



**ILLINOIS**  
UNIVERSITY OF ILLINOIS AT URBANA-CHAMPAIGN

# **STUDENT LEGAL SERVICE**

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**—ANNUAL REPORT—**

**JULY 1, 2013**

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# STUDENT LEGAL SERVICE

## Annual Report Fiscal Year 2013

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# FY2013 STUDENT LEGAL SERVICE ANNUAL REPORT

## ATTORNEY'S REPORT-EXECUTIVE SUMMARY

The mission of the program to provide preventive legal education, counseling, and representation to students to enhance student life and student knowledge of rights and responsibilities and positively impact student retention is being met. This report will illustrate achievement in each mission category and several of the strategic goals of Student Affairs.

### **PREVENTION**

Staff produced 3 new preventive legal education brochures and updated 4 pieces with the office producing 47 total brochures in both paper and downloadable form on our website at [www.odos.illinois.edu/sls](http://www.odos.illinois.edu/sls). There were 1,384 page views of the section of the website where brochures can be read and downloaded. Countless students obtained brochures in the office and at campus events. A total of 17,994 page views were recorded on the site in the sections to learn about legal issues and to fill out intake forms.

Staff attorneys conducted 18 preventive legal education seminars at Greek Houses and RSO events with a total of 1,021 students in attendance. 23 advertisements, and a total of 26 runs, on legal issues ranging from consequences from "Unofficial" to Housing Issues ran in the Daily Illini in print and and two multi-screen ads ran for a week each on the leaderboard of *dailyillini.com*.

Two hundred forty-five Mom's Day posters regarding local alcohol rules/fines were posted by students from CCSS on bulletin boards in residence halls. One hundred eighty posters were distributed to the ParaProfessionals (Residence Hall Advisors) for posting on dorm floors.

### **ADVICE AND CONSULTATION**

Providing practical legal advice to individual students greatly enhances our mission to prevent problems. The office scheduled appointments or made referrals for 2,167 intake forms submitted with 659 resulting in a case being formally opened for more extensive work. Consultation covered 57 issue categories this reporting period. We are pleased that students ask about keg rules, how to avoid having police shut down their party, whether a lease provision is legal/enforceable, etc.

The staff advice is straight forward and has served to avoid many untoward consequences for students and the campus community. It is our goal to enable students to obtain legal knowledge, apply it, and where court action is not required, become their own advocate. For example, the office has a model consumer complaint letter. We encourage students to draft a complaint letter after consultation with a staff attorney. Attorneys will subsequently review the student effort. To paraphrase the old expression; legal consultation is not designed to just provide the student with a fish but to teach the student how to fish.

## **REPRESENTATION**

The three staff attorneys provided representation to students in 659 cases with 20.3% (134) being in housing/landlord-tenant, 15.2% (100) Misdemeanor defense with 25.3% (22 of 87 cases concluded) being dismissed. 42.8% (283) of cases were in the area of traffic law with 20.7% (42 of 203 cases concluded) being dismissed.

Most traffic and misdemeanor cases involve resolution through plea negotiations with the overwhelming majority of students being first offenders who were able to receive Court Supervision and thus not a formal conviction. This result has positive long term impact for students in the employment market whereas a conviction for even minor offenses can preclude many career options. Nearly 100% of our clients successfully complete the terms and conditions of court supervision. We believe this has a positive impact on student retention.

7.2% (47) of the active caseload is in city offense with the remaining cases being in numerous legal fields which we classify as miscellaneous for purposes of this report. Because the office is able to litigate in Champaign County our efforts to deter inappropriate behavior by local landlords is both effective and vital given that a majority of students reside in private off-campus housing.

## **THE STAFF**

The Director of the office, Thomas E. Betz has served with the program since 1986. He currently serves on the Dean of Students Assessment Committee, the Dean of Students International Students Workgroup where he is spearheading efforts to create an ODOS Passport for International Students that will be available online and at ISSS registration. Betz led or participated in 16 preventive education programs. In May of 2013, Betz chaired the search committee for the position of Director of Community Life and Tenant Services. Betz also chairs the selection committee for the annual Elizabeth Berg Streeter Community Service Award of the National Legal Aid and Defenders Association (NLADA) Student Legal Service Section.

Susan Y. Hesse has served as a staff attorney with the office since 1988. Hesse currently serves on the Professional Development Committee and the Mental Health Committee within ODOS/Student Affairs. Hesse led or participated in 13 preventive education events.

Mary Ann Midden has been with the office since 2008. In July 2012 Midden delivered a paper and conducted a seminar entitled "Cultural Bias Impacts On Your Legal Practice" at the annual meeting of NLADA Student Legal Service Section. Midden led or participated in 21 of preventive legal education events on campus. She is the office expert in various aspects of discrimination in employment and housing. Midden serves on the Money Smart Committee and is working on developing materials on legal ways to decrease or eliminate federal student loan payments.



Beckee Bachman, the Office Support Specialist, supervised two work- study students in Fall and Spring Semesters and a third student during the summer of 2013 .In addition she conducts office intake, design/layout of brochures, maintains various office usage statistics, and works with Campus Labs on several assessment surveys each semester.

The following pages will evidence the accomplishments, initiatives, collaborative partnerships, assessment results and usage metrics for the program. 2012-2013 once again is a year in which the three fundamental missions of the program are being successfully achieved.

**Thomas E. Betz**  
**Directing Attorney**  
**Student Legal Service**

## MAJOR ACCOMPLISHMENTS IN FY2012

- Successfully aided students who were sued in Ford County, an improper venue, to have cases brought by Suburban Express dismissed with prejudice. Student Legal Service is restricted to Champaign County litigation; however, we assisted with letters of dispute, complaints to the Attorney General, motions to set aside default judgments, as well as non-court appearance settlements. We estimate that over 70 students directly or indirectly benefited from this effort.
- 2,773 students received in office legal counseling, referrals or notary service. Previous reporting period: 2,400. **This represents a 15.54% overall increase in the use of Student Legal Service.**
- 659 students had cases that were formally opened. Previous reporting period: 542. **This represents a 17.76% increase in cases opened.**
- 46.5 percent of students receiving consultation were International Students with the previous reporting period being 44.34%
- 43.1 percent of students with opened cases were International Students, with the previous reporting period being 38.07%.
- 41,006 page views were recorded on the Student Legal Service Website at [www.odos.illinois.edu/sls](http://www.odos.illinois.edu/sls). Previous reporting period 34,469, thus an 18.96% increase in usage.
- 6,422 students were served at information fairs and other tabling events, including Quad Day.
- 1,021 students were served through attorneys conducting preventive legal education sessions at 18 events.
- Forty-four legal brochures are currently available to students online and via web download; three more have been created and will soon be available. The following brochures were updated:
  - Fake ID
  - You and Your Court Appearance
  - Student Legal Service Program
  - Search and Seizure

The three new brochures are entitled:

- Auto Insurance for You
- There Ought to be a Law (or not)
- Things to Know About Driving in Illinois

- Mary Ann Midden served on a panel Sponsored by McKinley Health Center's Special Populations students and Faculty Advisory Committee discussing the consequences of alcohol and drug violations with over 100 students in attendance.
- QR codes were developed for the office Facebook page and for the office itself. The office QR code is placed on all brochures, staff cards and on advertisements.
- For the first time the office retained an additional work study student; the office now has

two students who greatly assisted with office intake, opening/closing cases, and compiling preventive educations assessment statistics. Summer of 2013, we will use a work study student to help with the impending move and processing documents.

- Staff attended a total of 14 courses in addressing issues related to Diversity in the legal profession and the campus environment.
- Streamlined the procedures for processing identification documents to be faxed to Ameren. We served 201 students this year using this process.
- Twenty-six Ads regarding legal issues or office promotion were placed in the Daily Illini or on *dailyillini.com*.
- The office and or staff attorneys were mentioned 15 times in the Daily Illini, New-Gazette, and the Chicago Tribune.

## GOALS

- Approximately 40% of consultation and representation is of International Students. We will develop professional guidelines/protocols for the legal needs and issues of International Students in an adaptable format that can be used for domestic students and as a model for other student legal service programs. The protocols will address 1. Legal Issues at International Student Orientation 2. Consultation and Representation in civil, criminal, and quasi-criminal cases and the collateral consequences that may arise. A specific Acknowledgement of Collateral Consequences tool will be piloted for fall and winter semester and then assessed.
- Develop educational tools that increase client involvement in their legal issue. Such tools will include: “How to Write a Consumer Complaint Letter” which will include a model letter. “How to Dispute a Credit Report” and “How to coordinate between Health Insurance and Medical Providers” These are teaching tools for students to work on with advice, assistance and review by staff attorneys.
- QR code will be placed on tote bags distributed at 2013 Quad Day and numerous other events
- Update and revise brochures
- Make available online Guide for students to learn about ways to decrease or eliminate student loan debt and collaborate with Career Center and Financial Aid in providing educational presentations.
- Make available online Guide to privacy issues: FERPA, HIPPA, etc.
- Successfully collaborate with the University of Illinois Law School by creating a learning opportunity for LL.M International Students with the Global Fellows Program
- Maintain student awareness and usage of the program during the move to temporary office space at Levis Faculty Center.
- Maintain current staff levels and caseloads. There has been a very substantial increase in office usage in the past THREE years. .

## CLARITY AND ENHANCEMENT OF THE STUDENT EXPERIENCE AT ILLINOIS

**Initiative** Debt burden is a major issue for many students. Most students are not aware of programs and methods to reduce debt from loans. Working as a member of the Money Smart Committee, Student Legal Service is developing an extensive but succinct explanation of programs available to students that forgive payment of federal loans, programs that restructure loans, and reduce monthly payments.

**Goal** Put this debt decrease/elimination information on the office website, make it available in paper form, and make it available at Career Services and Financial Aid. We believe this effort may help retain students in programs that do not pay well after graduation such as social work.

- Hundreds of thousands of dollars are saved by students through use of Student Legal Service so that students can keep academics as their primary focus rather than their legal issues. Student Legal Service preventive legal education, counseling, and representation helps to keep the experience at Illinois economically viable.
- Students, like most folks, make various mistakes. The program recognizes that mistakes are part of the learning experience for some while at the University, however, with proper legal assistance the mistake does not have to lead to irrevocable negative consequences that can end career options. This ameliorative role of the office greatly enhances the Illinois experience for a significant number of students.

## 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](http://www.odos.illinois.edu/sls), pamphlet distributions at tables, in office consultations and direct representation.

### campuslabs

This year we again used campuslabs to assess representational cases closed during several periods of FY2013 periods, from July 1, 2012, through March, 2013. For purpose of convenience, the results have been combined as an identical assessment tool was used for each administration.

#### **Highlights of Representational Assessment**

436 surveys sent; 80 responded = 18.35% response rate

Client Satisfaction - Strongly and Moderately Agree

Percentage Response

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

97.30

“I consider the final resolution to my case to be fair.”	89.19
“The outcome of my case resolved my legal concern.”	89.19
“The final resolution of my case was what I desired.”	79.73

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.”	92.65
“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.”	74.63
“A better understanding of the role and function of attorneys.”	85.08
“Been motivated to take a greater interest in the law and current legal issues.”	55.22
“Learned that there is not necessarily a legal remedy for every problem”	61.20

Retention/academic impact - Strongly and Moderately Agree

“In retrospect, the legal problem I had affected my...	
“Academic performance.”	40.30
“Job performance.”	32.84
“Family life.”	46.27
“Social relationships”	31.34
“General well-being.”	59.71

**Student Assessment Comments – Representational (Educational Outcomes)**

Always obey the law or else suffer the consequences or punishments in a civil case.

I learned a few details about housing law. I also learned that the real estate companies that operate on campus are truly scumbags. My issue would not have been resolved had I not still been a student because the cost of a lawyer would have exceeded the amount of money that was returned to me. These companies appear to be banking on that fact.

I learned that city ordinance violations do not result in a criminal record.

I learned that I must visit Student Legal Service when something happens. I am not afraid of treated unfairly anymore.

I learned that judges are willing to give second chances.

I learned the difference between some federal and state laws and restrictions. I also got a better understanding of my rights and what I can and cannot do.

I learned what it means to have a warrant. I learned what it means to pay bail. I learned what a dismissal of charges means.

It is important to effectively communicate your points.

That there is something called court supervision.

There is a way to settle minor cases without appearing in court.

We can solve our problems without court.

The office also assessed with campus labs non-representational clients who used the office from July 1, 2012, through May 7, 2013.

### **Highlights of Non-Representational consultations**

1,157 surveys sent; 137 responded = 111.84% response rate

<u>Client Satisfaction</u> - Strongly and Moderately Agree	<u>Percentage Response</u>
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"I was satisfied with the goal the staff and I agreed to pursue in my case."	86.67
"I consider the final resolution to my case to be fair."	80.00
"The outcome of my case resolved my legal concern."	75.55
"The final resolution of my case was what I desired."	72.23
"I felt I was treated with courtesy and respect by the Student Legal Service staff."	95.09
"The staff members were approachable; I felt as though I could ask questions and discuss matters freely."	96.08
"I felt the staff members assigned to my case were competent."	92.94
"I felt the staff afforded me adequate opportunity to participate in the handling of my case."	89.41

<u>Educational Outcomes/Learning</u> - Strongly and Moderately Agree
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"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."	84.71
"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."	67.95
"A better understanding of the role and function of attorneys."	70.51
"A better understanding of the options available to me in my case, including non-legal options."	70.52
"A clear idea of the next step to take, if any, in my matter."	74.36
<b>"After consulting with Student Legal Service, I feel better equipped to handle similar situations in the future."</b>	<b>87.18</b>

Retention/academic impact - Strongly and Moderately Agree

“In retrospect, the legal problem I had affected my...	
“Academic performance.”	30.77
“Job performance.”	32.05
“Family life.”	38.46
“Social relationships”	32.05
“General well-being.”	61.54

**Student Assessment Comments – Non-Representational (Educational Outcomes)**

- A small claim can be more expensive to defend....even if the suit is frivolous. Sometimes you should just pay to avoid further duress.
- Do not plead guilty before talking to a lawyer.
- I learned that false identification suspended your drivers license for a year, and the only way to fight it would be to go to court where it would be considered a felony.
- I learned that having an attorney’s assistance can be invaluable in resolving a housing complaint.
- I learned that it was okay for me to stand up for myself.
- I learned that it would not be as expensive as I feared to hire an attorney. I also learned that, at least in the case of insurance settlement, attorneys do not all require huge payments up front.
- I learned what the difference between a certified and notarized document is.
- It helps me to eliminate the anxiety.
- Lawyers can work with prosecutors to arrange a deal.
- Legal process can take a long time.
- The law is impartial.
- That weed is treated seriously in this country.
- That there are many guidelines that need to be followed.
- What my options are.
- What the rights of parents and residents with children are.
- You need to read your contract in details before signing it. Regulations are not always to the benefit of the customer and may even be unreasonable.

## **Presentation/Event Evaluation**

A five question paper survey was used to assess the various preventive legal education presentations.

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.”	87.83
During the presentation/event, I learned at least one thing I did not already know that will enhance my ability to avoid legal difficulties.”	94.11
“During the presentation/Event, I learned about my legal rights and how to assert these rights properly.”	90.37
“I would recommend that other students attend a Student Legal Service presentation/event.	89.03

It is clear that client satisfaction is very high for both representational and non-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.

## **New Assessment Initiatives**

- (1) The following question was added to our Representational and Non-Representational campus labs assessment questionnaires:

**“How useful did you find the SLS website? (Very useful, Somewhat useful)**

Representational clients	100
Non-Representational clients	76.47

- (2) A separate campuslabs assessment questionnaire was added to assess our handling of certifying and faxing to Ameren copies of students’ identification documents in order for them to start electric service.

<b>“I believe that my ID copies were faxed to Ameren in a reasonable period of time.” (Agree, Strongly Agree)</b>	100
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- (3) A new question was added to the Outreach Event Evaluation survey done after presentations, such as at Greek houses, for RSOs:

***"Describe one thing you will do differently as a result of what you learned in this presentation."***

- Not lower the car window if I am pulled over
- I will never consent to a search
- How to apply my rights, be able to handle a situation with the police in a better manner
- I will assent (sic) my knowledge of my rights if approached by law enforcement
- Consider taking advantage of the lawyers we pay for
- Verbalize my rights
- Assert my rights
- Know my rights better
- Behave better on unofficial
- Be more careful
- Carry around the arrest card
- Be smarter on unofficial
- Use Student Legal Service
- Do not supply minors
- Don't ride a bike drunk
- Don't drink underage
- Be more careful at bars
- Be careful around drunk girls
- Receive a sober verbal consent

## **ENGAGEMENT AND SUSTAINMENT WITH PARTNERS AND STAKEHOLDERS**

***Initiative*** In the spring of 2013 the Director Thomas Betz and Liaison Domonic Cobb began a discussion with the University of Illinois Law School LL.M program about ideas to assist international students on and off campus with legal issues and with the LL.M program's need to provide law related community service hours for International law students enrolled in the LL.M program so that they become eligible to sit for Bar examination. This initiative is ongoing.

***Goal*** There is tentative agreement that the Student Legal Service will have two LL.M community service interns in the office for fall 2013 and spring 2014. We will tentatively participate in Illinois LL.M Law Fellows Program. Selection criteria are being jointly developed. We are optimistic that this pilot program can become a sustainable long term relationship with the Law School.

*Collaboration in the Student Legal Service program's mission to counsel and represent students is inherently unethical under the Code of Professional Responsibility absent express consent by the client. The program does however, collaborate with other units in the area of preventive legal education and marketing.*

- Chip-clips with office information are produced with Tenant Union, Campus Community Student Services, and Student Legal Service promoting program awareness. Approximately 4,000 were distributed to students this reporting period.
- Plastic tote bags with promotion of Tenant Union on one side and Student Legal Service on the other is an ongoing joint project promoting awareness of both programs.
- Since 1978 Student Legal Service has collaborated with the Tenant Union on a daily basis regarding answering technical questions in leases and legality of lease provisions. The tenant union pre-screens housing cases before they are referred to Student Legal Service for a determination of whether students have a basis for litigation or a defense to litigation.

#### **ENHANCED KNOWLEDGE AND APPRECIATION OF DIVERSITY**

The attorneys and the Office Specialist enhanced their knowledge of and appreciation of diversity this year by attending seminars and sessions addressing and analyzing these issues as they pertain to the legal profession as well as to the campus community.

**Goals** To practice law with the knowledge that our campus and clientele come from many cultures and to treat all with respect by learning more about our own biases and the subtle and not so subtle forms of bias in the legal profession and work to reduce barriers that may exist.

**Initiatives** Staff conducted workshops on diversity issues and attended continuing legal education courses to enhance knowledge of the issues pertaining to a multi-ethnic/multi-racial/multi-religious/multi-gendered society.

#### **Thomas E. Betz**

Serves as a member of ODOS International Student Workgroup

Courses:

- What Every Trial Team Should know about Race in the Courtroom
- Building a Culture of Inclusion within your work Environment
- Steps to Eliminate Bias in the Legal Profession by understanding bias and Gender communication Differences
- Cultural Bias Impacts on your Legal Practice
- Diversity Roundtable: Working Toward Transformative Change for Latinos at Illinois

#### **Susan Y. Hessee**

Courses:

- Bias in the Courtroom: Gender, Race and the Jury
- Eliminating Bias in the Legal Profession

- What Lawyers need to know when representing a Diverse Student Population
- Cultural Bias Impacts on your Legal Practice
- Attended panel discussion entitled, Responding to Insults on Religious Identity

### **Mary Ann Midden**

#### Courses:

- Authored “Cultural Bias Impacts on Your Legal Practice” and presented two hour seminar on the subject at annual conference of National Legal Aid and Defenders Association- Student Legal Service Section July 2012
- Eliminating Bias in Legal Profession
- Identifying and Eliminating Bias and Discrimination in the Legal System; Codes, Cases and other Constraints

### **Beckee Bachman**

- Diversity Roundtable: Working Toward Transformative Change for Latinos at Illinois

### **ENVIRONMENTALLY SOUND AND CULTURALLY RELEVANT FACILITIES**

- Three new laptop computers were installed in the office lobby for student/clients to use to fill out intake forms to quickly schedule an appointment with a staff attorney.
- Phase I of the Illini Union Infrastructure Surge Space and Circuit/Fire Alarm was completed. The office relocated to the Fourth Floor of the Illini Union during this work.
- Phase II of project is taking place in 2013 and the office will be relocated to another facility for six months. The result of Phase I and Phase II will be a greatly improved facility including HVAC issues that have long been present in the building and in the Student Legal Service office space.
- The staff will insure that students know of the temporary location by posting it on the office website, make available a QR map to new location, ODOS website, and Illini Union postings. A map/guide to temporary location will also be posted as new students are often not familiar with the campus.

## STUDENT LEGAL SERVICE METRICS - FY2013

OFFICE USAGE	
CONSULTATION-ONLY	
Accident	24
Ameren	188
Application Questions	1
Bankruptcy	1
Certification	112
City Code Questions	1
City Ordinance Violation	106
Civil	3
Co-defendant	1
Collection	8
Consumer	87
Contract	13
Crime Victim	8
Damage Deposit	48
Defamation	1
Disability	1
Discrimination	1
Divorce	15
Domestic Battery	1
DUI	5
Emancipation	2
Employment	24
Expungement	21
Fake ID	47
Family	8
Fraud	2
Harrasment	2
Housing	247
ID Theft	1
Insurance	13
Internet Fraud	3
Interview	15
Medical POA	4
Miscellaneous	38
Misdemeanor	49
Name Change	3
Parking Ticket	1
Personal Injury	1
Police Conduct/Encounter	3
Post Plea Issue	13
Power of Attorney	25
Protective Order	1
Referral	135
RIAA/MPAA/Copyright	7
Student Discipline Qs	43
Summons	1

Tax Form	2
Towing	2
Traffic	164
Unofficial SPD Qs	2
Unpaid Tolls	2
Virtual Notarization	1
Witness	1
<b>TOTAL</b>	<b>1508</b>

CASES OPENED	
Accident	20
City Ordinance Violation	43
Collection	9
Consumer	32
Contract	1
Crime Victim	1
Criminal	2
Damage Deposit	43
Discrimination	1
Domestic Battery	5
DUI	8
Expungement	5
Fake ID	2
Family	1
Housing	91
ID Theft	2
Insurance	1
Miscellaneous	1
Misdemeanor	81
Name Change	8
Parking Ticket	2
Post-Judgment Issue	1
Post Plea Issue	21
RIAA/MPAA/Copyright	8
Small Claims	2
Towing	1
Traffic	267
<b>TOTAL</b>	<b>659</b>

NOTARY SERVICES	
Students Served	606
Number of Signatures	1,111

**Total of Students served 2773**

DEMOGRAPHICS			
YEAR *	CONSULT	OPEN	PERCENT
Freshman	132	63	9.00
Sophomore	206	80	13.20
Junior	264	154	19.29
Senior	318	155	21.83
Graduate	543	190	33.83
Professional	22	14	1.62
Non-Degree	23	3	1.20

GENDER *	
Female	732
Male	1242
Other	3

SOCIAL STATUS *	
Single	1783
Married/Civil Union	192

**U.S. VETERAN \*** 19

**HAVE DEPENDENTS \*** 73

**U.S. CITIZEN \*** 1096

**INTERNAT'L/NON-CITIZEN \*** 886

*\* Note : Some demographics data does not appear to match totals for two reasons: (1) the way the database is set up, a student is counted only once but may have consulted on more than one issue; and (2) some intake forms were done on paper, and demographic questions were not answered by some of*

<b>WEBSITE USAGE, FY2013</b>		
<b>TOTAL PAGEVIEWS</b>		<b>41,006</b>
<b>PAGE(S)</b>	<b>SECTION</b>	<b>TOTAL</b>
Schedule an Appointment/Online Intake Page Index		11,385
Student Legal Service Home/Index Pages		8,912
Online Intake Form Pages		3,462
<i>General</i>	915	
<i>Traffic or Accident</i>	872	
<i>Housing or Damage Deposit</i>	677	
<i>City Ordinance Violation</i>	346	
<i>Misdemeanor</i>	251	
<i>Ameren **</i>	247	
<i>Health Care Power of Attorney</i>	53	
<i>Name Change</i>	42	
Housing/Tenant Information Pages		3,269
General Information Pages		3,138
Attorney Bios		2,337
Email and Contact Information Pages		2,186
Court and Court Forms		1,928
Brochures and Ads		1,481
Other Links:		2,908
Legal Links	1255	
Attorney Speaker Request Page ***	440	
Annual Reports	365	
Student Legal Service History	359	
Maps	310	
Spring Break	100	
Legal Disclaimer	78	
Other	1	

\*\* - Ameren Intakes done both online and on paper in office until December, 2012.

\*\*\* - Attorney Speaker Request page added to site mid-year.

<b>FIVE YEAR STATISTICAL SUMMARY</b>			
<b>YEAR</b>	<b>ALL INTAKES<sup>1</sup></b>	<b>CONSULTATION ONLY<sup>1</sup></b>	<b>OPENED CASES</b>
<b>2012-2013</b>	<b>2773 **</b>	<b>2114 **</b>	<b>659 **</b>
<b>2011-2012</b>	<b>2400</b>	<b>1858</b>	<b>542</b>
<b>2010-2011</b>	<b>1797</b>	<b>1333</b>	<b>464</b>
<b>2009-2010</b>	<b>1731 *</b>	<b>1321 *</b>	<b>410 *</b>
<b>2008-2009</b>	<b>1823</b>	<b>1364</b>	<b>459</b>
<b>5 YEAR AVERAGE</b>	<b>2236.6</b>	<b>1729.8</b>	<b>506.8</b>
<sup>1</sup> Figure includes notary service.			
* = Lowest Figure of the five-year period.			
** = Highest Figure of the five-year period.			

**Percentage difference between Lowest and Highest:**

<b>All Intakes:</b>	60.20%
<b>Consultation Only:</b>	60.03%
<b>Opened Cases:</b>	60.73%



### SLS Outreach Events Fall 2012

Date	Tabling Event/ Information Fair	# attendees	Atty(s)
8/15	Paraprofessional Resource Fair	225	all 3 attys
8/26	Quad Day	3,500	all 3 attys
9/5	Graduate Student Resource Fair	55	TEB, SYH
9/8	Transfer Student Fair	61	TEB
10/4	Daily Illini Housing Fair	48	MAM-2hrs, SYH-1hr
10/14	Latino Family Day <i>(only adults were counted)</i>	75	TEB
10/24	McKinley Health Alcohol Awareness	230	MAM
10/24	CCSS Expo	34	TEB
11/5	ISSS Mid-Semester Information Fair	5	TEB
1/24	CCSS Resource Expo	26	TEB, MAM, SYH
2/13	Daily Illini Housing Fair	75	TEB 3 hrs; MAM-1
2/18	Admitted Students Day Fair	220	SYH
3/4	Admitted Students Day Fair	230	MAM
3/8	Admitted Students Info Fair	250	TEB
3/11	Admitted Students Info Fair	228	MAM-bb
3/25	Admitted Students Info Fair	100	MAM/SYH
4/5	Admitted Students Info Fair	245	MAM
4/8	Admitted Students Info Fair	225	MAM
4/12	Admitted Students Info Fair	200	SYH
4/12	Latino Family Day (local high schools)	190	MAM
4/15	Admitted Students Info Fair	200	TEB
		<b>6,422</b>	

Date	Fraternity/Sorority/RSO/Program	# attendees	Atty(s)
8/21	ISSS New International Student Orientation	80	TEB, SYH
9/8	Illini For Liberty RSO	15	MAM
10/8	Delta Chi	40	SYH
10/8	Alpha Gamma Delta	110	MAM
10/17	Theta Chi	35	MAM
10/29	Phi Kappa Psi	88	TEB
11/26	Alpha Epsilon Pi	65	TEB
12/11	Phi Kappa Psi	120	SYH
1/11	ISSS New Student Orientation	63	TEB
2/11	Phi Kappa Psi	65	TEB
2/17	Lambda Chi Alpha	40	MAM
2/25	Alpha Gamma Delta	63	SYH
2/26	Chi Omega	25	MAM
2/27	Young Americans for Liberty	30	MAM
3/11	Delta Upsilon	70	MAM
4/8	Phi Kappa Psi	63	MAM
4/11	Theta Chi	35	MAM
4/16	University of Illinois Pre-Law Honor Society	14	SYH
		<b>1,021</b>	

Date	Other Event	# participants	Staff
4/22	Money Smart Week Intake	0	office

### Materials Requests

Date	Item(s)
10/9	LGBT - borrowed our old fax machine, which was to go to Surplus (approx. 4 mos.)
11/13	Texas Dept. of Assistive and Rehabilitation Services - request to reprint our brochure, "Drug Convictions and
11/26	UIC - SLS - "Big 10 SLS Attorney Salaries"
12/12	Chi Omega - 24 Arrest Cards
	Chemistry Department - 50 SLS Program Brochures, computer brushes, chip clips
	OISSS - 300 each - Brochures: SLS Program, Rights of International Students and Scholars in the U.S., Can You Afford to Drive a Car, chip clips
	OISSS - 100 each, same as above.
	Mom's Day posters distributed to fraternities, sororities, residence hall floors (245)
	Posters provided to 180 residence hall paraprofessionals for posting

### Listings

Date(s)	Publication
2012-2013	Korean Cultural Center International Guide Book
2013-2014	LAS 101 Freshman Seminar Booklet
2/7, 8, 11, 12,13	"The Daily Illni Love Where You Live. Spring 2013 Housing Fair (listing entities in attendance)
4/20	Money Smart Week Flyer
2013-2014	Brochure for prospective student veterans



Ads		
Date(s)	Ad Name	DI Special Edition/Section or Other Publication
7/28	"Are You Aware you have FREE legal help..."	New Students Edition, mailed to homes
8/15	"Guard Your Security/Damage Deposit"	Move-In Edition
8/20-26	dailyillini.com - Leaderboard Ad - 6 panels	New Student Week
8/22	"Welcome to Illinois"	Welcome Back Edition
8/24	"Student Legal Service"	Quad Day Edition
9/11	"'Youthful indiscretions' threatening your job search?"	Fall Career Guide
10/2,3,4	Daily Illini Fall 2012 Housing Fair listing	
10/2	"6 Steps Before Signing a Lease"	Fall Housing Guide
10/23	"Faculty and Staff" Remember to refer students to Student Legal Service!"	DI Salary Guide
10/23	"Guidelines for Homecoming"	Homecoming Guide
Spring 2013	"got legal issues??"	Campus \$pecial coupon book
12/12 + 13	"Tips for Winter Break"	12/13 - Finals Edition
12/14	Tip"s for Winter Break" and Maze: "...Let Student Legal Service help you..."	Study Break Edition
12/17	"got unresolved legal issues?"	Semester in Review
1/11	"Welcome Back" (Welcome Back issue)	<i>The Daily Illini</i>
2/5	"6 Steps Before Signing a Lease" (DI Housing Fair Guide)	<i>The Daily Illini</i>
2/13	"Once You Sign the Lease, you can't divorce your landlord!" (Housing Fair Door hanger)	Door Hang Tag for Daily Illini Housing Fair
2/25-3/3	Leaderboard Ad on dailyillini.com	( <i>dailyillini.com</i> )
4/9	"Welcome, Moms!" (available 4/9-4/14)	<i>The Daily Illini</i>
4/30	"Congratulations Illinois Class of 2013!! Are you MOVING?" (Graduation Guide)	<i>The Daily Illini</i>
5/2	"got unresolved legal issues?"	<i>The Daily Illini</i>
5/3	"If you get off the 'short path', let Student Legal Service help you through the legal maze!" (Puzzle Guide in Wonderland)	<i>The Daily Illini</i>
5/6	"Student Legal Service" montage "The Photo Issue"	<i>The Daily Illini</i>
5/7	"Subletting Your Apartment / Moving?" (Year in Review)	<i>The Daily Illini</i>
5/13	"got unresolved issues?" (Turning the tassels issue)	<i>The Daily Illini</i>
June, 2013	"Student Legal Service"	iBook

Articles		
Date(s)	Article Title	Publication
9/17	Editorial: "Students, residents should have better access to Champaign, Urbana legal codes"	<i>The Daily Illini</i>
9/19	"Discipline from UI independent of courts"	<i>The Daily Illini</i>
10/25	"Think Before You Drink program educates students on alcohol safety"	<i>The Daily Illini</i>
2/13	Possession, making of fake IDs common on campus	<i>The Daily Illini</i>
2/13	Student Legal Services	<i>ISSS e-Newsletter</i>
2/28	(inset) Your RA has no more right to search your room than police	<i>The Daily Illini</i>
4/11	"Students organize against street harassment"	<i>The Daily Illini</i>
4/19	"Viral Facebook post about Suburban Express sparks controversy"	<i>The Daily Illini</i>
4/26	"Suburban Express files more lawsuits"	<i>The Daily Illini</i>
4/26	"Bus firm's legal practices maligned"	<i>The News Gazette</i>
5/1	"Bus suits outrage college patrons"	<i>The Chicago Tribune</i>
5/1	"Suburban Express drops Ford County civil court cases"	<i>The Daily Illini</i>
5/2	"Suburban Express hits Reddit front"	<i>The Daily Illini</i>
5/2	Editorial: "The University has remained silent on Suburban Express"	<i>The Daily Illini</i>
5/26	"Bus service asks to get some cases reinstated"	<i>The Daily Illini</i>