



ILLINOIS
UNIVERSITY OF ILLINOIS AT URBANA-CHAMPAIGN

STUDENT LEGAL SERVICE

—ANNUAL REPORT—

JULY 1, 2012

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STUDENT LEGAL SERVICE

Annual Report Fiscal Year 2012

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FY2012 STUDENT LEGAL SERVICE ANNUAL REPORT

ATTORNEY'S REPORT-EXECUTIVE SUMMARY

The fundamental mission of the Student Legal Service since 1978 has been to provide preventive legal education, legal counseling and advice, and individual representation to students in order to enhance student life and student knowledge of their rights and responsibilities.

Staff revised and reprinted 5 informational brochures, and our Arrest Cards, this year, and we maintain a total of 44 in-house produced brochures, which are available on our website: www.odos.illinois.edu/sls for student access and downloading.

The office continues to have one of the most comprehensive Student Legal Service websites among U.S. program, with the Housing section to be thoroughly updated in the summer of 2012. **34,469 pageviews were recorded on the website in FY2012, an increase of 27.9% over FY2011's total of 24,850 pageviews.**

The office conducted 24 preventive legal education events at Fraternities and Sororities and other campus student groups and organizations with 1,096 of students receiving direct legal education. 542 student cases were opened while 1,858 received legal advice, consultation or notary service without a case being formally opened. **This represents an in-office usage increase of 25.13% over FY2011, and 27.875 (27-7/8)% over 2010.**

The office undertook three major assessment projects: (1) Outreach events, (2) In-office consultations in non-representational matters, and (3) those students with cases that were opened for Representation. Results were generally very positive regarding client satisfaction, educational outcomes as well as retention implications.

The office employs Thomas E. Betz as Directing Attorney. Betz chaired the search committee this spring for the Director of Community Life and Tenant Services. Mary Ann Midden and Susan Y. Hesse continue as staff attorneys. Collectively, the three attorneys have 94 years of legal experience that they bring to counseling and representation of the student clientele.

Beckee Bachman continues working as office support staff. This year we again employed Natalie Bradford part time on work study which alleviated the non-legal workload of the office.

Retaining funding levels for all positions is a basic goal in upcoming years. The program has a balanced budget and will be financially sound in FY2013 under the mandatory fee funding system.

The past year was very successful in terms of all three aspects of the program's mission. The following pages outline the accomplishments, initiatives, collaborative partnerships and usage metrics for the program.

We look forward to a challenging and exciting 2013.

Thomas E. Betz, Directing Attorney, Student Legal Service

MAJOR ACCOMPLISHMENTS IN FY2012

- 1,858 students received in office legal counseling, including notary service. Previous reporting period 1,333. **This represents a 28.26% increase in FY2012. Without including notary service, FY2012 included 1329 students, whereas FY2011 included 922, an increase of 30.6% in FY 2012.**
- 542 cases were formally opened for students. Previous reporting period 464. **This represents a 14.4% increase over FY2011.** Of 259 Traffic cases closed in this period, in 34 cases, charges were dismissed. Of 60 Criminal/Misdemeanor cases closed this period, 21 were dismissed, 3 were diverted, and 3 hired private attorneys.
- 2,400 total students received in office services. Previous reporting period 1,797. **This represents a 25.13% increase over FY2011, and 27.875 (27 7/8)% increase over FY2010's total of 1731.**
- 1,096 students were served through attorneys conducting preventive education at 24 locations. Previous reporting period 528 at 13 locations.
- 4,424 students were served at brochure/tabling events including Quad Day. Previous reporting period 5,093.
- 21 informational/preventive advertisements were published in *The Daily Illini* and *The Odyssey* for a total of 43 runs, including information about fines and consequences of “Unofficial St. Patrick’s Day” events. We also ran a leaderboard/banner ad on dailyillini.com throughout the week prior to “unofficial” with the same information.
- We maintain 44 current brochures on legal topics with revisions/updates to the following brochures:
 - Campus Urban Legends*
 - Can you Afford to Drive a Car,*
 - City Ordinance Violation Tickets,*
 - DUI,* and
 - Student Legal Service Program.*
- “If Stopped by Police or Arrested” Student Legal Service arrest cards were revised and reprinted.
- All brochures and the arrest cards are downloadable from the office website.
- 10 Brochures on financial topics were requested by University Student Financial Services and Cahier Operations (USFSCO) for their lobby area and the Student Money Management Center (SMMC), and 100 copies of each were provided: Student Legal Service Program, You and Your Credit, Identify Theft, Drug Conviction and Your Financial Aid, Beware of Internet Fraud, Can You Afford to Drive a Car, Collection Agencies and Your Credit History, Your Security Deposit and Steal This Pamphlet.

- The Chemistry Department again requested 75 copies each of 3 brochures, Student Legal Service Program, Can You Afford to Drive a Car, and Your Security Deposit, for their incoming graduate students, and computer brushes and chip clips were provided to them.
- The Campus & Community Student Services office was provided with 700 arrest cards for distribution.
- There were 34,469 pageviews on the Student Legal Service website at www.odos.illinois.edu/sls. Previous reporting period recorded 24,850 pageviews. We have effected major revisions to the following sections: *General Information*, *Schedule an Appointment/Online Intake Forms*, *Legal Forms*, and *History*.
- Intake forms for Student Legal Service are now submitted online by students.

NEW INITIATIVES

- The website was used to post alerts regarding “Unofficial St. Patrick’s Day” and possible legal and career consequences for infractions.
- *The Daily Illini*, guest column, 3/1/2012, “New zero tolerance policies this Unofficial could impact future career opportunities”.
- *The Odyssey* . article on 2/29/2012, “Unofficial” on impacts for students for violations on “Unofficial St. Patrick’s Day”.
- *The Odyssey* . article on 3/14/2012, “Spring Break”, circulated throughout the campus Greek system.
- SLS attorneys were interviewed for articles published in *The Daily Illini*, on 8/10/2011, “Conserve Power, Save Cash”, and on 3/2/2012, “Police reinforce strict protocol, advise students to be responsible on Unofficial”.

ACTIVITIES THAT RELATE TO STRATEGIC INITIATIVE ENHANCING KNOWLEDGE AND DIVERSITY

- Ongoing distribution of brochure, *Civil Unions in Illinois*, which explains for students the rules and legalities regarding the Illinois Civil Union law that took effect June 1, 2011
- Pa’ lante ... (para adelante) or “going forward”, 8/31/2011.
- Latino Family Day, 10/16/2011.
- Student chapter of the NAACP, presentation: *Guide to dealing with Police Encounters* 9/22/2011.
- International Student Fair, 8/15/2011.

- International Student and Scholar Services, incoming student orientations: Summer, Fall and Winter, presentation: *Rights of International Students and Scholars in the United States*.
- 21 presentations in Fraternities and Sororities, and for student groups on various legal topics, attended by a total of 1,024 students.
- Pre-Law Society Meet-n-Greet, 4/14/2012.
- Paraprofessional (Resident Advisor), Transfer Student, and Graduate Student Resource Fairs, 8/10/2011, 9/9/2011, and 9/15/2011.

IMPROVEMENTS TO FACILITIES RELATED TO ENVIRONMENTALLY SOUND AND CULTURALLY RELEVANT STRATEGIC INITIATIVE

- Infrastructure Surge Space and Circuit /Fire Alarm work Phase I, From June 8 to June 29, 2012, with Phase II tentatively scheduled for August 12, 2013, to January 7, 2014, necessitating the office moving from room 324 to room 420 during the improvement projects.
- CAT-6 Upgrade from CAT-3 which allows the office to utilize Lync and service students with faster internet.
- The office has procured three laptops to replace the three intake netbooks to provide more reliable service to students wanting to set up appointments for consultations with attorneys, but who have not submitted intakes prior to coming in to the office.
- A Wireless Access Point is scheduled to be installed in mid-July, 2012, just outside the Student Legal Service entry door, which will extend reliable wi-fi throughout the office suite, and will allow students to use their own wireless devices or the office's intake laptops to submit intake forms without having to leave the office.

ACTIVITIES RELATED TO CREATION AND SUSTAINMENT OF COLLABORATIVE PARTNERSHIPS

- Collaboration in the Student Legal Service program's mission to counsel and represent students presents inherent ethical and confidentiality issues for staff attorneys that essentially prohibit direct collaboration. The program does, however, inform parents, Faculty and Staff and Student Services units about this confidential role to encourage appropriate referrals of students.
- The office has a cooperative arrangement with the Tenant Union which permits them to use our copy machine in return for payment per copy which saves money for Tenant Union and is a convenience for both offices. The two offices additionally share the use of a fax machine located in the Student Legal Service suite.

- As part of Preventive Legal Education, the office actively participates with Campus and Community Student Services and the Tenant Union at numerous events, tabling, literature distribution etc.
- We engage parents at the Admitted Students Days throughout the spring with our brochure, *Why would my student need a Lawyer?*
- The Tenant Union purchased advertisement on one side of the Student Legal Service bags used at various events by students to gather literature and student organization give-aways. This joint effort defrays expenses for both providers.
- Co-sponsored chip-clips with Tenant-Union, with Campus Community Student Services purchasing one side for this coming year so that three offices can be jointly promoted. This item is enormously popular with students on Quad Day and at events promoting office and legal issues throughout the year.
- Since 1978 our office has collaborated with the Tenant Union on a daily basis in referrals of students, answering technical questions about lease provisions, and determining whether students have valid claims or defenses in landlord-tenant matters and providing legal representation where appropriate.
- Worked with Money Smart Committee/Office of the Vice Chancellor for Public Engagement on annual Money Smart Week. The office on 4/17/2012 had a special walk-in intake for students needing collection/debt/credit advice.

CLARITY AND ENHANCEMENT OF THE STUDENT EXPERIENCE AT ILLINOIS

- The three pronged mission of the program prevents students from having time consuming legal problems, thus enhancing their ability to concentrate on academic matters. Collectively, hundreds of thousands of student dollars are saved by using the office rather than outside legal counsel, which makes being a student more economically viable. The ability to concentrate on studies rather than legal matters, students inform us, has made the difference between dropping out of school and continuing to get a degree. Our Assessment results infra substantiate a positive retention relationship for students using the office.

ASSESSMENT PROJECTS

This reporting period the office conducted three major assessment projects that focused on (1) Client satisfaction, (2) Educational Outcomes/learning, and (3) Retention/academic impact. The program

serves the student body in numerous ways, including advertisements and legal articles, topical seminars, our SLS web page at www.odos.illinois.edu/sls, pamphlet distributions at tables, in office consultations and direct representation.

This year we used “campuslabs” (formerly, “studentvoice”) to assess representational cases closed during two FY2012 periods: Summer and Fall 2011 and Spring 2012. For purpose of convenience the results have been combined as an identical assessment tool was used for each administration.

Highlights of Representational Assessment

329 surveys sent; 12 not delivered; 76 responded = 23.1% response rate

<u>Client Satisfaction</u> - Strongly and Moderately Agree	<u>Percentage Response</u>
“I was satisfied with the goal the staff and I agreed to pursue in my case.”	87.32
“I consider the final resolution to my case to be fair.”	81.69
“The outcome of my case resolved my legal concern.”	85.92
“The final resolution of my case was what I desired.”	74.65

Educational Outcomes/Learning

“Since my recent experience with Student Legal Service, my respect for the U.S. legal system has: greatly or moderately increased, or neither increased nor decreased.”	85.91
“Through my experience in the legal process, and because of the particular way Student Legal Service operated, I have ... (Strongly and Moderately agree)	
“A better understanding of the legal process.”	72.05
“A better understanding of the role and function of attorneys.”	71.01
“Been motivated to take a greater interest in the law and current legal issues.”	49.28

Retention/academic impact - Strongly and Moderately Agree

“In retrospect, the legal problem I had affected my...	
“Academic performance.”	46.37
“Job performance.”	34.78
“Family life.”	44.93
“General well-being.”	69.56

The office assessed non-representational clients who used the office from 07/01/2011 to 04/12/2012. A five question paper survey was used to assess the various preventive legal education presentations.

Highlights of non-representational consultations

852 surveys sent; 20 not delivered; 129 responded = 15.14% response rate

<u>Client Satisfaction</u> - Strongly and Moderately Agree	<u>Percentage Response</u>
“I felt I was treated with courtesy and respect by the Student Legal Service staff.”	90.0
“The staff members were approachable; I felt as though I could ask questions and discuss matters freely.”	91.0

“I felt the staff members assigned to my case were competent.”	86.0
“I would use Student Legal Service again if I had a qualifying legal problem.”	91.0

Educational Outcomes/Learning - Strongly and Moderately Agree

“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.”	73.47
“A better understanding of the role and function of attorneys.”	67.34
“A better understanding of the options available to me in my case Including non-legal options.”	75.51
“A clear idea of the next step to take, if any, in my matter.”	80.61
“After consulting with Student Legal Service, I feel better equipped to Handle similar situations in the future.”	87.76

Retention/academic impact - Strongly and Moderately Agree

“In retrospect, the legal problem I had affected my...	
“Academic performance.”	37.76
“Job performance.”	25.51
“Family life.”	46.94
“General well-being.”	59.19

Presentation/Event Evaluation

These results represent a total of 650 students out of 972 attendees at 21 preventive legal education presentation events. Percentage represents those who responded “agree” and “strongly agree”.

“ After attending this event, I will be more likely to contact Student Legal Service about legal issues.”	84.31
During the presentation/event, I learned at least one thing I did not already know that will enhance my ability to avoid legal difficulties.”	94.0
“During the presentation/Event, I learned about my legal rights and how to assert these rights properly.”	93.23
“I would recommend that other students attend a Student Legal Service presentation/event.	91.38

It is clear that client satisfaction is very high for both consultation and representational matters. Students have a very positive view of the office. Specific educational outcomes are difficult to measure and retention is even more difficult to accurately measure however, students acknowledge that their legal issues impact academic, work, and social issues and by extrapolation the office had a positive impact on these issues which do in fact impact matriculation in various degrees.

GOALS AND CONCERNS FOR 2012-2013

- Efficient management of time and resources. Now that the fee which funds the office is non-refundable, many students who sought service but were ineligible due to refunds in the past, now receive service. Usage has always fluctuated but a dramatic increase will strain resources. Our usage this reporting period increased by 25.13% per cent over FY2011 and 27.875% over FY2010.
- Maintain staff and a part time work-study student employee.
- Print and make available three new brochures: *Privacy: What Are Your Rights?*, *Auto Insurance for You*, and *Things to Know about Driving in Illinois*.
- Complete uploading of the updates of the Housing section of the office web page.
- Launch on-line scheduling of clients with staff attorneys to avoid in person scheduling which may reduce Office Support Specialist workload and increase student accessibility. The schedule must be designed to mask client identity and the legal issue to comply with Rules of Professional Conduct.
- Keep abreast of Phase II of the Illini Union update of HVAC system which will involve a move of the office in August of 2013. Efforts will be made to minimize impacts on client service during move to temporary space.
- Develop an assessment tool for students using the Student Legal Service website.
- Revise assessment tools used in office first year of campuslabs.
- Have staff receive training in I.R.B. so that assessment demographics and analysis can potentially be shared outside of the University of Illinois.
- Create a Facebook page for the office.
- Long term goal to create a collaborative app with the Tenant Union on Searching for Housing and Legal Aspects/Factors in Lease Contracts.

WEBSITE USAGE FY2012		
		<u>Pageviews</u>
TOTAL PAGEVIEWS		34,469
Schedule Appt./Intake Page + Online Intake Index **		9,494
Online Intake Form Pages **		2,391
<i>General Intake</i>	751	
<i>Traffic Intake</i>	509	
<i>Housing / Damage Deposit Intake</i>	333	
<i>City Ordinance Violation Intake</i>	331	
<i>Misdemeanor Intake</i>	197	
<i>Power of Attorney Intake</i>	96	
<i>Ameren Intake ***</i>	94	
<i>Name Change Intake</i>	42	
<i>Health Care Power of Attorney Intake</i>	38	
SLS Home/Index Page		8,162
Housing/Tenant Pages		3,187
General Information Pages		3,114
Attorney Bios		2,139
Contact + Email Information		2,079
Brochures/Ads		1,439
Court + Court Forms		940
Other Links:		1,524
Legal Links	407	
Annual Reports Index	380	
SLS History	313	
Maps	246	
Spring Break	89	
Legal Disclaimer	75	
Advisory Board Materials	9	
Other (<i>mostly translations of unidentified pages</i>)	5	
** Online Index page and Separate Online Intake Forms Index went live in October, 2011.		
*** Ameren Intake went live in Spring 2012		

SIX-YEAR STATISTICAL SUMMARY			
YEAR	ALL INTAKES¹	CONSULTATION ONLY¹	OPENED CASES
2011-2012	2400 **	1858 **	542 **
2010-2011	1797	1333	464
2009-2010	1731 *	1321 *	410 *
2008-2009	1823	1364	459
2007-2008	1795	1379	416
2006-2007	1834	1354	480
6 year average	1896.67	1434.33	461.83
¹ Figure includes notary service			
* = Lowest Figure of the six-year period			
** = Highest Figure of the six-year period.			

Percentage difference between Lowest and Highest:

All Intakes:	27.825%
Consultation Only:	28.9%
Opened Cases:	24.35%

SLS OUTREACH EVENTS FY2012		
<u>Tabling Events</u>		
<u>Date</u>	<u>Event/ Group</u>	<u># of Participants</u>
<u>Fall 2011</u>		
8/10	Paraprofessional Resource Fair	120
8/15	OISSS International Student Fair	75
8/21	Quad Day	3,500+
8/31	Pa'lante	75
9/9	Transfer Students Fair	85
9/15	Graduate Student ResourceFair	49
10/6	Daily Illini Housing Fair	10
10/16	Latino Family Day - Information Fair	52
11/9	Campus Community Connections	30
<u>Spring 2012</u>		
1/13	OISS New Student Orientation	32
1/30	Campus Community Connections Resource Expo	34
2/15	Daily Illini Spring Housing Fair	72
3/26	Admitted Students Days Information Fair	55
4/6	Admitted Students Days Information Fair	62
4/9	Admitted Students Days Information Fair	53
4/12	Pre-Law Society Meet-n-Greet	16
4/13	Admitted Students Days Information Fair	55
4/16	Admitted Students Days Information Fair	49
TOTAL		4424+

Presentation Events		
Date	Event/ Group	# of Participants
Fall 2011		
8/16	OISSS Fall New Student Orientation	42
9/22	NAACP / SLS "Know Your Rights"	30
10/10	Theta Chi Fraternity	30
10/21	Taiwanese Studies Group	15
10/24	Alpha Gamma Rho Fraternity	45
10/26	FarmHouse Fraternity	41
11/2	Phi Kappa Psi Fraternity - Part 1	32
11/7	Phi Kappa Psi Fraternity - Part 2	36
11/10	Illidell of Alpha Gamma Sigma	34
11/14	Psi Upsilon	32
11/14	Sigma Delta Tau	82
11/16	Illidell of Alpha Gamma Sigma, part 2	15
11/28	Alpha Epsilon Pi	65
Spring 2012		
1/25	Phi Kappa Psi #1	72
2/6	Phi Kappa Psi #2	71
2/13	Phi Kappa Psi #3	72
2/27	Lambda Chi Alpha	42
3/5	Zeta Beta Tau	48
3/12	Alpha Gamma Delta	55
3/26	Sigma Ph Delta	42
4/2	Delta Upsilon	50
4/9	Phi Gamma Delta	70
4/23	Phi Kappa Psi #4	75
	TOTAL	1096

Other Event

4/17	Money Smart Week Event, 1-4pm, Open Hours for Intake	0
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LISTINGS FY2012		
Date/Period	Publication	Ad
2012-2013 *	iBook	Student Legal Service
2012-2013 **	University Parents' Guide	Your son/daughter has <i>free</i> legal help!
2/7, 8, 9, 13, 14, 15	The Daily Illini Housing Guide	Mosey On Over to the Daily Illini Housing Round Up (Listed as company in attendance)

* Published June, 2012

** Published Spring 2012

ADS PLACED FY2012		
Run Date(s)	Ad Name	Special Edition/Section
7/20	"Parents: Do you know your student has FREE legal help?"	New Student Edition (Mailed to new students' homes)
8/10	"Guard Your Damage/ Security Deposit"	Move-In Edition
8/14	"Welcome Back to Illinois"	Welcome Back Edition
8/19	"Student Legal Service"	Quad Day Edition
9/3, 10, 17, 24, 30; 10/7, 14, 21, 28; 11/12, 19, 26	"Party Safely and Responsibly"	Touchdown Times
9/27	"Guidelines for Homecoming"	Homecoming Guide
10/4	"6 Steps Before Signing a Lease"	Housing Guide
11/2	Faculty and Staff: Remember to refer students to Student Legal Service!	The Daily Illini Salary Guide
12/2	"got unresolved legal issues?"	
12/7, 9, 13	"Tips for Winter Break"	12/9 - Finals Edition
		12/13 - Fall in Review Edition
12/12	"If you get off the 'short path'..." maze	Puzzle Guide Edition
12/12	"Tips for Winter Break" (color)	Puzzle Guide Edition
2/7	"6 Steps Before Signing a Lease"	Spring Housing Guide
2/8, 10, 14	"Free Lawyer"	Valentine's Day Sweet Talk Ads
2/23	"BEWARE: 'unofficial St. Patrick's Day'"	
2/24-3/2	Leaderboard Banner Ad about "unofficial" (6 panels) (Dailyillini.com)	
2/27, 28, 29	"Having an 'unofficial' Party?"	
3/1, 3/2	"BEWARE: at least 328 citations issued during 'unofficial' 2011"	
3/14	"Guidelines for Spring Break" - The Daily Illini	
3/14	"Guidelines for Spring Break" - The Odyssey	
4/17	"Welcome Mom!"	Moms' Day Guide
5/4 *	"Congratulations 2012 Grads... Moving?"	Graduation Guide
5/4	"got unresolved issues?"	
5/7	"got unresolved issues?"	Puzzle Guide
5/7	"If you get off the 'short path' let Student Legal Service help you through the legal maze"	Puzzle Guide
5/8	"got unresolved issues?"	Year In Review Issue
5/22	"Yes! Student Legal Service is open in the Summer!"	Summer Preview Issue
5/22	"Welcome to Illinois"	Campus Navigator Section
* Distributed on 5/4 and throughout Graduation Weekend		

ARTICLES IN/INTERVIEWS FOR LOCAL PUBLICATIONS		
<u>Date</u>	<u>Article</u>	<u>Publication</u>
8/10	"Conserve Power, Save Cash"	<i>The Daily Illini</i>
2/29	Unofficial	<i>The Odyssey</i>
3/1	New zero tolerance policies this Unofficial could impact future career opportunities (Guest editorial by T. Betz)	<i>The Daily Illini</i>
3/2	Police reinforce strict protocol, advise students to be responsible on Unofficial	<i>The Daily Illini</i>
3/14	"Spring Break"	<i>The Odyssey</i>