASES REPRESENTED.

Accident	6.9	Expungement	10.5	Insurance	.4
Banking	.4	Family	12.5	Name Change	4.0
Bankruptcy	.4	Housing	19.0	Power of Attorney	3.2
Civil	3.6	Human Rights	.4	Small Claims	2.4
Consumer	1.2	Immigration	1.2	Traffic	14.5
Criminal	19.4				

August 1, 1984

<u>CASES PENDING AS OF JULY 1, 1984.</u>					137
Accident	6	Family	19	Insurance	1
Bankruptcy	1	Garnishment	1	Name Change	2
Civil	4	Housing	38	Small Claims	5
Criminal	24	Human Rights	1	Traffic	15
Expungement	20				
<u>CASES OPENED IN JULY, 1984.</u>					11
Accident	2	Criminal	4	Name Change	1
Civil	1	Housing	2	Traffic	1
<u>CASES CLOSED IN JULY, 1984.</u>					24
Accident	1	Family	2	Small Claims	1
Criminal	5	Housing	7	Traffic	5
Expungement	2	Name Change	1		
<u>CASES IN LITIGATION AS OF JULY 31, 1984</u>					124
Accident	7	Family	17	Insurance	1
Bankruptcy	1	Garnishment	1	Name Change	2
Civil	5	Housing	33	Small Claims	4
Criminal	23	Human Rights	1	Traffic	11
Expungement	18				
<u>CONTACTS WITH PROSPECTIVE CLIENTS, JULY, 1984</u>					316
Accident	13	Criminal	13	Name Change	2
Adoption	1	Employment	2	Power of Attorney	3
Business	6	Family	10	Real Estate	2
Civil	18	Guardianship	1	Small Claims	4
Consumer	9	Housing	55	Traffic	23
Contract	6	Information	139	University	2
Copyright	1	Insurance	4	Wills	2
<u>ADVICE ONLY CONCLUDED IN JULY, 1984</u>					105
Accident	9	Contract	6	Insurance	2
Adoption	1	Criminal	11	Name Change	2
Business	6	Family	4	Power of Attorney	3
Civil	14	Guardianship	1	Small Claims	4
Consumer	7	Housing	20	Traffic	15
<u>SERVED BY SECRETARY</u>					140
Copyright	1	Information	139		
<u>REFERRED TO SOCIAL AGENCIES</u>					32
Housing	30	University	2		
<u>REFERRED TO BARS.</u>					20
Accident	2	Employment	1	Real Estate	1
Civil	2	Family	3	Traffic	4
Consumer	1	Housing	2	Wills	2
Criminal	1	Insurance	1		
<u>PEOPLE WHO'VE RECEIVED THEIR SORF REFUND.</u>					0
<u>OTHER (MOSTLY NON-STUDENTS)</u>					19
Accident	2	Employment	1	Insurance	1
Civil	2	Family	3	Real Estate	1
Consumer	1	Housing	3	Traffic	4
Criminal	1				

July 11, 1984

<u>CASES PENDING AS OF JUNE 1, 1984</u>					151
Accident	9	Expungement	23	Immigration	1
Bankruptcy	1	Family	19	Insurance	1
Civil	4	Garnishment	1	Name Change	2
Consumer	1	Housing	41	Small Claims	5
Criminal	27	Human Rights	1	Traffic	15
<u>CASES OPENED IN JUNE, 1984</u>					11
Accident	1	Housing	4	Small Claims	1
Criminal	1	Power of Attorney	1	Traffic	2
Family	1				
<u>CASES CLOSED IN JUNE, 1984</u>					25
Accident	4	Family	1	Power of Attorney	1
Consumer	1	Housing	7	Small Claims	1
Criminal	4	Immigration	1	Traffic	2
Expungement	3				
<u>CASES IN LITIGATION AS OF JUNE 30, 1984</u>					137
Accident	6	Family	19	Insurance	1
Bankruptcy	1	Garnishment	1	Name Change	2
Civil	4	Housing	38	Small Claims	5
Criminal	24	Human Rights	1	Traffic	15
Expungement	20				
<u>CONTACTS WITH PROSPECTIVE CLIENTS, JUNE, 1984</u>					382
Accident	10	Employment	4	Power of Attorney	2
Banking	2	Family	35	Probate	1
Business	3	Housing	56	Real Estate	3
Civil	4	Immigration	4	Small Claims	5
Consumer	18	Information	159	Traffic	32
Contract	7	Insurance	5	University	15
Copyright	2	Name Change	2	Wills	10
Criminal	3				
<u>ADVICE ONLY CONCLUDED IN JUNE, 1984</u>					102
Accident	8	Criminal	1	Insurance	5
Banking	2	Employment	2	Power of Attorney	2
Business	1	Family	13	Real Estate	1
Civil	3	Housing	29	Small Claims	3
Consumer	10	Immigration	2	Traffic	16
Contract	4				
<u>SERVED BY SECRETARY</u>					161
Copyright	2	Information	159		
<u>REFERRED TO SOCIAL AGENCIES</u>					44
Consumer	6	Housing	24	University	14
<u>REFERRED TO BARS</u>					44
Accident	1	Criminal	1	Probate	1
Business	1	Employment	1	Real Estate	2
Civil	1	Family	11	Small Claims	1
Consumer	1	Immigration	2	Traffic	8
Contract	2	Name Change	1	Wills	10
<u>PEOPLE WHO'VE RECEIVED THEIR SORF REFUND</u>					1
Traffic	1				
<u>OTHER (MOSTLY NON-STUDENTS)</u>					30
Accident	1	Criminal	1	Name Change	1
Business	1	Employment	1	Small Claims	1
Consumer	1	Family	11	Traffic	7
Contract	1	Housing	3	University	1

June 13, 1984

<u>CASES PENDING AS OF MAY 1, 1984.</u>					164
Accident	10	Family	22	Insurance	1
Bankruptcy	1	Garnishment	1	Name Change	4
Civil	5	Housing	43	Power of Attorney	1
Consumer	1	Human Rights	1	Small Claims	6
Criminal	30	Immigration	1	Traffic	13
Expungement	24				
<u>CASES OPENED IN MAY, 1984.</u>					17
Accident	1	Family	3	Name Change	1
Criminal	3	Housing	2	Traffic	5
Expungement	1	Immigration	1		
<u>CASES CLOSED IN MAY, 1984.</u>					30
Accident	2	Family	6	Power of Attorney	1
Civil	1	Housing	4	Small Claims	1
Criminal	6	Immigration	1	Traffic	3
Expungement	2	Name Change	3		
<u>CASES IN LITIGATION AS OF MAY 31, 1984</u>					151
Accident	9	Expungement	23	Immigration	1
Bankruptcy	1	Family	19	Insurance	1
Civil	4	Garnishment	1	Name Change	2
Consumer	1	Housing	41	Small Claims	5
Criminal	27	Human Rights	1	Traffic	15
<u>CONTACTS WITH PROSPECTIVE CLIENTS, MAY, 1984</u>					285
Accident	19	Criminal	8	Name Change	2
Bankruptcy	2	Employment	1	Personal Injury	1
Business	4	Expungement	2	Small Claims	5
Civil	4	Family	17	Tax	2
Consumer	7	Housing	58	Traffic	22
Contract	4	Immigration	1	University	7
Copyright	3	Information	115	Wills	1
<u>ADVICE ONLY CONCLUDED IN MAY, 1984</u>					102
Accident	7	Criminal	8	Name Change	2
Business	4	Employment	1	Personal Injury	1
Civil	4	Expungement	2	Small Claims	4
Consumer	5	Family	11	Tax	2
Contract	4	Housing	25	Traffic	18
Copyright	1	Immigration	1	University	2
<u>SERVED BY SECRETARY.</u>					116
Copyright	1	Information	115		
<u>REFERRED TO SOCIAL AGENCIES.</u>					38
Housing	32	Consumer	1	University	5
<u>REFERRED TO BARS</u>					14
Accident	6	Family	3	Traffic	2
Bankruptcy	1	Small Claims	1	Wills	1
<u>PEOPLE WHO'VE RECEIVED THEIR SORF REFUND</u>					4
Accident	2	Consumer	1	Housing	1
<u>OTHER (MOSTLY NON-STUDENTS).</u>					11
Accident	4	Copyright	1	Traffic	2
Bankruptcy	1	Family	3		

May 9, 1984

<u>CASES PENDING AS OF APRIL 1, 1984</u>					170
Accident	10	Family	23	Insurance	1
Civil	7	Garnishment	1	Name Change	4
Consumer	2	Housing	45	Small Claims	6
Criminal	30	Human Rights	1	Traffic	16
Expungement	24				
<u>CASES OPENED IN APRIL, 1984</u>					15
Accident	2	Family	3	Power of Attorney	1
Bankruptcy	1	Housing	2	Traffic	2
Criminal	3	Immigration	1		
<u>CASES CLOSED IN APRIL, 1984</u>					21
Accident	2	Criminal	3	Housing	4
Civil	2	Family	4	Traffic	5
Consumer	1				
<u>CASES IN LITIGATION AS OF APRIL 30, 1984</u>					164
Accident	10	Family	22	Insurance	1
Bankruptcy	1	Garnishment	1	Name Change	4
Civil	5	Housing	43	Power of Attorney	1
Consumer	1	Human Rights	1	Small Claims	6
Criminal	30	Immigration	1	Traffic	13
Expungement	24				
<u>CONTACTS WITH PROSPECTIVE CLIENTS, APRIL, 1984</u>					412
Accident	21	Criminal	18	Name Change	1
Banking	3	Employment	6	Power of Attorney	1
Bankruptcy	4	Expungement	1	Real Estate	3
Business	7	Family	26	Small Claims	2
Civil	14	Housing	76	Tax	33
Consumer	17	Immigration	5	Traffic	22
Contract	2	Information	129	University	12
Copyright	2	Insurance	3	Wills	4
<u>ADVICE CONCLUDED IN APRIL, 1984</u>					180
Accident	17	Criminal	14	Name Change	1
Banking	3	Employment	6	Power of Attorney	1
Bankruptcy	2	Expungement	1	Real Estate	2
Business	5	Family	20	Small Claims	2
Civil	12	Housing	48	Traffic	18
Consumer	17	Immigration	5	University	1
Copyright	2	Insurance	3		
<u>SERVED BY SECRETARY</u>					162
Information	129	Tax	33		
<u>REFERRED TO SOCIAL AGENCIES</u>					38
Housing	28	University	10		
<u>REFERRED TO BARS</u>					21
Accident	2	Contract	2	Traffic	2
Bankruptcy	1	Criminal	2	University	1
Business	2	Family	3	Wills	4
Civil	1	Real Estate	1		
<u>PEOPLE WHO'VE RECEIVED THEIR SORF REFUND</u>					5
Accident	2	Criminal	1	Traffic	2
<u>OTHER (MOSTLY NON-STUDENTS)</u>					6
Bankruptcy	1	Criminal	1	Family	3
Civil	1				

April 9, 1984

<u>CASES PENDING AS OF MARCH 1, 1984</u>					160
Accident	6	Expungement	24	Insurance	1
Civil	6	Family	21	Name Change	3
Consumer	1	Garnishment	1	Small Claims	6
Criminal	29	Housing	44	Traffic	18
<u>CASES OPENED IN MARCH, 1984</u>					24
Accident	4	Expungement	2	Name Change	1
Civil	1	Family	3	Traffic	1
Consumer	1	Housing	5	Human Rights	1
Criminal	4	Immigration	1		
<u>CASES CLOSED IN MARCH, 1984</u>					14
Criminal	3	Family	1	Immigration	1
Expungement	2	Housing	4	Traffic	3
<u>CASES IN LITIGATION AS OF MARCH 31, 1984.</u>					170
Accident	10	Family	23	Name Change	4
Civil	7	Garnishment	1	Small Claims	6
Consumer	2	Housing	45	Traffic	16
Criminal	30	Insurance	1	Human Rights	1
Expungement	24				
<u>CONTACTS WITH PROSPECTIVE CLIENTS, MARCH, 1984.</u>					491
Accident	24	Expungement	4	Power of Attorney	3
Adoption	1	Family	27	Probate	2
Banking	3	Housing	75	Real Estate	4
Bankruptcy	4	Human Rights	2	Small Claims	5
Business	4	Immigration	4	Tax	46
Civil	18	Information	136	Traffic	38
Consumer	30	Insurance	2	University	12
Contract	12	Name Change	3	Wills	3
Copyright	2	Patent	1		
Criminal	20	Personal Injury	2		
Employment	4				
<u>ADVICE CONCLUDED IN MARCH, 1984</u>					248
Accident	22	Criminal	20	Patent	1
Adoption	1	Employment	2	Personal Injury	2
Banking	1	Expungement	4	Power of Attorney	3
Bankruptcy	4	Family	23	Probate	1
Business	4	Housing	54	Real Estate	1
Civil	14	Human Rights	2	Small Claims	3
Consumer	30	Immigration	4	Tax	1
Contract	10	Insurance	2	Traffic	30
Copyright	2	Name Change	3	University	4
<u>SERVED BY SECRETARY</u>					181
Information	136	Tax	45		
<u>REFERRED TO SOCIAL AGENCIES</u>					26
Housing	19	University	7		
<u>REFERRED TO BARS.</u>					21
Accident	1	Family	2	Small Claims	1
Banking	1	Housing	1	Traffic	4
Civil	2	Probate	1	University	1
Contract	1	Real Estate	2	Wills	3
Employment	1				
<u>PEOPLE WHO'VE RECEIVED THEIR SORF REFUND.</u>					5
Civil	1	Family	1	Traffic	2
Employment	1				
<u>OTHER (MOSTLY NON-STUDENTS)</u>					10
Accident	1	Contract	1	Real Estate	1
Banking	1	Family	1	Small Claims	1
Civil	1	Housing	1	Traffic	2

March 6, 1984

<u>CASES PENDING AS OF FEBRUARY 1, 1984.</u>					142
Accident	3	Family	19	Name Change	1
Civil	5	Garnishment	1	Power of Attorney	1
Consumer	1	Housing	42	Small Claims	6
Criminal	32	Insurance	1	Traffic	15
Expungement	15				
<u>CASES OPENED IN FEBRUARY, 1984.</u>					40
Accident	3	Criminal	4	Housing	8
Civil	1	Expungement	9	Name Change	3
Consumer	1	Family	6	Traffic	5
<u>CASES CLOSED IN FEBRUARY, 1984.</u>					22
Consumer	1	Housing	6	Power of Attorney	1
Criminal	7	Name Change	1	Traffic	2
Family	4				
<u>CASES IN LITIGATION AS OF FEBRUARY 29, 1984</u>					160
Accident	6	Expungement	24	Insurance	1
Civil	6	Family	21	Name Change	3
Consumer	1	Garnishment	1	Small Claims	6
Criminal	29	Housing	44	Traffic	18
<u>CONTACTS WITH PROSPECTIVE CLIENTS, FEBRUARY, 1984</u>					569
Accident	40	Criminal	20	Name Change	7
Adoption	2	Employment	6	Real Estate	5
Banking	3	Expungement	14	Residency	1
Bankruptcy	8	Family	34	Small Claims	8
Business	5	Housing	84	Tax	57
Civil	11	Immigration	4	Traffic	38
Consumer	35	Information	162	University	4
Contract	8	Insurance	7	Wills	6
<u>ADVICE CONCLUDED IN FEBRUARY, 1984.</u>					304
Accident	36	Criminal	18	Name Change	7
Adoption	2	Employment	4	Real Estate	5
Banking	3	Expungement	14	Residency	1
Bankruptcy	8	Family	30	Small Claims	8
Business	5	Housing	65	Tax	3
Civil	9	Immigration	4	Traffic	34
Consumer	31	Information	1	University	1
Contract	8	Insurance	7		
<u>SERVED BY SECRETARY</u>					216
Consumer	1	Information	161	Tax	54
<u>REFERRED TO SOCIAL AGENCIES</u>					23
Consumer	3	Housing	17	University	3
<u>REFERRED TO BARS.</u>					15
Accident	2	Criminal	1	Family	2
Civil	1	Employment	1	Traffic	2
				Wills	6
<u>PEOPLE WHO'VE RECEIVED THEIR SORF REFUND.</u>					5
Accident	2	Criminal	1	Housing	2
<u>OTHER (MOSTLY NON-STUDENTS)</u>					6
Civil	1	Family	2	Traffic	2
Employment	1				

February 7, 1984

<u>CASES PENDING AS OF JANUARY 1, 1984.</u>					131
Accident	3	Expungement	14	Name Change	1
Civil	7	Family	17	Power of Attorney	1
Consumer	1	Garnishment	1	Small Claims	6
Criminal	26	Housing	36	Traffic	16
Employment	1	Insurance	1		
<u>CASES OPENED IN JANUARY, 1984.</u>					26
Accident	1	Expungement	2	Housing	6
Civil	1	Family	3	Traffic	3
Criminal	10				
<u>CASES CLOSED IN JANUARY, 1984.</u>					15
Accident	1	Employment	1	Family	1
Civil	3	Expungement	1	Traffic	4
Criminal	4				
<u>CASES IN LITIGATION AS OF JANUARY 31, 1984</u>					142
Accident	3	Family	19	Name Change	1
Civil	5	Garnishment	1	Power of Attorney	1
Consumer	1	Housing	42	Small Claims	6
Criminal	32	Insurance	1	Traffic	15
Expungement	15				
<u>CONTACTS WITH PROSPECTIVE CLIENTS, JANUARY, 1984</u>					440
Accident	8	Expungement	4	Probate	1
Banking	1	Family	36	Real Estate	7
Business	6	Housing	62	Residency	3
Civil	20	Immigration	1	Small Claims	3
Consumer	16	Information	119	Tax	60
Contract	5	Insurance	2	Traffic	23
Copyright	4	Name Change	2	University	10
Criminal	40	Personal Injury	2	Wills	2
Employment	3				
<u>ADVICE CONCLUDED IN JANUARY, 1984.</u>					210
Accident	6	Employment	3	Probate	1
Banking	1	Expungement	4	Real Estate	3
Business	1	Family	24	Residency	3
Civil	16	Housing	57	Small Claims	3
Consumer	14	Immigration	1	Tax	1
Contract	5	Insurance	2	Traffic	17
Copyright	3	Name Change	2	University	1
Criminal	40	Personal Injury	2		
<u>SERVED BY SECRETARY.</u>					179
Copyright	1	Information	119	Tax	59
<u>REFERRED TO SOCIAL AGENCIES.</u>					16
Consumer	2	Housing	5	University	9
<u>REFERRED TO BARS</u>					19
Accident	1	Family	6	Traffic	3
Business	3	Real Estate	2	Wills	2
Civil	2				
<u>PEOPLE WHO'VE RECEIVED THEIR SORF REFUND</u>					0
<u>OTHER (MOSTLY NON-STUDENTS).</u>					16
Accident	1	Civil	2	Real Estate	2
Business	2	Family	6	Traffic	3

January 10, 1984

<u>CASES PENDING AS OF DECEMBER 1, 1983</u>					127
Accident	4	Employment	1	Insurance	2
Banking	1	Expungement	8	Name Change	5
Civil	7	Family	16	Power of Attorney	2
Consumer	1	Garnishment	1	Small Claims	6
Criminal	22	Housing	33	Traffic	18
<u>CASES OPENED IN DECEMBER, 1983</u>					25
Civil	1	Expungement	6	Power of Attorney	2
Consumer	1	Family	2	Small Claims	1
Criminal	6	Housing	3	Traffic	3
<u>CASES CLOSED IN DECEMBER, 1983</u>					21
Accident	1	Criminal	2	Power of Attorney	3
Banking	1	Family	1	Small Claims	1
Civil	1	Insurance	1	Traffic	5
Consumer	1	Name Change	4		
<u>CASES IN LITIGATION AS OF DECEMBER 31, 1983</u>					131
Accident	3	Expungement	14	Name Change	1
Civil	7	Family	17	Power of Attorney	1
Consumer	1	Garnishment	1	Small Claims	6
Criminal	26	Housing	36	Traffic	16
Employment	1	Insurance	1		
<u>CONTACTS WITH PROSPECTIVE CLIENTS, DECEMBER, 1983</u>					233
Accident	9	Employment	3	Power of Attorney	2
Banking	4	Expungement	9	Real Estate	4
Business	2	Family	17	Small Claims	4
Civil	15	Housing	41	Tax	4
Consumer	15	Information	52	Traffic	22
Copyright	2	Name Change	2	University	5
Criminal	15	Personal In-		Wills	4
		jury	2		
<u>ADVICE ONLY CONCLUDED IN DECEMBER, 1983</u>					118
Accident	7	Employment	1	Real Estate	2
Banking	2	Expungement	9	Small Claims	4
Civil	11	Family	7	Tax	2
Consumer	12	Housing	35	Traffic	8
Criminal	15	Power of		University	1
		Attorney	2		
<u>SERVED BY SECRETARY</u>					56
Copyright	2	Information	52	Tax	2
<u>REFERRED TO SOCIAL AGENCIES</u>					13
Consumer	3	Housing	6	University	4
<u>REFERRED TO BARS</u>					26
Accident	1	Employment	1	Real Estate	2
Banking	1	Family	5	Traffic	7
Business	2	Name Change	1	Wills	3
Civil	2	Personal Inj.	1		
<u>PEOPLE WHO'VE RECEIVED THEIR SORF REFUND</u>					9
Accident	1	Name Change	1	Traffic	6
Family	1				
<u>OTHER (MOSTLY NON-STUDENTS)</u>					11
Banking	1	Family	4	Traffic	1
Civil	2	Personal		Wills	1
Employment	1	Injury	1		

December 9, 1983

<u>CASES PENDING AS OF NOVEMBER 1, 1983</u>					114
Accident	2	Employment	1	Insurance	2
Banking	1	Expungement	7	Name Change	5
Civil	6	Family	13	Power of Attorney	2
Consumer	1	Garnishment	1	Small Claims	6
Criminal	21	Housing	31	Traffic	15
<u>CASES OPENED IN NOVEMBER, 1983</u>					23
Accident	2	Expungement	2	Power of Attorney	1
Civil	1	Family	4	Traffic	7
Criminal	3	Housing	3		
<u>CASES CLOSED IN NOVEMBER, 1983</u>					10
Criminal	2	Family	1	Power of Attorney	1
Expungement	1	Housing	1	Traffic	4
<u>CASES IN LITIGATION AS OF NOVEMBER 30, 1983</u>					127
Accident	4	Employment	1	Insurance	2
Banking	1	Expungement	8	Name Change	5
Civil	7	Family	16	Power of Attorney	2
Consumer	1	Garnishment	1	Small Claims	6
Criminal	22	Housing	33	Traffic	18
<u>CONTACTS WITH PROSPECTIVE CLIENTS, NOVEMBER, 1983</u>					335
Accident	13	Criminal	19	Name Change	1
Bankruptcy	1	Employment	2	Power of Attorney	2
Business	1	Expungement	8	Small Claims	3
Civil	19	Family	25	Traffic	48
Consumer	9	Housing	40	University	9
Contract	4	Information	124	Wills	4
Copyright	2	Insurance	1		
<u>ADVICE ONLY CONCLUDED IN NOVEMBER, 1983</u>					158
Accident	13	Criminal	15	Name Change	1
Bankruptcy	1	Employment	2	Power of Attorney	2
Business	1	Expungement	8	Small Claims	3
Civil	15	Family	17	Traffic	39
Consumer	6	Housing	27	University	4
Contract	3	Insurance	1		
<u>SERVED BY SECRETARY</u>					124
Copyright	2	Information	121	Traffic	1
<u>REFERRED TO SOCIAL AGENCIES</u>					17
Consumer	3	Housing	9	University	5
<u>REFERRED TO BARS</u>					17
Civil	2	Family	4	Traffic	4
Contract	1	Housing	1	Wills	3
Criminal	2				
<u>PEOPLE WHO'VE RECEIVED THEIR SORF REFUND</u>					8
Criminal	1	Housing	3	Traffic	2
Family	2				
<u>OTHER (MOSTLY NON-STUDENTS)</u>					11
Civil	2	Family	2	Traffic	2
Criminal	1	Information	3	Wills	1

November 9, 1983

CASES PENDING AS OF OCTOBER 1, 1983 111

Accident	3	Expungement	6	Name Change	3
Civil	8	Family	16	Power of Attorney	1
Consumer	1	Garnishment	1	Small Claims	5
Criminal	21	Housing	31	Traffic	13
Employment	1	Insurance	1		

CASES OPENED IN OCTOBER, 1983 20

Accident	1	Family	2	Power of Attorney	1
Banking	1	Housing	5	Small Claims	1
Criminal	2	Insurance	1	Traffic	3
Expungement	1	Name Change	2		

CASES CLOSED IN OCTOBER, 1983 17

Accident	2	Criminal	2	Housing	5
Civil	2	Family	5	Traffic	1

CASES IN LITIGATION AS OF OCTOBER 31, 1983. 114

Accident	2	Employment	1	Insurance	2
Banking	1	Expungement	7	Name Change	5
Civil	6	Family	13	Power of Attorney	2
Consumer	1	Garnishment	1	Small Claims	6
Criminal	21	Housing	31	Traffic	15

CONTACTS WITH PROSPECTIVE CLIENTS, OCTOBER, 1983. 385

Accident	28	Criminal	26	Power of Attorney	3
Banking	3	Employment	9	Probate	2
Bankruptcy	2	Expungement	1	Real Estate	1
Business	5	Family	29	Small Claims	7
Civil	9	Housing	62	Tax	2
Consumer	20	Information	116	Traffic	35
Contract	2	Insurance	2	University	8
Copyright	4	Name Change	3	Wills	6

ADVICE ONLY CONCLUDED IN OCTOBER, 1983. 203

Accident	16	Employment	9	Probate	2
Banking	3	Expungement	1	Real Estate	1
Bankruptcy	2	Family	15	Small Claims	7
Business	5	Housing	54	Tax	1
Civil	9	Information	1	Traffic	28
Consumer	16	Insurance	2	University	1
Copyright	2	Name Change	3		
Criminal	22	Power of Atty	3		

SERVED BY SECRETARY 118

Copyright	2	Information	115	Tax	1
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REFERRED TO SOCIAL AGENCIES 19

Consumer	4	Housing	8	University	7
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REFERRED TO BARS. 25

Accident	6	Criminal	2	Traffic	3
Contract	2	Family	7	Wills	5

PEOPLE WHO'VE RECEIVED THEIR SORF REFUND. 5

Accident	1	Criminal	1	Traffic	3
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OTHER (MOSTLY NON-STUDENTS) 15

Accident	5	Family	7	Wills	1
Criminal	1	Traffic	1		

October 5, 1983

<u>CASES PENDING AS OF SEPTEMBER 1, 1983</u>					95
Accident	3	Expungement	5	Name Change	1
Civil	7	Family	14	Power of Attorney	1
Consumer	1	Garnishment	1	Small Claims	5
Criminal	16	Housing	26	Traffic	13
Employment	1	Insurance	1		
<u>CASES OPENED IN SEPTEMBER, 1983</u>					23
Civil	1	Family	3	Small Claims	1
Criminal	7	Housing	5	Traffic	2
Expungement	2	Name Change	2		
<u>CASES CLOSED IN SEPTEMBER, 1983</u>					7
Criminal	2	Family	1	Traffic	2
Expungement	1	Small Claims	1		
<u>CASES IN LITIGATION AS OF SEPTEMBER 30, 1983.</u>					111
Accident	3	Expungement	6	Name Change	3
Civil	8	Family	16	Power of Attorney	1
Consumer	1	Garnishment	1	Small Claims	5
Criminal	21	Housing	31	Traffic	13
Employment	1	Insurance	1		
<u>CONTACTS WITH PROSPECTIVE CLIENTS, SEPTEMBER, 1983.</u>					549
Accident	27	Employment	8	Power of Attorney	7
Adoption	2	Expungement	3	Residency	1
Bankruptcy	3	Family	35	Small Claims	17
Business	3	Housing	132	Tax	3
Civil	12	Immigration	4	Traffic	43
Consumer	16	Information	144	University	18
Contract	9	Insurance	10	Wills	7
Copyright	2	Name Change	6		
Criminal	34	Personal Injury	3		
<u>ADVICE ONLY CONCLUDED IN SEPTEMBER, 1983.</u>					293
Accident	17	Employment	8	Personal Injury	1
Adoption	2	Expungement	3	Power of Attorney	5
Bankruptcy	1	Family	19	Residency	1
Business	3	Housing	102	Small Claims	17
Civil	12	Immigration	1	Tax	3
Consumer	10	Insurance	6	Traffic	38
Copyright	2	Name Change	6	University	1
Criminal	34			Wills	1
<u>SERVED BY SECRETARY</u>					147
Accident	1	Immigration	1	Information	144
				Traffic	1
<u>REFERRED TO SOCIAL AGENCIES</u>					52
Consumer	6	Housing	29	University	17
<u>REFERRED TO BARS.</u>					31
Accident	5	Immigration	1	Personal Injury	1
Bankruptcy	1	Insurance	2	Power of Attorney	1
Contract	5			Traffic	2
Family	8			Wills	5
<u>PEOPLE WHO'VE RECEIVED THEIR SORF REFUND.</u>					1
Traffic	1				
<u>OTHER (MOSTLY NON-STUDENTS)</u>					25
Accident	4	Housing	1	Personal Injury	1
Bankruptcy	1	Immigration	1	Power of Attorney	1
Contract	4	Insurance	2	Traffic	1
Family	8			Wills	1

September 7, 1983

<u>CASES PENDING AS OF AUGUST 1, 1983</u>					90
Accident	3	Expungement	4	Insurance	1
Civil	6	Family	13	Name Change	1
Consumer	1	Garnishment	1	Small Claims	4
Criminal	18	Housing	26	Traffic	11
Employment	1				
<u>CASES OPENED IN AUGUST, 1983</u>					13
Civil	2	Family	1	Small Claims	2
Criminal	1	Housing	2	Traffic	2
Expungement	1	Power of Attorney	2		
<u>CASES CLOSED IN AUGUST, 1983</u>					8
Civil	1	Housing	2	Small Claims	1
Criminal	3	Power of Attorney	1		
<u>CASES IN LITIGATION AS OF AUGUST 31, 1983</u>					95
Accident	3	Expungement	5	Name Change	1
Civil	7	Family	14	Power of Attorney	1
Consumer	1	Garnishment	1	Small Claims	5
Criminal	16	Housing	26	Traffic	13
Employment	1	Insurance	1		
<u>CONTACTS WITH PROSPECTIVE CLIENTS, AUGUST, 1983</u>					269
Accident	2	Criminal	7	Insurance	4
Adoption	1	Employment	2	Power of Attorney	5
Business	1	Expungement	2	Real Estate	2
Civil	13	Family	13	Small Claims	10
Consumer	6	Housing	72	Tax	1
Contract	2	Immigration	1	Traffic	29
Copyright	1	Information	82	University	6
				Wills	7
<u>ADVICE ONLY CONCLUDED IN AUGUST, 1983</u>					106
Adoption	1	Copyright	1	Housing	34
Business	1	Criminal	7	Insurance	4
Civil	13	Employment	2	Power of Attorney	5
Consumer	6	Expungement	2	Small Claims	4
Contract	1	Family	11	Traffic	14
<u>SERVED BY SECRETARY</u>					84
Immigration	1	Information	82	Tax	1
<u>REFERRED TO SOCIAL AGENCIES</u>					43
Consumer	0	Housing	37	University	6
<u>REFERRED TO BARS</u>					23
Accident	1	Real Estate	2	Traffic	9
Contract	1	Small Claims	3	Wills	6
Family	1				
<u>PEOPLE WHO'VE RECEIVED THEIR SORF REFUND</u>					2
Accident	1	Traffic	1		
<u>OTHER (MOSTLY NON-STUDENTS)</u>					11
Family	1	Small Claims	3	Wills	1
Housing	1	Traffic	5		

UIUC Official Notice

STUDENT LEGAL SERVICE

268 Illini Union---333-9053

HERE TO HELP UNIVERSITY OF ILLINOIS
STUDENTS RESOLVE LEGAL PROBLEMS

WHO IS ELIGIBLE

The Student Legal Service is funded by your \$3.00 Student Organization Resource Fee (S.O.R.F.). Only students who do not receive a SORF refund qualify for direct assistance from Student Legal Service. Legal advice and counseling are offered to all students not seeking a SORF refund. Courtroom representation is provided in matters for which a student would be financially unable to retain a private attorney. Students eligible for representation include those who are receiving any type of need-based on financial aid through the University, or those whose financial resources place them within the "Modest But Adequate Budget" established by the University. In addition, all students who have not received a SORF refund are eligible for courtroom representation in housing matters.

SERVICES PROVIDED

The Student Legal Service provides legal service and courtroom representation in most legal matters encountered by students, including housing, family, consumer, traffic, auto accident or insurance problems, and some criminal matters. Student Legal Service cannot represent students in matters involving real estate, wills, business ventures or most personal body injuries, nor can it represent one student against another.

Student's Attorneys also offer law related educational services to all University students through seminars, workshops and publications.

HOW TO USE THE SERVICE

If you need legal assistance, go to 268 Illini Union in person to set up an appointment. No advice can be given over the telephone.

Remember, Student Legal Service is here to serve you--Monday through Friday, 8:30 to noon, 1:00 to 4:30pm in Room 268 of the Illini Union.

STUDENT LEGAL SERVICES PROGRAM
at the University of Illinois at Urbana-Champaign
268 Illini Union
1401 West Green Street
Urbana, Illinois 61801
(217) 333-9053

Dear Folks:

The Student Legal Service needs your help.


We are conducting a survey to determine the perceived quality of service that we are providing to students. Hopefully, the results of this survey will give us an idea of how we can better serve the student body. As a former client of the office, we are asking that you aid us in this task.

We fully realize that filling out a questionnaire is not particularly exciting, but your input is important and we urge you to take a few minutes to complete the questionnaire. Enclosed is a return self-addressed stamped envelope for your convenience in returning the questionnaire to our office.

Thank you for your assistance.

With best wishes,

Very truly yours,



Regina B. Haasis
Attorney at Law



Bryan F. Savage
Attorney at Law

RBH:gh
Enclosures

Champaign County Bar Association

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Champaign, IL 61820

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David B. Sholem
P.O. Drawer 577
Champaign, IL 61820

November 21, 1983

Ms. Gina Haasis
Student Legal Services
1401 W. Green
Urbana, Illinois 61801

Dear Gina:

As you are aware, the Champaign County Bar Association has formed a Speaker's Bureau. I have been gathering names of the attorneys from our County who wish to participate in this activity. However, our percentage of participation has not been quite as high as was expected, therefore, I am writing to request your permission to include your name on the list of interested attorneys. I would like to add your name to the topic lists of small claims, traffic, and arraignment court.

Please let me know your decision as soon as possible and the kind or kinds of groups to which you would be interested in speaking. I greatly appreciate your cooperation.

Very truly yours,



Kathryn L. Samuelson
Chair, Public Relations Committee

KLS:eb

University of Illinois at Urbana-Champaign

Resident Director
GREGORY DRIVE RESIDENCE HALLS
154 Garner Hall URH
201 East Gregory Drive
Champaign, Illinois 61820
(217) 333-3500

February 24, 1984

Gina Haasis
268 Illini Union
1401 W. Green
Urbana, IL 61801

Dear Ms. Haasis,

I would like to thank you for speaking to the Garner Hall Staff last Wednesday evening. We all enjoyed having you with us, and learned a great deal from your presentation.

It is good of you to take time out of your busy schedule to assist us in doing our jobs more effectively.

Sincerely yours,



Cyndy Floyd
Resident Director
Garner Hall

CF: slw

Champaign Community Schools

UNIT SCHOOL DISTRICT NO. 4 • CHAMPAIGN, ILLINOIS • 61820



**Better
Schools
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Better
Communities**

Edison Middle School
306 West Green Street
Champaign, IL 61820

May 4, 1984

Brian Savage
c/o Student Legal Services
University of Illinois

Dear Mr. Savage

We want you to know how much we appreciate your making arrangements, with your partner's help, to visit each of our eighth grade social studies classes on Law Day, May 1.

The social studies teachers report that your presentations were very helpful in explaining the profession of law and the careers that extend out from it.

We wish you well as you continue your career in law.

Sincerely yours,

Betty J. Burns
Betty J. Burns
Learning Coordinator

Champaign Community Schools

UNIT SCHOOL DISTRICT NO. 4 • CHAMPAIGN, ILLINOIS • 61820



**Better
Schools
Build
Better
Communities**

Edison Middle School
306 West Green Street
Champaign, IL 61820

May 4, 1984

Gina Haasis
c/o Student Legal Services
University of Illinois

Dear Ms. Haasis:

On behalf of the eighth grade students and social studies teachers I want to thank you for the presentation you gave to the classes in social studies.

We especially appreciate your giving your time to visit each class in order for the students to have the learning opportunity in a smaller group.

We wish you well in your career as a lawyer.

Sincerely yours,

Betty J. Burns
Betty Burns
Learning Coordinator

COURT APPEARANCES

August 1, 1983 - July 31, 1984

August, 1983

6 Haasis

6 Savage

February, 1984

19 Haasis

12 Savage

September, 1983

13 Haasis

10 Savage

March, 1984

11 Haasis

15 Savage

October, 1983

19 Haasis

12 Savage

April, 1984

18 Haasis

19 Savage

November, 1983

19 Haasis

13 Savage

May, 1984

18 Haasis

27 Savage

December, 1983

20 Haasis

18 Savage

June, 1984

9 Haasis

16 Savage

January, 1984

13 Haasis

16 Savage

July, 1984

18 Haasis

15 Savage

TOTAL 362

SLS SURVEY

ADVICE ONLY (80 responses received)

PLEASE CIRCLE ONE (Category response indicated by percentage)

1. I was satisfied with the goal the staff and I agreed to pursue in my case:

Strongly agree,	Agree,	Not sure,	Disagree,	Strongly disagree
40.0	48.0	8.0	4.0	0

2. I consider the final resolution of my case to be fair:

Strongly agree,	Agree,	Not sure,	Disagree,	Strongly disagree
31.4	44.3	15.7	4.3	4.3

3. The outcome of my case resolved my legal concern:

Strongly agree,	Agree,	Not sure,	Disagree,	Strongly disagree
21.4	41.4	24.3	10.0	2.9

4. The final resolution of my case was what I desired:

Strongly agree,	Agree,	Not sure,	Disagree,	Strongly disagree
20.0	42.9	20.0	12.9	4.3

5. In my opinion, the U.S. legal judicial system as a whole is:

a. Very fair, Fair, Unfair, Very unfair, No opinion

8.3	59.8	15.3	1.4	15.3
-----	------	------	-----	------

b. Very understandable, Understandable, Confusing, Very confusing,
No opinion

5.6	53.5	28.2	2.8	9.9
-----	------	------	-----	-----

c. Very unbiased, Unbiased, Biased, Very biased, No opinion

2.8	26.8	35.2	2.8	32.4
-----	------	------	-----	------

d. Very responsive, Responsive, Unresponsive, Very unresponsive,
No opinion

4.3	57.1	17.1	1.4	20.0
-----	------	------	-----	------

e. Very helpful, Helpful, Unhelpful, Very unhelpful, No opinion

2.9	62.9	11.4	1.4	21.4
-----	------	------	-----	------

6. Lawyers and other legal professionals on the whole are:

a. Very trustworthy, Trustworthy, Untrustworthy, Very untrustworthy,
No opinion

4.2	65.3	12.5	0	18.0
-----	------	------	---	------

b. Very approachable, Approachable, Unfriendly, Very unfriendly,
No opinion

12.2	71.6	2.7	0	13.5
------	------	-----	---	------

- c. Very professional, Professional, Unprofessional, Very unprofessional, No opinion
 20.8 65.3 2.8 1.4
 9.7
- d. Very industrious, Industrious, Lazy, Very Lazy, No opinion
 15.5 66.2 1.4 1.4 15.5
- e. Very responsible, Responsible, Irresponsible, Very irresponsible
 17.6 64.7 2.9 0
 No opinion
 14.7
- f. Very clear, Clear, Vague, Very vague, No opinion
 8.4 52.1 22.5 2.8 14.1
- g. Very concerned, Concerned, Unconcerned, Very unconcerned, No opinion
 5.7 62.9 8.6 1.4 21.4

- h. Very dependable, Dependable, Undependable, Very undependable, No opinion
 12.5 65.3 5.6 1.4
 15.3

7. I felt I was treated with courtesy and respect by the SLS staff:

Strongly agree, Agree, Not sure, Disagree, Strongly disagree
 68.8 28.6 1.3 1.3 0

8. The staff members were approachable: I felt as though I could ask questions and discuss matters freely:

Strongly agree, Agree, Not sure, Disagree, Strongly disagree
 68.8 23.4 3.9 2.6 1.3

9. I felt the staff members assigned to my case were competent:

Strongly agree, Agree, Not sure, Disagree, Strongly Disagree
 54.7 33.3 6.7 4 1.3

10. I felt the staff afforded me adequate opportunity to participate in the handling of my case:

Strongly agree, Agree, Not sure, Disagree, Strongly disagree
 42.6 51.4 4.4 0 1.5

11. I would use SLS again if I had a qualifying legal problem:

Strongly agree, Agree, Not sure, Disagree, Strongly Disagree
 79.5 15.4 3.8 0 1.3

12. Through my experience in the legal process, and because of the particular way SLS operated, I have:

a. A better understanding of the legal process:

Strongly agree, Agree, Not sure, Disagree, Strongly disagree

8.6 48.6 24.3 12.9 5.7

b. A better understanding of the role and function of attorneys:

Strongly agree, Agree, Not sure, Disagree, Strongly disagree

8.6 52.9 22.9 10.0 5.7

c. Been motivated to take a greater interest in the law and current legal issues:

Strongly agree, Agree, Not sure, Disagree, Strongly disagree

10.5 39.5 15.8 26.3 7.9

d. Learned that there is not necessarily a legal remedy for every problem situation:

Strongly agree, Agree, Not sure, Disagree, Strongly disagree

27.5 33.3 23.2 14.5 1.4

13. I feel that SLS represents a valuable service to students:

Strongly agree, Agree, Not sure, Disagree, Strongly disagree

71.8 26.9 1.3 0 0

14. I feel support of SLS to be a good allocation of a percentage of my SORF fee monies:

Strongly agree, Agree, Not sure, Disagree, Strongly disagree

69.2 26.9 2.6 1.3 0

15. I feel that without SLS I would have had greater difficulty in resolving my problem:

Strongly agree, Agree, Not sure, Disagree, Strongly disagree

48.7 25.6 11.5 10.3 3.8

SLS SURVEY

CLIENTS ONLY (87 responses received)

PLEASE CIRCLE ONE (Category response indicated by percentage)

1. I was satisfied with the goal the staff and I agreed to pursue in my case:

Strongly agree,	Agree,	Not sure,	Disagree,	Strongly disagree
64.4	32.2	2.3	1.1	0

2. I consider the final resolution of my case to be fair:

Strongly agree,	Agree,	Not sure,	Disagree,	Strongly disagree
49.4	40.2	5.7	2.3	2.3

3. The outcome of my case resolved my legal concern:

Strongly agree,	Agree,	Not sure,	Disagree,	Strongly disagree
51.7	37.9	6.9	3.4	0

4. The final resolution of my case was what I desired:

Strongly agree,	Agree,	Not sure,	Disagree,	Strongly disagree
46.0	31.0	8.0	9.2	5.7

5. In my opinion, the U.S. legal judicial system as a whole is:

a. Very fair,	Fair,	Unfair,	Very unfair,	No opinion
7.3	62.2	9.8	4.9	15.8

b. Very understandable,	Understandable,	Confusing,	Very confusing,	
5.0	47.5	33.7	3.7	
No opinion				
10.0				

c. Very unbiased,	Unbiased,	Biased,	Very biased,	No opinion
4.9	33.3	33.3	7.4	21.0

d. Very responsive,	Responsive,	Unresponsive,	Very unresponsive,	
3.6	41.0	21.7	10.8	
No opinion				
22.9				

e. Very helpful,	Helpful,	Unhelpful,	Very unhelpful,	No opinion
8.7	45.0	16.2	7.5	22.5

6. Lawyers and other legal professionals on the whole are:

a. Very trustworthy,	Trustworthy,	Untrustworthy,	Very untrustworthy,	
10.7	60.7	7.1	1.2	
No opinion				
20.2				

b. Very approachable,	Approachable,	Unfriendly,	Very unfriendly,	
12.8	66.3	3.5	2.3	
No opinion				
15.1				

- c. Very professional, Professional, Unprofessional, Very unprofessional, No opinion
 21.4 65.5 1.2 0
 11.9
- d. Very industrious, Industrious, Lazy, Very Lazy, No opinion
 18.3 59.8 3.7 1.2 17.1
- e. Very responsible, Responsible, Irresponsible, Very irresponsible
 14.6 59.8 7.3 1.2
 No opinion
 17.1
- f. Very clear, Clear, Vague, Very vague, No opinion
 18.1 45.8 20.5 6.0 9.6
- g. Very concerned, Concerned, Unconcerned, Very unconcerned, No opinion
 9.8 58.5 9.8 4.9 17.1

- h. Very dependable, Dependable, Undependable, Very undependable,
 17.4 53.5 5.8 0
 No opinion
 23.3

7. I felt I was treated with courtesy and respect by the SLS staff:

Strongly agree, Agree, Not sure, Disagree, Strongly disagree
 74.7 23.0 1.1 1.1 0

8. The staff members were approachable: I felt as though I could ask questions and discuss matters freely:

Strongly agree, Agree, Not sure, Disagree, Strongly disagree
 59.8 36.8 3.4 0 0

9. I felt the staff members assigned to my case were competent:

Strongly agree, Agree, Not sure, Disagree, Strongly Disagree
 65.5 31.0 3.4 0 0

10. I felt the staff afforded me adequate opportunity to participate in the handling of my case:

Strongly agree, Agree, Not sure, Disagree, Strongly disagree
 48.2 41.2 10.6 0 0

11. I would use SLS again if I had a qualifying legal problem:

Strongly agree, Agree, Not sure, Disagree, Strongly Disagree
 71.3 24.1 4.6 0 0

12. Through my experience in the legal process, and because of the particular way SLS operated, I have:

SLS Survey-Clients

a. A better understanding of the legal process:

Strongly agree,	Agree,	Not sure,	Disagree,	Strongly disagree
18.8	47.1	24.7	8.2	1.2

b. A better understanding of the role and function of attorneys:

Strongly agree,	Agree,	Not sure,	Disagree,	Strongly disagree
20.0	53.0	21.2	4.7	1.2

c. Been motivated to take a greater interest in the law and current legal issues:

Strongly agree,	Agree,	Not sure,	Disagree,	Strongly disagree
7.1	27.1	32.9	23.5	9.4

d. Learned that there is not necessarily a legal remedy for every problem situation:

Strongly agree,	Agree,	Not sure,	Disagree,	Strongly disagree
16.5	36.5	37.6	5.9	3.5

13. I feel that SLS represents a valuable service to students:

Strongly agree,	Agree,	Not sure,	Disagree,	Strongly disagree
84.9	13.9	1.2	0	0

14. I feel support of SLS to be a good allocation of a percentage of my SORF fee monies:

Strongly agree,	Agree,	Not sure,	Disagree,	Strongly disagree
81.6	17.2	1.1	0	0

15. I feel that without SLS I would have had greater difficulty in resolving my problem:

Strongly agree,	Agree,	Not sure,	Disagree,	Strongly disagree
73.6	17.2	6.9	2.3	0

ATTORNEYS' SPEAKING ENGAGEMENTS

August 18, 1983	Campus Resource Fair
August 24, 1983	Quad Day
August 27, 1983	International Students Orientation
November 29, 1983	Townsend Hall
December 8, 1983	Hopkins Hall
January 23, 1984	Peabody Drive Residence Halls
January 24, 1984	Saunders Hall
January 25, 1984	Evans Hall
January 26, 1984	Florida Avenue Residence Halls
January 30, 1984	Illinois Street Residence Halls
January 31, 1984	Forbes Hall
February 1, 1984	Gregory Drive Residence Halls
February 6, 1984	Allen Hall
February 7, 1984	Lincoln Avenue Residence Hall
February 9, 1984	Snyder Hall
February 22, 1984	Garner Hall
February 27, 1984	Taft-Van Doren Residence Halls
March 20, 1984	Florida Avenue Residence Halls
April 16, 1984	Trelease Hall
April 17, 1984	Levis Center - Ombudsmen Meeting
May 1, 1984	Edison Middle School - Law Day

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Publisher: ALI-ABA COMMITTEE ON CONTINUING PROFESSIONAL EDUCATION

Immigration Law & Practice

Trademarks & Copyrights

Publisher: BUILDING OFFICIALS & CODE ADMINISTRATORS INTERNATIONAL, INC.

BOCA Basic Property Maintenance Code (1978)

Publisher: CALLAGHAN

Callaghan's Illinois Civil Practice Forms, Volumes 1-8

Goldstein Trial Technique, Volumes 1-3, 2nd Edition (Goldstein & Lane)

Illinois Lawyer's Manual

Publisher: CLARK BOARDMAN COMPANY, LTD.

Guidebook to the Freedom of Information and Privacy Acts, Bouchard & Franklin

Police Misconduct Law & Litigation, 2nd Edition, Avery & Rudovsky

Publisher: COMMERCE CLEARING HOUSE

1981 Master Tax Guide

Publisher: THE FOUNDATION PRESS, INC.

Damages, 2nd Edition, Parts 1 & 2, 1952, McCormick & Fritz

Publisher: IICLE (Illinois Institute for Continuing Legal Education)

Code of Professional Responsibility Annotated

Creditor's Rights in Illinois

Equitable Remedies in Chancery

Immigration & Naturalization

Law for the Legal Secretary and Para-professional

Misdemeanors & Moving Traffic Violations

Library Inventory

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Tenant's Rights
Workmen's Compensation Practice
Illinois Civil Practice Before Trial
Illinois Civil Practice, Volumes 1-3
Illinois Civil Trial Practice
Illinois Civil Practice After Trial
Illinois Civil Trial Evidence
Illinois Family Law, Volumes 1-2
Illinois Basic Practice Guide
Illinois Criminal Practice, Volumes 1-2
Illinois Matrimonial Law System
Third Party Practice

Publisher: ILLINOIS STATE BAR ASSOCIATION - PANTAGRAPH PRINTING

Illinois Criminal Decisions Outline

Illinois Rules and Practice Handbook - 2 copies

Publisher: INSTITUTE FOR MANAGEMENT

Federal Register Digest

Publisher: JAMES PUBLISHING COMPANY

Defending Drinking Drivers

Publisher: THE LAWERS CO-OPERATIVE PUBLISHING COMPANY

Am-Jur American Jurisprudence, Bankruptcy
Am-Jur Proof of Facts 2d, Volumes 1-39, Quick Index, Fact Book
Complete Manual of Criminal Forms, 2d Edition, Forms 1:1-28:7,
Bailey & Rothblatt
Complete Manual of Criminal Forms, 2d Edition, Forms 29:1-70:3,
Bailey & Rothblatt
Handling Consumer Credit Cases, 2d Edition, Volumes 1-2
Illinois Evidence Manual, 2d Edition, Volumes 1-2, Gard
Successful Techniques for Criminal Trials, Bailey & Rothblatt
Trial Handbook for Illinois Lawyers, 5th Edition, Hunter
Bankruptcy, Lee

Publisher: MATTHEW BENDER

Bankruptcy Code 1983
Bankruptcy Rules 1983

Collier on Bankruptcy 1981
Defense of Drunk Driving, Volumes 1-3

Publisher: MARTINDALE-HUBBELL

Martindale-Hubbell Law Directory, Volumes I-VI, 1976

Publisher: SHEPARD'S INC.

Shepard's Illinois Citations, Case Edition, Parts 1-2, 1966
Shepard's Illinois Citations, Statute Edition, 1966
Shepard's Illinois Citations, Supplement to Case Edition, Parts 1-2,
1966-84
Shepard's Illinois Citations, Supplement to Statute Edition, 1966-84
Shepard's Illinois Citations, Cases & Statutes, June 1984, July 1984

Publisher: WEST PUBLISHING COMPANY

Illinois Annotated Statutes, Volumes 1-148, Smith Hurd
Illinois Annotated Statutes, Constitution, Articles 1-end, Smith-Hurd
Illinois Annotated Statutes, Index, A-Z, Smith-Hurd
Illinois Annotated Statutes, Tables and Cumulative Supplement, Smith-Hurd
Illinois Annotated Statutes, Tables, Smith-Hurd
Corbin Contracts, 1951, Corbin
Simpson on Contracts, 1954 Hornbook
Illinois Decisions, Volumes 1-355 N.E. 2d
West's Illinois Decisions, Volumes 1-77 (continuing)
West's Illinois Decisions, Paperback Supplements (continuing)
Illinois Digest, Volumes 1-37
Illinois Digest, 2nd Edition, Volumes 1-57
Illinois Pattern Jury Instructions - Civil - 2nd Edition
Illinois Pattern Jury Instructions - Criminal - 2nd Edition
Illinois Law & Practice, Volumes 1-40
Illinois Criminal Law & Procedure, 1984
Federal Rules, 1983 Edition
Illinois Code of Civil Procedure and Court Rules
Illinois Law Finder 1984

1984 Illinois Vehicle Code books
The Code of the City of Champaign, Illinois
Code of Ordinances, City of Urbana, Illinois
Reporter Service: Illinois Family Law Report
University of Illinois: Law Forum 1978-84
Southern Illinois University: Law Review 1981-83

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