



I L L I N O I S

UNIVERSITY OF ILLINOIS AT URBANA-CHAMPAIGN

STUDENT LEGAL SERVICE

-- ANNUAL REPORT --

JULY 1, 2009

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Paid for by S.O.R.F.

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I. ATTORNEYS' REPORT

For the first time in the Program's 31 year history, the Annual Report will be made available on the office website at www.odos.illinois.edu/sls and will be presented to the Student Legal Service Advisory Board, the Board of Trustees, and other mandated recipients via the internet. Staff believe this will save both time and money, and should prove to be convenient to recipients as well. With the report being on the office web site, students and faculty will have an opportunity to learn more about the work of the program.

FINANCES

2009 was the final year of the three-year budget resolution adopted by the Student Organization Resource Fee (hereafter "SORF") Board in April of 2006. The annual allocation was \$271,984.00. The triennial system of SORF budgets for the office created tremendous stability for the office in terms of programs, staffing, and purchasing. The system worked well for over a decade. This year, the Student Legal Service Advisory Board presented a three-year budget request to the SORF Board of \$335,000.00 per year. The SORF Board granted a \$300,000.00 allocation for one year only. This allocation is manageable, but not viable on a long term basis. At present, the Program is financially sound.

FULFILLING THE MISSION

The Student Legal Service Plan of 1978 has a three-part mission:

1. Preventive legal education,
2. Provide legal counseling and advice, and
3. Representation.

Each aspect of the original mission is being fulfilled as described below:

A. Preventive Legal Education

The Staff have made major long-term commitment to preventive legal education. There are more than 42,000 students at the Urbana-Champaign campus who face various legal problems and concerns. With three staff attorneys, it is not feasible to see each and every student that has a legal issue. Substantial resources are dedicated to preventing problems before they arise. Our website at www.odos.illinois.edu/sls contains material on how to use the office, large sections on housing/landlord-tenant issues, and all 38 of our current brochures, which can easily be downloaded by students. This reporting period, there have been 20,428 pageviews on the site as counted by Google Analytics and approximately 2,000 additional pageviews counted by previous page-based counters prior to utilizing Google Analytics on all pages.

Our most popular areas are “Schedule an Appointment”, including intake forms (4,673); “Tenant & Housing Information” pages (3,204); and “General Information” sections (2,889), after the main page (6,615). For more information on usage, see our report of Google Analytics and web stats prior. www.odos.illinois.edu/sls/AnnualReports/AnnualReport2009/WebReport-2008-2009.pdf. The web site has received strong usage, which accounts for reduced use of the office for consultation on routine questions.

Staff attorneys participated in twenty-eight speaking engagements on various topics; see Section IV.B. The office publishes 39 brochures and two booklets; see Section IV. C. The office was mentioned in eight articles in the *Daily Illini*, three in *The News Gazette*, and online many online newspapers, including an Associate Press article on dangers of Spring Break in

Mexico carried in hundreds of news sites online, and on TV. A comprehensive list is included in Section V., but the contents are not attached due to copyright concerns. The office placed a series of preventive education advertisements on WPGU-FM related to underage drinking, keg laws, and the dangers of “Unofficial St. Patrick’s Day”. The ads may be heard in the “WPGU Ads” link at: www.odos.illinois.edu/sls/brochureAds/index.html Some 220 students from U of I and other campuses received state and local charges as a result of the “unofficial” enforcement action with the vast majority of the cases being for alcohol offenses by minors.

The office ran thirty preventive advertisements, a total of sixty-three ad placements, in the Daily Illini, and a full-page ad in the I-Book planner (see list of ads in Sections IV. A. and D.), which are accessible at www.odos.illinois.edu/sls/brochureAds/index.html . The overall goal of preventive legal education is to inform students of their rights and responsibilities as well as making them aware of legal options available to them. Each year, this aspect of the program has grown and is one of the most cost-effective uses of the SORF allocation.

B. Legal Counseling and Advice

A total of 1,467 students had in-office consultations with staff attorneys. Of these 459 were formally opened for more extensive representation. Three hundred thirty-five students received advice in Housing/ Landlord-tenant issues, 371 in Traffic, 148 in criminal matters, 171 in City ordinance matters, 38 in Family issues, and 404 in a wide variety of other issues. In-office consultation is a vital aspect of the office in that much of the time it seems to prevent students from making very costly civil and even criminal mistakes. Prior to having large parties, students frequently consult with the staff regarding local alcohol, noise and nuisance rules, which acts to deter the individual violations and by word of mouth, other potential infractions.

Housing/Landlord-tenant remains at the heart of the civil mission of the Program. The staff routinely review leases for illegalities and for purposes of enforcing lease provisions consistent with state and local law. Evictions for non-payment of rent are common as are evictions for alleged tenant violations of various terms of lease agreements, which may or may not be lawful. Habitability of rental property remains a concern although much of the substandard rental property has left the market in recent years due to code enforcement and new multi-unit construction. Repair issues remain a regular and consistent consultation aspect of housing issues.

C. Representation

Four hundred fifty-nine cases were formally opened by staff attorneys. While many housing matters can be amicably solved by consultation, many require in-court representation to enforce contractual rights and basic due process. Local landlords are keenly aware of the program's litigation power and therefore do not ignore our non-litigation efforts on behalf of tenants. The litigation power is a profound deterrent against unlawful seizure of damage deposits, lockouts, and invasion of privacy.

In the area of traffic law and criminal misdemeanors, in-court representation is often a necessity. Traffic Court in Champaign County can be extremely difficult for the lay person to navigate and for our population of international students, it is confusing if not labyrinthine. The office provided representation in 108 traffic matters.

In most misdemeanor cases, there is a constitutional right to counsel and for the student body, the office fills this function. This reporting period we provided representation in 53

misdemeanor cases with 13 being dismissed as a result of representation. Given limited resources and time constraints the representational mission is being fulfilled by the program.

THE STAFF

Thomas E. Betz is the directing attorney for the office, currently nearing his twenty-fourth year with the program. Betz is a 1981 graduate of Wayne State University Law School, a member of the Illinois Bar and formerly a member of the Michigan Bar. He is a member of the Champaign-Urbana Tenant Union Community Advisory Board. Mr. Betz is also an elected member of the Champaign County Board, since 1995, and serves as Vice Chairman of the Board; Chairman of the Policy, Appointments, and Procedures Committee; and is a member of the Finance Committee and the Labor Negotiations Committee. Betz is also, for the sixth year, the Chair of the “Elizabeth Berg Streeter Community Service Award” committee of the National Legal Aid and Defenders Association -- Student Legal Services Section.

Susan Y. Hesse, a 1982 graduate of the University of Illinois College of Law, is in her twentieth year as a program staff attorney. Hesse is a member of the Illinois and Michigan Bar Associations. She is active with the Champaign County Bar Association, Health Care Consumers, Planned Parenthood, and the American Civil Liberties Union. A member of St. John the Divine Episcopal Church, she is member of the choir and serves on the Discernment Committee.

Mary Ann Midden graduated from Southern Illinois University at Carbondale’s Law School in 1979, and is in her second year as a staff attorney. She received her Bachelor of Arts

at College of St. Benedict in 1975, and Master in Library Science from the University of Illinois in 1992. She is a member of the Champaign County Mental Health Board among other community activities.

In July of 2008, Midden presented the paper and lecture, “Cultural Competence – Communicating More Effectively”, at the 31st annual meeting of the National Legal Aid and Defenders’ Association – Student Legal Service Section, in Philadelphia, PA.

In July of 2008, all of the staff attorneys attended the Annual Education Conference of the National Legal Aid and Defenders’ Association, Student Legal Services Division in Philadelphia, Pennsylvania, and in January of 2009, all attended the University Student Legal Service Association, Western Region conference at San Francisco, California.

The staff attorneys appreciate the financial commitment which enables the attorneys to meet the Mandatory Continuing Legal Education requirement of the Illinois Supreme Court.

CONCLUSION

Staff completed the destruction of files up to 2002, which has alleviated storage issues of the Fifth Floor (South) in the Illini Union. Our first complete year with Westlaw has been a positive learning experience. In the upcoming reporting period, budgetary issues may have to be readdressed as the staff believe that, at a minimum, a half-time work study student should be retained to relieve the burdens on the office support staff person, and there will be benefit issues related to the staff attorneys.

The program has provided outstanding service to the student body for thirty-one years and continues to fulfill its mission. We look forward to the continuing support of the Board of Trustees and the entire University community in the 2009-2010 academic year.

Respectfully submitted:

(A hard copy of this document with original signatures of attorneys is on file in the Student Legal Service Office.)

THOMAS E. BETZ, Director

SUSAN Y. HESSEE

MARY ANN MIDDEN

II. SLS Advisory Board Members and Minutes

A. Student Legal Service Advisory Board Members

Kenneth Ballom, Dean of Students

Ruth McCauley, Associate Dean of Students

Steven Beckett, College of Law

Scott Rice, University Counsel

Christina Brunka, Student, College of Law

Victoria Coats, Undergraduate Student

Peter Dahl, Undergraduate Student

Christopher Forman, Graduate Student

Raymond Jilek, Undergraduate Student (Spring 2009)

B. Minutes

www.odos.uiuc.edu/sls/AnnualReports/AnnualReport2009/SLSAB-Minutes-2009.pdf

III. Statistics

A. Student Legal Service Office Usage Statistical Summary

I. 2008-2009 - Advice Only Intakes - By Type/Issue

Accident	16	Immigration	2
ADA	1	Income Taxes	1
Affidavit	1	Incorporation	2
Application Qs	15	Insurance	7
Bankruptcy	1	Internet Defamation	1
Certification	62	Internet Fraud	4
City Issue	1	Internet Gambling	1
City Offense	124	Internet Issue	1
City Ordinances	1	Interview	5
Civil	1	juicycampus.com	1
Collection	9	Miscellaneous	41
Conservation Ticket	1	Misdemeanor	42
Consumer	36	Name Change	5
Contract	18	Order of Protection	1
Copyright	1	Parking Ticket	10
Credit	1	Paternity	2
Crime Victim	9	Personal Injury	9
Crime Witness	1	Police Complaint	1
Criminal	4	Post Plea Issues	10
Damage Deposit *	19	Post Judgment Relief	1
Divorce	8	Power of Attorney	42
Domestic Battery	1	referral	1
DUI	8	Residency Status	1
Emancipation	2	RIAA	1
Employment	26	RSO	9
Expungement	14	Sexual Assault	1
Fake ID	10	Small Claims	3
Family	11	Student Discipline	32
Financial Aid	1	Student Discipline Appeal	1
Guardianship	1	Subpoena	2
Harassment	1	Towing	3
Hazing	10	Traffic	148
Housing	198	Witness Issue	1
ID Theft	3		

* Included in Housing until 10/1/06

TOTAL 1008

2. 2008-2009 Cases Opened - By Type/Issue

Accident	7	Family	1
Application Qs	1	Hazing	1
City Issue	1	Housing	98
City Offense	34	Insurance	2
Collection	4	Miscellaneous	2
Consumer	19	Misdemeanor	53
Crime Victim	1	Name Change	7
Criminal	1	Parking Ticket	1
Cyber-stalking	1	Post-judgment relief	1
Damage Deposit *	20	Small Claims	4
Domestic Battery	4	Student Discipline	1
DUI	16	Towing	2
Employment	3	Traffic	173
Expungement	1		
		TOTAL	459

* Included in Housing until 10/1/06

3. 2008-2009 Class Rank of Advice Only and Opened

Freshman	111
Sophomore	172
Junior	300
Senior	416
Graduate	419
Professional	34
Non-degree	4
Ineligible	1
Blank	10

TOTAL 1467

4. 2008-2009 - How Student Learned of SLS, Advice Only and Opened

Blank	1	Orientation	23
Brochure/Poster	32	Other	34
Campus Office	77	Previous Use	347
CD of SLS	3	Quad Day	9
Court or Police	50	Radio/WPGU	14
Daily Illini ad	20	Speaker	12
Friend	602	Tenant Union	72
I-Book listing	38	Website	133

TOTAL 1467

B. Ten-year Statistical Summary

YEAR	ALL INTAKES ¹	ADVICE ONLY ¹	OPENED CASES
2008-2009	1823	1364	459
2007-2008	1795 *	1379	416 *
2006-2007	1834	1354 *	480
2005-2006	1879	1439	440
2004-2005	1955	1387	573
2003-2004	2108	1553 **	555
2002-2003	2113 **	1444	669 **
2001-2002	2099	1449	650
2000-2001	1957	1435	522
1999-2000	2015	1398	617
10 year average	1958.75	1411.875	537

¹ Figure includes notary service

* = Lowest Figure for the 10 years

** = Highest Figure for the 10 years

Percentage difference between Lowest and Highest:

All Intakes	15.05%
Advice Only	12.81%
Opened Cases	37.82%

Percentage difference between 2008 and 10-year average:

All intakes	1.90%
Advice Only	3.39%
Opened Cases	14.52%

C. Website Statistics

Google Analytics analyses and prior web statistics

www.odos.illinois.edu/sls/AnnualReports/AnnualReport2009/WebReport-2008-2009.pdf

IV. Preventive Legal Education/Outreach

A. Informational / Preventive Advertisements

<u>Ad Name</u>	<u>Dates Run</u>	<u>Special Issues/Sections</u>
ABC of Holidays, letter "S"	12/5, 12/6, 12/7/2008	Holiday Gift Guide
Avoid Travel Scams	3/4, 3/5, 3/6/2009	
Beware: Unofficial St. Patrick's Day	3/4, 3/6/2009	
Congratulations Class of 2009! ... are you Moving?	4/28/2009	Graduation Guide
Guard Your Security/Damage Deposit	8/8/2008	Move-In Edition
Guidelines for Game Day Partying	8/27/2008	Football Preview Edition
Guidelines for Homecoming	10/6/2008	Homecoming Guide
Guidelines for Partying – Basketball	11/10/2008	Basketball Preview
Guidelines for Spring Break	3/17, 3/19/2009	
Guidelines for Thanksgiving Break	11/19, 11/20, 11/21/2008	
Guidelines for Throwing a Party	8/29, 9/5, 9/12, 9/26, 10/3, 10/10, 10/17, 10/24, 10/31, 11/7, 11/14, 11/21/2008	TouchDown Times
Guidelines for Winter Break	12/10, 12/11, 12/12, 12/16/2008	Finals Edition, Year in Review Edition
It's Official!	3/3, 3/5/2008	
Moving? 10 Steps to Protect...	5/8, 5/12/2009	Finals Edition, Year in Review Edition
Parents: Do you know...	5/28/2009	Campus Navigator (Sum- mer Orientation)

<u>Ad Name</u>	<u>Dates Run</u>	<u>Special Issues/Sections</u>
6 Steps Before Signing a Lease	9/30/2008 2/10/2009	Fall Housing Guide Spring Housing Guide
Spring Break, Mexico	3/16, 3/18/2009	
SLS Crossword Puzzle	12/15/2008	Fall Game/Puzzle Guide
SLS Included/Excluded Services	8/22, 8/25/2008, 1/19/2009	Quad Day Edition-8/25
SLS "Scramble" Puzzle	5/11/2009	Study Break Edition
Subletting Your Apartment?	5/8, 5/12/2009	Finals Edition, Year in Review Edition
"Unofficial" (scrolling banner ad: keg laws, drinking laws, DUI laws, U of I sanctions relating to "unofficial")	3/2-6/2009	www.dailyillini.com
Welcome Back to U of I	1/16/2009	Welcome Back Edition
Welcome Back to the University	8/20/2008	Welcome Back Edition
Welcome, Mom!	4/14/2009	Mom's WeekendGuide
Welcome to the University of Illinois	Summer 2008	New Students Edition (mailed to homes)
What's So Scary about Halloween?	10/28/2008	Halloween Guide
When you Party, you've gotta follow the rules	3/10/2009 3/18/2009	Big 10 Tourn. Guide NCAA Tourn. Guide
Yes! SLS <u>IS</u> open in the Summer!	6/3, 6/15/2009	
Youthful Indiscretions" threatening your job search?	9/15/2008 2/2/2009	Fall Career Guide Spring Career Guide

B. Speaking Engagements and Events

<u>Event Date</u>	<u>Organization or Event</u>	<u>Approx. #</u>
8/12	ParaProfessional (R.A.) Resource Fair	200
8/15	Office of International Students and Scholars Services (OISSS) Info. Fair	400
8/19	OISSS Fall Orientation	50
8/24	Quad Day	3000
9/3	AsianTation	350

9/9	Grad Student Day	75
9/15	Daniels Hall	10
9/18	Hopkins Hall	2
9/24	Pre-Law Club	50
10/6	ABA/College of Law Client Negotiation Competition	N/A
10/14	Daily Illini Housing Fair	10
10/18	Transfer Student Day	50
10/20	Theta Chi Fraternity	50
10/20	LGBT	20
10/27	Delta Gamma Sorority	120
1/15	OISSS New Student Orientation	65
2/5	Sherman Hall residents (MAM)	10
2/16	Admitted Students Day	300
2/20	Daily Illini, Spring Housing Fair	75
2/23	Alpha Gamma Sigma (TEB)	27
3/2	Admitted Student Days	250
3/2	Pi Beta Phi (SYH)	70
3/2	Kappa Kappa Gamma (TEB)	72
3/4	Theta Chi (MAM)	12
3/10	Minority Association of Future Attorneys	25
3/18	Psi Upsilon Fraternity	32
3/30	Admitted Student Days	200
4/13	Admitted Student Days	250
4/14	Phi Kappa Psi Fraternity	40

Total = 5,815

C. Brochures, Booklets, Requests, Forms

(I) **BROCHURES AVAILABLE** (Also available as pdf files on our [website](http://www.odos.illinois.edu/sls/brochureAds/index.html) <http://www.odos.illinois.edu/sls/brochureAds/index.html>)

- Airline Travel: Passenger Rights
- Beware of Internet Fraud
- Campus Urban Legends
- Can You Afford to Drive a Car?
- City Offenses
- Collection Agencies and Your Credit History
- College Party Drugs

Court Costs and Filing Fees
Court Supervision
Domestic Battery
Drugs and Your Financial Aid
D U I
Expungement
Fake IDs
Greeks and The Law
Guidelines for Spring Break
Guidelines for Throwing a Party
Guidelines for Traffic Offenses
Hazing: It's Not Just a Greek Thing
How to Address Arrests or Convictions when Seeking Employment
Identity Theft
If You're in a Traffic Accident
Information on Copyright *
Marijuana Laws
(What is a) Misdemeanor
Misdemeanor Arraignment
myspace may not be just YOUR space
Notaries Public
Power of Attorney
Rights of International Students and Scholars in the United States **
Search and Seizure
Sexual Violence
Student Legal Service Program **
Want to Change Your Name?
When Student Legal Service Can't Help
Your Court Appearance
Your Security Deposit

** Out of date and not available online, but copies still available in the office; in process of revision.*

*** Revised and reprinted this year*

(2) BOOKLETS

Roommate Survival Guide
Housing Guide

(3) REQUESTS FOR BROCHURES/BOOKLETS

Department of Chemistry, 60 each CDs, Chip Clips

Study Abroad Office, 300 "Power of Attorney" brochures

(4) FORMS: A.O. CASE INTAKE FORMS

- City Offense
- General
- Housing/Damage Deposit
- Medical/Health care Power of Attorney
- Misdemeanor
- Name Change
- Power of Attorney
- Traffic

(Available online through web page: www.odos.illinois.edu/sls, and on SLS CD)

D. Student Legal Service Listing

I-book, 2009-2010

www.odos.illinois.edu/sls/brochureAds/index.html (available June 1, 2009)

V. Newspaper Interviews / Articles

- 2/23 **News Gazette**, "Getting Tough on unofficial", p. 8-Editorial
- 2/24 **Daily Illini**, "SORF refund prevents you from using services, p.6A, letter to editor
- 2/24 **Daily Illini**, "Where does your \$14 SORF fee go every semester? Small amounts could save students thousands in legal fees, advice, Front page
- 2/26 **AP wires:** news.yahoo.com, SLS ad, "are you planning a trip to MEXICO for Spring Break?
- 2/26 and 2/27* **AP wires:** news.yahoo.com*; "Colleges warn students about Mexico travel"
- * and hundreds of sites; Google: Betz, spring break, Mexico. Thomas Betz was interviewed about Spring Break: 2/20, Rachel Smalley, Daily Illini; 2/26, Carla Johnson, Associated Press; 2/26, Patrick Pfiingsten, WDWS Radio; and 2/27, WEIU News Service (PBS)
- 2/27 **News Gazette**, "UI issuing warning about travel to Mexico", p. A2

- 2/27 **Daily Illini**, "Universities warn students of Risks in Mexico", P. 3A (AP article, minus the paragraphs with University of Illinois, Student Legal Service, and Tom Betz!)
- 2/27 **WAND-TV**; local morning news between "Good Morning America" segments; U of I SLS and Thomas Betz mentioned in story about State Department warnings About Spring Break travel to Mexico
- 3/3 **Daily Illini**, "Burnham 310 tenants win eviction case", Front page
- 3/8 **News Gazette**, "Spirits dampened as rain, fatigue hit"
- 3/9 **Daily Illini**, "UI officials warn about traveling to Mexico
- 3/19 **Daily Illini online**, "Unofficial ticket payment deadlines extended"
- 4/13 **Daily Illini**, "Professional attorneys aid students" (also online)
- 4/24 **Daily Illini**, "Foreclosures threaten student living; Student Legal Services aids tenants, keeps evictions from damaging records"

VI. Special Letters of Acknowledgement / "Thank You"s

www.odos.uiuc.edu/sls/AnnualReports/AnnualReport2009/SLS-ThankYou-2009.pdf