



I L L I N O I S
UNIVERSITY OF ILLINOIS AT URBANA-CHAMPAIGN

STUDENT LEGAL SERVICE

- ANNUAL REPORT -

JULY 1, 2014

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STUDENT LEGAL SERVICE

Annual Report, Fiscal Year 2014

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ATTORNEY’S REPORT: EXECUTIVE SUMMARY

This report will illustrate extensive achievement in carrying out the three pronged mission of the Student Legal Service Program. Providing *preventive legal education, in-office counseling, and representation*, individually and collectively, enhances student knowledge of rights and responsibilities and demonstrably impacts long term life skills and retention.

PREVENTION

Staff produced 3 new preventive brochures, 5 power points for seminars and on-line usage, and updated 7 brochures a total of 9 times. Staff attorneys conducted 15 preventive legal education sessions for various groups and organizations. 25 advertisements were placed for a total of 27 runs, primarily in *The Daily Illini*, with a special emphasis on career consequences for “Unofficial” infractions; this included a pre-Unofficial session with Pan-Hellenic chapter leaders and two full page ads in *The Odyssey*, the Greek campus newspaper. The office also ran an “unofficial” alert on our website and a leaderboard ad on dailyillini.com.

There were 38,415 page views on the office website located at www.odos.illinois.edu, including all pages but not downloadable data, such as pdfs of brochures, ads, powerpoints, etc. The website includes all office produced brochures, 5 power points, as well as the office client intake system. All resident advisors were given “Got Legal Issues” posters at the paraprofessional resource fair to use on their floor bulletin boards. This has been very successful.

ADVICE AND CONSULTATION

Providing practical advice regarding legal options serves to prevent many students from having serious legal problems. Our assessment results for this past year indicate that 24% of students who used the office for consultation strongly or moderately agreed that “Without legal help, I would have considered leaving school”. The office scheduled appointments with 2016 students submitting intake forms and with 653 resulting in a case being formally opened. We are continuing our efforts to help students become their own advocates by creating model consumer complaint letters and model tenant complaint letters. Attorneys review student drafts to ensure legal compliance. The office had four LL.M interns from the College of Law who observed consultations and frequently translated legal issues for clients with Chinese as their primary language. The overwhelming majority of all staff time is dedicated to the various aspects of in-office consultation.

REPRESENTATION

The three staff attorneys provided representation to students in 653 cases with 18.53% in housing/landlord-tenant, 18.07% in Misdemeanor with 14.29% being dismissed. Traffic issues remain very active constituting 43.03 % with 26.2% being dismissed. The increase in international students and their unfamiliarity with the U.S. system has had substantial impact on both consultation and representation. Consumer cases and city offense matters are 13.63% of the caseload. Our assessment results verify that 22% of students strongly or moderately agreed that in representation cases “Without legal help, I would have considered leaving school” Representation is as critical as consultation in achieving the mission of the program. The deterrence impact of representation in court cannot be overstated in relation to preventing abuse of student tenants by off-campus landlords, and in resolving issues without actual litigation.

THE STAFF

Thomas E. Betz serves as Directing Attorney and has 28 years with the office. He serves on ODOS Assessment Committee, Interim Treasurer of University Student Legal Service Association—Western Region, presented “Campus Based and Community Tenant Unions: Structure and Guidelines, Retention and Dissemination of Complaint Records, Legal and Ethical Issues” NLADA Student Legal Service Section 2013 Annual Meeting, Presented “Protocols for Interactions with International Students in Student Legal Service Practice” at USLS Western Region 2014 Winter Conference, received Elizabeth Berg Streeter Community Service Award 2013 NLADA Student Legal Service Section, and University of Illinois Student Legal Service was recognized for 15 years of service to the USLS Western Region in 2014. Betz led or participated in 6 workshops or preventive education sessions on campus. He authored the power point, “Alcohol Issues for Students”

Susan Y. Hessee has served as a staff attorney in the office for 26 years. This year she chaired the search committee for the Tenant Union Program Director position. She serves on the ODOS Professional Development Committee. She developed a power point “Troubling Situations” for use at preventive education presentations. She conducted a seminar at the Tenant Union staff training retreat on “When to Make a Referral to Student Legal Service”.

Mary Ann Midden has served as a staff attorney for 6 years. She co-authored “Protocols for Interaction with International Students in a Student Legal Service Practice.” She presented as part of Money Smart Week “How to Reduce or Cancel Federal Student Loan Payments”. She wrote “Police Contacts and Your Rights” as a power point presentation; organized the Annual Triple I Regional Student Legal Service meeting held in April 2014 where she was reelected President. She delivered a paper on “Traffic Law Updates” as well as presentation on “Misdemeanor Charge Impacts on Visas/Naturalization/Deportation and Exclusion”.

Beckee Bachman has served as office support since August 2003, currently as Office Support Specialist. She supervised the work of two work-study students each semester, arranged the schedules of two LL.M International Students each semester, trained student workers in office procedures, intake, and confidentiality. She maintains office statistics, works with Campus Labs on Assessment Projects, and creatively approaches design and layout of various office materials.

The following report presents the great accomplishments, initiatives, collaborations, assessment results and usage metrics of the program for this reporting period. Our 2015 goals will build upon the success of this year and will continue to enhance the fundamental mission that the program has had since 1978.

Thomas E. Betz
Directing Attorney
Student Legal Service

❖ MAJOR ACCOMPLISHMENTS IN FY2014 AND GOALS FOR FY2015

ENHANCED KNOWLEDGE AND APPRECIATION OF DIVERSITY

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

Goals.

To consistently practice law with a keen awareness of the various cultural, racial, ethnic, religious, gender, sexual orientation and language backgrounds of our student clientele. To recognize our own biases and those of the civil and criminal justice system at the local level. To act as agents to remove explicit and implicit barriers.

Initiatives.

Staff attorneys attended continuing legal education courses and seminars on diversity to enhance their knowledge of issues pertaining to numerous issues related to the many diverse populations in society.

Thomas E. Betz

Courses:

- Bias and Discrimination in the Legal Profession
- Where Mental Health Meets the Law: Ethnicity, Culture and Mental Illness
- Not That There's Anything Wrong With That: Eliminating Bias Against Gay Attorneys
- Where Mental Health Meets the Law: Intellectual and Developmental Disabilities
- Depression in the Legal Profession
- Litigating Housing Discrimination
- What Lawyers Need to Know When Representing International Students
- Intercultural Communication Webinar; Developing Intercultural Communication Skills for Academic Advising, What's Missing and What Matters for Today's International Students

Presentations:

- Protocols for Interactions with International Students In a Student Legal Service Practice Presented at University Student Legal Services Association- Western Region 2014 Winter Conference
Co-authored with Mary Ann Midden

Susan Y. Hesse

Courses:

- What Lawyers Need to Know When Representing International Students
- Where Mental Health Meets the Law: Communicating Effectively With Mentally Disordered Clients
- Where Mental Health Meets the Law: Informed Decision Making When Mental Illness is a Factor in a Case
- Not That There's Anything Wrong With That: Eliminating Bias Against Gay Attorneys

Mary Ann Midden

Courses:

- Not That There's Anything Wrong With That: Eliminating Bias against Gay Attorneys
- The "Age" Old Question: How Generational Characteristics Impact Your Jury Pool

- Bias and Discrimination in the Legal Profession
- Overcoming Internal and External Bias in Representing Individuals with Mental Disabilities
- Where Mental Health Meets the Law: The Aging of the Legal Profession, Geriatric Mental Health
- Intercultural Communication Webinar; Developing Intercultural Communication Skills for Academic Advising, What's Missing and What Matters for Today's International Students

Presentation:

- Co-authored with Thomas Betz, Protocols for Interactions with International Students in a Student Legal Service Practice

Beckee Bachman

Webinars , etc.

- Webinar – New iBuy interface
- Webinars – “Social Media 101+1” and “Social Media: Everyone’s an Influencer” (through Bradley University)
- Webinar – TEM upgrade/changes in interface and reporting
- Webinar – “Frontline Staff: Dealing with Difficult People and Disturbing Personalities”
- 2014 University of Illinois Social Media Conference

ENVIRONMENTALLY SOUND AND CULTURALLY RELEVANT FACILITIES

Initiatives.

- Phase II of the Illini Union Infrastructure project involving updating HVAC issues on the third floor of the Illini Union took place during this reporting period. The Student Legal Service office was relocated to the first floor of the Levis Faculty Building during the summer and early fall of 2013.
As a result of this project the bulky and noisy window air-conditioning units were removed and replaced by a central system, which in the aggregate uses less electricity or other power. The new heating system is now more centralized. The new overhead lighting system for the office while not LED, is still an improvement over the previous system.
- The office carpets were thoroughly cleaned due to conditions that arose during Phase II renovations.
- The entire office was repainted due to damages that arose during Phase II.
- New environmentally sound acoustical ceiling was installed which is more interlocked and more sound proof, thus somewhat increasing client confidentiality during consultation .
- During the office relocation to Levis Faculty Center students using the office web site were directed to the temporary location with an alert and a downloadable map. The Illini Union also posted notice of relocation on the Third Floor near the elevators and at the First Floor electronic kiosk thus there were few disruptions for students.

Goals.

- Update client vertical files with modern secure cabinets with proper working locks to more fully comply with Code of Professional Responsibility

- Digitally archive confidential client intake and closed case files using HOV Services, with approximately 60,000 pages being digitized the first year of this project, which represents two years of client usage. This project will enable longer retention of client files which is critical for students who, in the future, may need access to file information for job applications, immigration, expungement, security clearances, etc. The project will increase usable and accessible work room space and will enhance long term protection of Attorney-Client confidentiality as well as being FERPA compliant.

CLARITY AND ENHANCEMENT OF THE STUDENT EXPERIENCE AT ILLINOIS

Initiatives.

Many students living on and off campus have automobiles. The University of Illinois currently has a population that is made up of about 22% international students who often are unfamiliar with driving issues such as insurance, rules of the road, how to deal with a traffic stop, the validity of home country or international driver's licenses, etc. A multitude of international students use the office for such issues. It was a goal of 2013 to create a power point dealing with driving issues. We developed "Driving Related Issues" which is a comprehensive guide focused on issues international students face but that are also generally applicable to domestic students.

This power point has been used at the Fall 2013, Spring 2014 and Summer 2014 International Student Orientation and is available on the office website. We believe that this program prevents many traffic related legal problems and thus saves students thousands of dollars in fines and costs thus enabling students to concentrate on academics.

The Student Legal Service program is committed to preventive legal education for students, which is part of the mission of the program. Prevention saves student time and money. The program counsels students on a wide variety of legal issues. As part of this process choices and the values behind possible choices are discussed as they relate to potential legal outcomes as well as impact on the students' academic environment. For example: While a student may be legally correct about an issue, is it worth loss of class/study time to achieve the possible legal outcome? Learning to make such practical decisions creates clarity for the individual student regarding the immediate issue but is also a long term life skill that was acquired outside of a formal classroom.

We have developed pilot preventive education initiatives in the form of powerpoints on the following topics this year: *Police Contacts and Your Rights*, *Alcohol Issues for Students*, *Troubling Situations*, and *How to Reduce or Cancel Federal Student Loan Payments*.

Goals.

Evaluate and revise the pilot power points: *Police Contacts and Your Rights*, *Alcohol Issues for Students*, *Troubling Situations*, and *How to Reduce or Cancel Federal Student Loan Payments*, and make them available to the entire student body on the office website and at future presentations.

Advice, Counseling, and Representation are provided to students because the University has recognized since 1978 that students can avoid mistakes but that they also do make legal mistakes. Assisting students through what often seems like a legal morass strongly enhances student retention and the life skills aspect of the student experience at Illinois. Seeing the court system first hand can be both a negative and/or a positive educational experience.

ENGAGEMENT AND SUSTAINMENT WITH PARTNERS AND STAKEHOLDERS

Initiative.

Fall semester 2013 and Spring Semester 2014, the office partnered with the University of Illinois Law School LL.M program to provide public service internships for two eligible international students enrolled in the LL.M program. The program was piloted Fall 2013 with two students from People's Republic of China who successfully completed fifty hours of service through learning about interviewing techniques, case substance evaluation, office process and court observation with staff attorneys. Spring semester we had an intern from Japan and one from People's Republic of China. The second semester interns had had a full semester in U.S. law, and thus were able to have a more extensive experience which included acting as translators for clients, and translating legal documents and other office materials. All interns completed sufficient hours so as to be eligible to sit for the bar. This collaboration in its first pilot year has been successful and we look forward to continuing this joint initiative.

Goals.

We are working with Tenant Union on revising various housing related materials and the section on our website dealing with housing issues. It is our goal to simplify the materials and archive the current essay style material.

Fall 2014, staff attorneys will be participating as lease reviewers in the *Lease Lasso* program with the Tenant Union in a collaborative one on one program designed to create informed student housing consumers.

We will continue to jointly sponsor Chip-Clips with Tenant Union and Campus Community Student Services which promotes awareness of each program.

Plastic tote bags will continue to be jointly sponsored with the Tenant Union to be used at Quad Day, student orientations, presentations, and other events throughout the year

BEING RESPONSIVE TO EMERGING ISSUES IN HIGHER EDUCATION

Initiative.

The University of Illinois has experienced an exponential increase in the number and percentage of International students in the undergraduate and graduate level in the past decade. This population in many instances presents unique legal needs arising from language barriers, cultural barriers and misunderstandings regarding legal norms and expectations, and the logistics of dealing with a foreign legal system. Prior to the beginning of the Fall Semester, Student Legal Service provided an educational session for International Student Orientation Leaders on the basic services provided by the office and the most common pitfalls International Students may face. Based on office usage demographics we decided to make our general Student Legal Service orientation each semester into a focus on *Driving Related Issues* to prevent the most common errors.

Recognizing that significant language barriers exist for some International Students regarding legal documents commonly used in local courts we undertook to have translated the following documents *Your Rights in Traffic Court*, *Jury Waiver*, and *Misdemeanor General Admonitions*. These translations were made with the assistance of our International Student Interns, College of Law personnel, and individuals from the Intensive English Institute. Current languages available are: Spanish, Japanese,

Chinese, Korean, Arabic and English. We have these translations for purposes of familiarizing students with the documents that they will need to comprehend in court. Use of these documents has greatly reduced student anxiety and allowed students to devote time to studies.

Goals.

Because of the many needs and issues faced by International Students the office has begun the process of creating a special section on the office website titled, *Especially for International Students*. This section will include bullet points on Driver's license Issues, Three most common traffic offenses, deportation and exclusion criteria, miles/kilometers per hour conversion table, and ,most importantly, translations of common court documents that are fully downloadable. It is our goal to have this section up by July 15, 2014.

❖ OTHER MAJOR ACCOMPLISHMENTS IN FY2014

- 2,570 students received in office legal counseling, referrals or notary services. Previous reporting period: 2,773. This represents a 7.32% overall decrease in the use of Student Legal Service.
- 653 students had cases that were formally opened. Previous reporting period: 659. This represents a 0.91% decrease in cases opened.
- 47.88% of direct services were provided to International students.
- 44.1% of students with opened cases were international students. The previous reporting period was 43.1% with the prior reporting figure being 38.07% which again verifies the high usage of this service by this emerging campus demographic which faces many unique challenges in the legal environment in this community.
- The following local court documents were translated into Japanese, Chinese, Arabic, Spanish and Korean: Your Rights in Traffic Court, Jury Trial Waiver, and General Admonitions in Misdemeanor Cases. These translated forms are currently in paper form and have been used by staff to assist students who have English as a second language more fully understand the sometimes arcane forms that they will deal with in court. See Also, Other Goals, #1.
- Prepared power point for use at International Student Orientations "Driving Related Issues" which was piloted at Fall 2013 Orientation and was successfully used at Spring Orientation and Summer 2014. It is also available for download on the website.
- The office successfully completed the pilot year of a collaborative effort with the University of Illinois Law School LL.M program in which we provided community service hours to two international interns for each semester. The four students had a positive internship experience and the office benefited from their skills at translation and their ability to explain customs that assisted staff attorneys in dealing with our clientele, in particular those from People's Republic of China.

- 38,415 total page views were recorded on the Student Legal Service website at www.odos.illinois.edu/sls. Previous reporting period 41,006, thus a 6.32% decrease in usage.
- 4,230 students were served at information fairs and tabling events, including Quad Day.
- 740 students were served through attorneys conducting preventive legal education sessions at 15 events.
- 45 office-produced brochures are currently available to students in the office, and 44 are online and via web download.
- The following brochures were updated:
 - ◆ *Campus Urban Legends*
 - ◆ *City Ordinance Violation Tickets*
 - ◆ *Fake ID*
 - ◆ *Rights of International Students and Scholars in the United States* – twice, August, 2013, and June, 2014.
 - ◆ *Steal This Pamphlet*
 - ◆ *Student Legal Service Program* – twice, September, 2013, and June, 2014.
 - ◆ *Your Court Appearance*
- The following new brochures were produced and printed:
 - ◆ *Driving in Illinois*
 - ◆ *Form W-7, ITIN Application*
 - ◆ *¿Por Qué..? (Spanish version of “Why Would My Student Need a Lawyer?”)*
- The following PowerPoints were created and used during this reporting period:
 - ◆ *Alcohol Issues for Students*
 - ◆ *Driving Related Issues*
 - ◆ *How to Reduce or Cancel Federal Student Loan Payments*
 - ◆ *Police Contacts and Your Rights*
 - ◆ *Troubling Situations*
- Staff attended a total of 20 courses addressing issues related to diversity in the legal profession and impacts on the law functions.
- The office served 187 students who needed documents faxed to Ameren in order to obtain or retain service.
- 25 Ads were placed, a total of 28 runs, in the Daily Illini regarding legal issues or promotion of the office. We emphasized ads regarding not shutting the heat off or turning it too low prior to leaving for Winter break due to the extremely low temperatures of this winter season. A “large block” ad was placed on dailyillini.com December 13 through 28 warning, “Don’t Turn Off the Heat!”. This information was also prominently featured on the SLS website on the main page and the intake form page.

- “Unofficial St. Patrick’ Day”
 - Two ads were placed in Odyssey regarding Career Consequences that can occur as a result of “unofficial” infractions.
 - Panel presentation at Pan-Hellenic leaders meeting regarding pitfalls of “Unofficial” where a flyer titled, “Unofficial: It’s your Career” was distributed.
 - A 6-panel “leaderboard ad” was placed on dailyillini.com February 28 through March 3 warning about the possible consequences of participating in “unofficial”.
- Created new “Engagement” section on the website that documents various events that attorneys conducted as part of preventive education for students as well as professional education.
- Piloted “*Acknowledgment of Possible Collateral Consequences*” form for students dealing with criminal and quasi-criminal issues. The impetus was the possible immigration consequences for international students and students who are either undocumented or who do not yet have U.S. Citizenship. In practice it has been used for all students. The form was highly successful in focusing consultation and student awareness and has been revised to reflect civil consequences for shoplifting. The new form uses a check box acknowledgement rather than the original bullet point system.
- Revised the “Student Legal Service Retainer” which is used in all opened cases. The new form eliminates references to SORF among other things.
- Produced a major power point “Protocols for Interactions with International Students in a Student Legal Service Practice” which was presented at the University Student Legal Service Association—Western Region conference in January, 2014, and in revised form will be presented at the National Legal Aid and Defenders Association Student Legal Service Section annual conference in July of 2014. This substantive and procedural series of protocols is adaptable for use by other Universities who are dealing with significant increases in international student enrollment.

❖ **OTHER GOALS FOR FY2015**

1. Finalize text for new section of website titled, “Especially for International Students”. This material will contain information on driver’s license issues, the three most common traffic citations faced by international students, collateral consequences for various offenses such as deportation and exclusion. Most importantly it will contain downloadable translations of three basic court documents: Your Rights in Traffic Court, Jury Waiver, and General Admonitions in Misdemeanor Cases. These documents thus far have been translated into Japanese, Chinese, Spanish, Arabic, and Korean.

This will assist the consultation process in the office and in the court system for students facing the challenges of a legal culture and its nomenclature where English is not the primary language of the client. 47.88% of overall office clients are international students who are 22% of the campus demographic.

2. Update the style of the website to be less text intensive while also being substantive.

Legal information can be highly deceptive and can create ethical issues for lawyers who create a website where substance is unduly abbreviated. The three part section on Housing will be refined to bullet points with the more extensive information being archived for students who desire greater detail.

3. Update various brochures and upload them onto the website so they can be downloaded by students.
4. Finish several new brochures currently in various stages of creation, print, and upload to website.
5. Create, in a power point format an educational document outlining the legal status of personal privacy which would include FERPA, HIPPA, Electronic Privacy/search and seizure of data on cell phones, etc.
6. Have all office Power points placed on the office website.
7. Continue to collaborate with the University Of Illinois Law School LL.M program, which allows the office to utilize two international LL.M students each semester for observation, translation, research, etc., as the students earn community service hours for bar eligibility.
8. Explore the viability of creating an attorney referral list for students who have matters that are outside the scope/terms and conditions of the Student Legal Service Plan.
 - This exploratory goal involves ethical issues, possible liability issues, creation of a mechanism to gather attorney interest.
 - It also involves obtaining attorney data such as ability to communicate in languages other than English to aid our international clientele.This is a major developmental and research goal worthy of exploration.

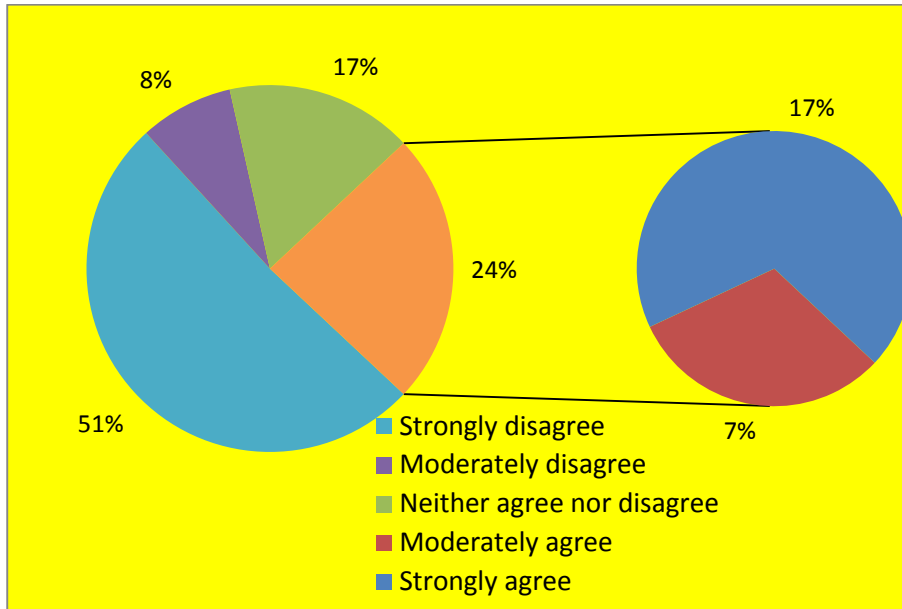
❖ **ASSESSMENT PROJECTS – STRATEGIC GOALS FY2014**

Initiative 1

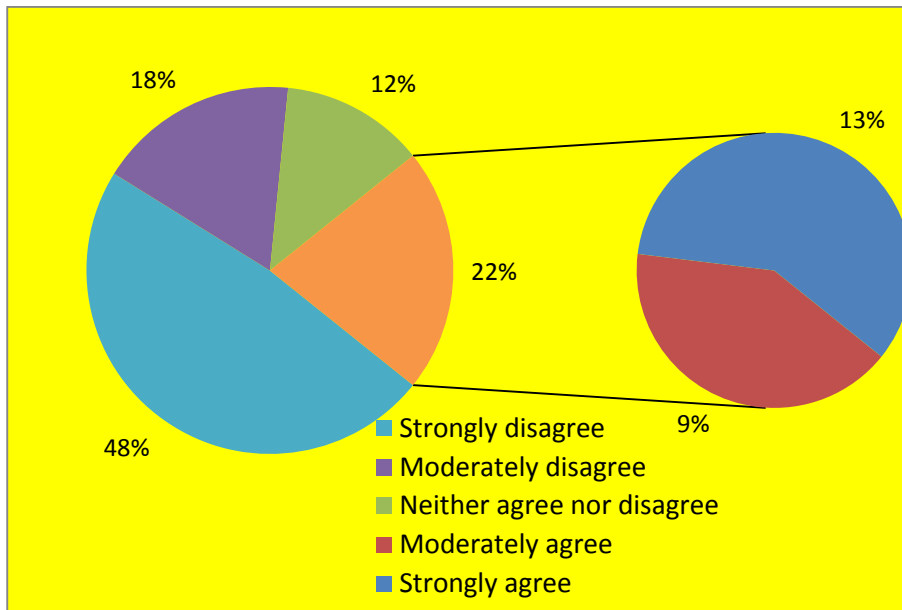
The campuslabs assessment for “Consultation-Only” and “Cases Closed” added a question, “Without legal help, I would have considered leaving school,” to be answered on a Likert scale.

The question is an agreed upon new question for use by all NLADA-Student Legal Service Section programs. It was adopted for use in July of 2013.

(A) CONSULTATION-ONLY



(B) CASES CLOSED



See Appendix A for more complete results of the surveys.

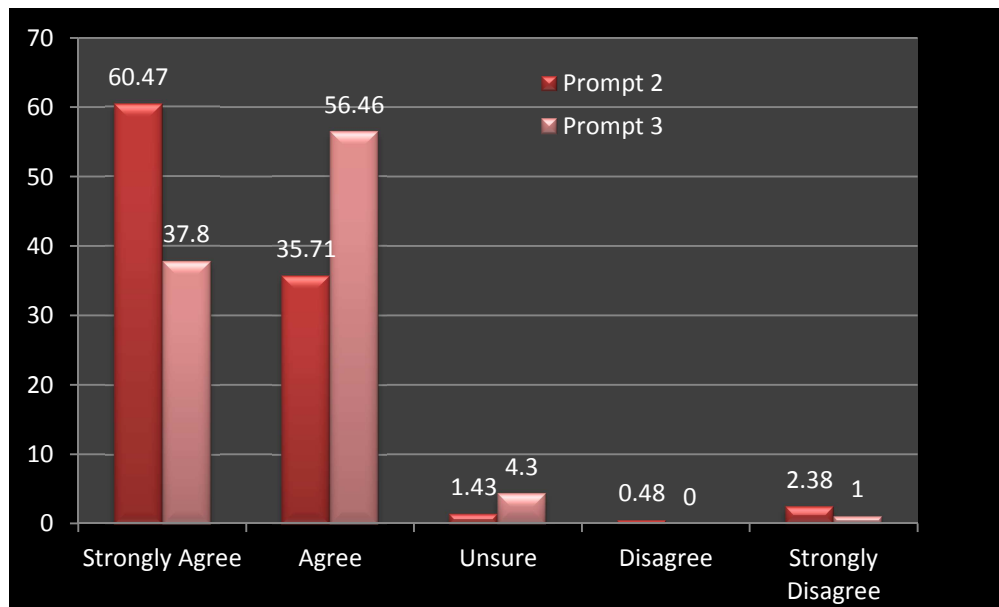
Initiative 2.

Attorneys again distributed surveys at speaking events for Greek organizations, RSOs, and other groups.

445 students attended these events; 219 completed some or all of the survey, for a 49.2% response rate.

Selected learning-outcomes questions and results follow.

2. *During the presentation/event, I learned at least one thing I did not already know that will enhance my ability to avoid legal difficulties.*
3. *During the presentation/event, I learned about my legal rights and how to assert these rights properly.*



Prompt 2. Strongly Agree and Agree: 96.18%

Prompt 3. Strongly Agree and Agree: 94.26%

❖ **STUDENT LEGAL SERVICE METRICS FY2014**

STUDENT LEGAL SERVICE METRICS - FY2014			
OFFICE USAGE		Post Plea Issue	20
CONSULTATION-ONLY		Post Settlement Issue	1
Accident	28	Power of Attorney	15
ADA	1	Property Damage	1
ADA-Support Animal	2	Referral	92
Ameren	187	RIAA/MPAA/Copyright	8
Application Qs	8	RSO	2
Banking Issue	1	Search & Seizure Rights	2
Certification	79	Sexual Assault	1
City Ordinance Violation	96	Small Claims	5
Civil	1	Stalking	1
Collection	4	Student Discipline Hearing Qs	52
Computer Crime	1	Subpoena	3
Consultation letter	1	Towing	3
Consumer (4 SubX)	81	Traffic	148
Contract	9	Unofficial SPD Qs	4
Credit	1	Unpaid Tolls	1
Crime Victim	4	TOTAL 1363	
Criminal	11	CASES OPENED	
Cyberbullying-twitter	1	Accident	17
Cyberstalking	1	Certification	1
Damage Deposit	35	City Ordinance Violation	41
Death of Student	1	Collection	4
Defamation	1	Consumer (SubX-8)	40
Discrimination	1	Credit	1
Divorce	6	Crime Victim	1
Domestic Battery	3	Criminal	2
Domestic Violence	1	Damage Deposit	35
DUI	3	Domestic Battery	2
Employment	35	DUI	9
Expungement	17	Employment	1
Fake ID	10	Expungement	3
Family	10	Family	2
Fraud	1	Final Affairs of Student	1
General Qs	6	Housing	86
Guardianship	3	ID Theft	1
Harrasment	5	Insurance	3
Housing	240	Miscellaneous	1
ID Theft	2	Misdemeanor	114
Insurance	10	Name Change	9
Interview	5	Post-Judgment Issue	1
Medical POA	1	Post Plea Issue	19
Miscellaneous	38	Power of Attorney	1
Misdemeanor	39	RIAA/MPAA/Copyright	2
Name Change	5	Small Claims	1
Parking Permit	1	Student Discipline hearing	6
Parking Ticket	4	Towing	1
Personal Injury	3	Traffic	248
Phone Stalking	1	TOTAL 653	
		NOTARY SERVICES	
		Students Served	554
		Number of Signatures	929
		DEMOGRAPHICS	
YEAR	CONSULT	OPEN	%
Freshman	109	68	8.78
Sophomore	187	101	14.29
Junior	265	130	19.60
Senior	324	151	23.57
Graduate	434	182	30.57
Professional	17	14	1.54
Non-Degree	26	7	1.64
	1362	653	2015
GENDER *			
Female		715	65.01%
Male		1336	
Other		4	
SOCIAL STATUS *			
Single		1901	
Married/Civil Union		154	
U.S. VETERAN *			20
HAVE DEPENDENTS *			55
U.S. CITIZEN *			1071
INTERNAT'L/NON-CITIZEN *			984 47.88%
<p><i>* Note: Some demographics data does not appear to match totals because of the way the database is set up; a student is counted only once but may have consulted on more than one issue.</i></p>			

❖ 5-YEAR STATISTICAL SUMMARY

FIVE-YEAR STATISTICAL SUMMARY			
YEAR	ALL INTAKES¹	CONSULTATION ONLY ¹	OPENED CASES
2013-2014	2570	1917	653
2012-2013 **	2773	2114	659
2011-2012	2400	1858	542
2010-2011	1797	1333	464
2009-2010 *	1731	1321	410
5 year average	2254.2	1708.6	545.6
¹ Figure includes notary service			
	Lowest Figures, in all categories, of the five-year period		
	Highest Figures, in all categories, of the five-year period.		
Percentage increase from Lowest to Highest			
All Intakes:	60.20%	<i>(2773-1731)/1731</i>	
Consultation Only:	60.03%	<i>(2114-1321)/1321</i>	
Opened Cases:	60.73%	<i>(659-410)/410</i>	

❖ **OUTREACH EVENTS AND MATERIALS REQUESTS****SLS Outreach Events FY 2014**

Date	Tabling Event / Information Fair	# attendees	Atty(s)
8/25	Quad Day	4,000	MAM, TEB, SYH
9/14	CCSS Safety Fair	1	MAM, SYH
10/3	Daily Illini Housing Fair	75	SYH
1/23	CCSS Information Fair	95	MAM, Beckee
2/13	DI Housing Fair	34	MAM, Beckee
2/27	America Saves Financial Fair	25	Beckee, MAM

4,230

Date	Fraternity/Sorority/RSO/Program/ University Unit	# attendees	Atty(s)
9/16	Sigma Phi Delta Fraternity	30	MAM
9/17	Sigma Delta Tau Sorority	100	SYH
9/24	Sigma Chi Fraternity	80	MAM
10/1	Central Black Student Union	45	MAM
10/23	Special Population Student Health Concerns Committee - McKinley	100	MAM
11/7	IlliiAAC (Academic Advisors' group)	10	TEB
1/17	ISSS New Student Orientation	103	All
2/26	Panhellenic Council February Pride Event	110	TEB
3/31	Phi Kappa Psi	60	TEB
4/10	Money Smart Week Event	2	MAM
4/13	Money Smart Week Event	4	MAM
4/14	Beta Sigma Psi	25	SYH
4/14	Sigma Phi Delta	29	MAM
4/28	Phi Kappa Alpha	35	SYH
4/28	Engineering Excellence Workshop (Engineering Intl Student Programs)	7	TEB

740

SLS - Materials Requests FY 2014

Date	Fraternity/Sorority/RSO/Program/ University Unit	Materials
7/15	Office of International Students and Scholars Services (ISSS)	300 Student Legal Service Program Brochures, 250 Campus Urban Legends Brochures, 2509 Can You
8/1	ISSS	400 SLS Program brochures; 400 Arrest Cards; 400 Ameren procedure flyers; 400 SLS/TU bags
8/1	School of Music - Information Desk	20 SLS Program Brochures
8/13	Illini Parent Program	115 Each brochure: SLS Program, Campus Urban Legends, Steal This Pamphlet, Why Would My Student Need A Lawyer?; 115 clip chips
8/14	ISSS	50 Ameren procedure flyers
8/23	Graduate School of Library and Information Science	pdf of Student Legal Service Information Sheet for FY2013 to print and distribute to students
9/9	Bruce Nesbitt African-American Cultural Center	Videos: <i>Busted: The Citizen's Guide to Surviving Police Encounters</i> , and <i>10 Rules for Dealing with Police</i>
9/9	Illinois Skateboarding Society (RSO)	Videos: <i>Busted: The Citizen's Guide to Surviving Police Encounters</i> , and <i>10 Rules for Dealing with Police</i>
1/15	Undergraduate Engineering; New International Students	120 SLS Program brochures, 120 keyboard brushes for their "goodie bags"
1/29	Institute for English as an International Language	100 each: SLS Program brochure, Rights of International Students Scholars in the United States brochure
2/21	Campus and Community Student Services	SLS/TU Plastic Tote Bags - approx. 1,000
2/21	UC Books for Prisoners (GSLIS is a partner group/org.)	225 - "How to Address Arrests and Convictions When Seeking Employment" and 100 - "Drug Conviction and Your Financial Aid"
3/5	Young Americans For Liberty	100 arrest cards; 50 each: City Ordinance Violation Tickets, Marijuana Laws, Guidelines to Throwing a Party
4/14	8 separate students	requests for powerpoint, "How to Reduce or Cancel Federal Student Loan Payments"
4/15	Nuclear and Plasma Engineering	Powerpoint from "How to Reduce or Cancel Federal Student Loan Payments"
4/15	A student	Powerpoint from "How to Reduce or Cancel Federal Student Loan Payments"
5/21	Judge Kennedy (Circuit Court, Misdemeanor arraignments)	60 SLS Programs brochures
6/5	ODOS Office	30 SLS Program brochures for brochure rack in elevator lobby
6/20	ODOS Office	Replace 20 remaining SLS Program brochures with newly revised, adding 30 more

❖ ADS AND LISTINGS FY2014

ADS AND PUBLICATIONS, FY 2014			
Published	Publication	Ad Name	Special Issue
Summer	<i>Daily Illini</i>	"Parents, Do you know that there is free legal help..?"	Campus Navigator, Parents' section
Summer	<i>iBook</i>	"Student Legal Service"	Annual Planner by Illini Union Board
Summer	<i>KSA Planner</i>	"Student Legal Service"	Annual Planner by Korean Students Assn.
7/24	<i>Daily Illini</i>	"Welcome to Illinois"	New Student Edition
8/16	<i>Daily Illini</i>	Guard Your Security/Damage Deposit	Move-In Edition
8/21	<i>Daily Illini</i>	"Welcome Back to Illinois"	Welcome Back Edition
9/17	<i>Daily Illini</i>	'youthful indiscretions' threatening your job search?	Fall Career Guide
10/22	<i>Daily Illini</i>	"Guidelines for Homecoming"	2013 Homecoming Guide
12/12	<i>Daily Illini</i>	"Tips for Winter Break"	The Finals Edition
12/16	<i>Daily Illini</i>	"Word Search"	The Puzzle Guide
12/13-12/28	<i>dailyillini.com</i>	Large Block Ad, "Don't Turn Off the Heat!"	
12/17	<i>Daily Illini</i>	"Top Ten Reasons Student Consult Student Legal Service"	The List Issue
1/28	<i>Daily Illini</i>	"'youthful indiscretions' threatening your job search?"	Spring Career Guide
2/12	<i>Daily Illini</i>	"Sweet Talk" talking heart ad	"Sweet Talk" special page
2/11, 2/13	<i>Daily Illini</i>	"6 Steps to Signing a Lease, Spring Housing Guide"	Spring Housing Guide
2/13	<i>Daily Illini</i>	ad on Housing Fair door knob hangers	(2,000 distributed at Housing Fair)
2/28- 3/3	<i>Daily Illini</i>	6 panel leaderboard ad for <i>dailyillini.com</i> for "unofficial"	
4/	<i>Daily Illini</i>	"Welcome, Moms!"	Moms Day Guide
3/4, 3/5	<i>Daily Illini</i>	"unofficial" ad - two runs	
3/5	<i>The Odyssey</i>	"unofficial" ad in <i>The Odyssey</i>	
3/12	<i>The Odyssey</i>	"post-unofficial" ad	
3/19	<i>Daily Illini</i>	"Guidelines for Spring Break"	
3/20	<i>Daily Illini</i>	"Guidelines for Spring Break"	
5/7	<i>Daily Illini</i>	"Congratulations Class of 2014! Moving?"	Turning the Tassels, 2014 Graduation Guide
5/12	<i>Daily Illini</i>	"Student Legal Service Word Search"	The Puzzle Guide
5/13	<i>Daily Illini</i>	"2014 Photo Montage"	The Photo Issue
5/14	<i>Daily Illini</i>	"Subletting your apartment? Moving?"	Year In Review Issue

LISTINGS, FY 2014	
Publication	Context
LAS 101	Student Legal Service Fact Sheet in LAS 101 orientation materials for new students.
The Daily Illini	Fall 2013 Housing Fair announcements, multiple notices on various dates.
Sullivan's Law Directory	Listing of SLS Office, Attorneys and their credentials.
The News Gazette	Money Smart Week insert; listed among Eastern Illinois Partners, and among sessions: presentation done for Money Smart week by Attorney Mary Ann Midden.
The Daily Illini	Spring 2014 Housing Fair announcements, multiple notices on various dates.

❖ **NEWSPAPER INTERVIEWS / ARTICLES FY2014**

ARTICLES, 2014		
Date	Publication	Article
2/11	<i>The Daily Illini</i>	"When (and how) to settle landlord disputes", p. 13, Housing Guide
3/3	<i>The Daily Illini</i>	"Students warned that bad decisions follow into future", p. 2A→3A
3/10	<i>The Daily Illini</i>	"Local police: Unofficial better than expected despite weather", p. Front Page (1A)→3A

❖ **WEBPAGE USAGE FY2014**

WEBSITE USAGE FY2014		
TOTAL PAGEVIEWS		38,415
Page Name		Pageviews
SLS Home/Index Page		9,326
Schedule Appt./Intake Page + Online Intake Index		8,519
Housing/Tenant Pages		3,444
Online Intake Form Pages		5,223
General Intake	852	
Traffic Intake	819	
Housing / Damage Deposit Intake	660	
City Ordinance Violation Intake	270	
Misdemeanor Intake	316	
Ameren Intake	238	
Health Care Power of Attorney Intake	87	
Power of Attorney Intake	45	
Name Change Intake	26	
Thank You/Successful Submission of Intake	1,910	
General Information Pages		3,006
Attorney Bios		2,065
Contact + Email Information		2,088
Brochures/Ads		1,157
Court + Court Forms		1,590
Engagement *		195
Archives *		55
Other Links:		1,747
Attorney Speaker Request Page	529	
Student Legal Service History	279	
Maps	279	
Legal Links	251	
Annual Reports	239	
Spring Break	100	
Legal Disclaimer	67	
Other (<i>translations of unidentified pages</i>)	3	

* The pages were created on March 6, 2014.

❖ **APPENDIX A**

ASSESSMENT

We again polled students through campuslabs in two groups: those whose issue required one to several meetings with a Student Legal Service attorney, but did not require lengthy or extensive time, research or effort, or legal representation, to assist the client, “Consultation-Only”, and those whose issues were more complex, required extensive research or time and effort, and legal representation, and for which a file had been opened, and concluded/closed during the fiscal year, “Closed Cases”. Each survey was conducted three times at separate intervals through the year.

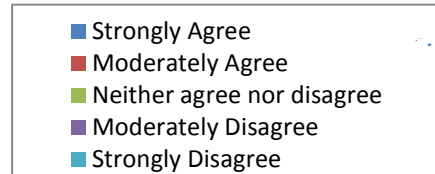
Of the 1,054 campuslabs emails that were successfully delivered to “Consultation-Only” clients, 162, or 15.21%, completed all or part of the survey. Of the 497 campuslabs emails that were successfully delivered to “Closed Cases” clients, 98, or 20.42 %, completed all or part of the survey.

Approximately one-third of the survey was demographical questions, one-third about the process, and one-third on questions of Satisfaction, Educational Outcomes, and Retention. The questions and responses from the last third follow.

(A) Consultation –Only surveys

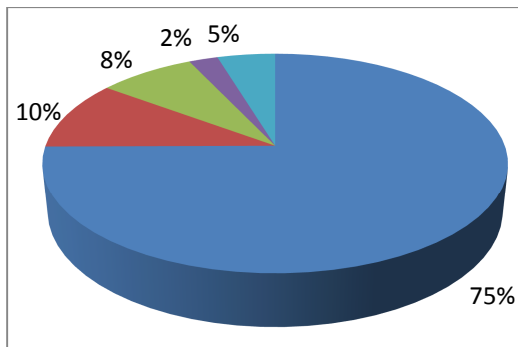
Total surveys sent successfully	1054
Total Respondents	162
Percentage responding	15.21

(1) Satisfaction

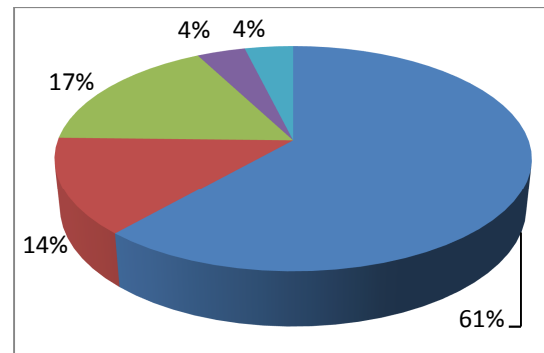


Please indicate your level of agreement with the following statements:

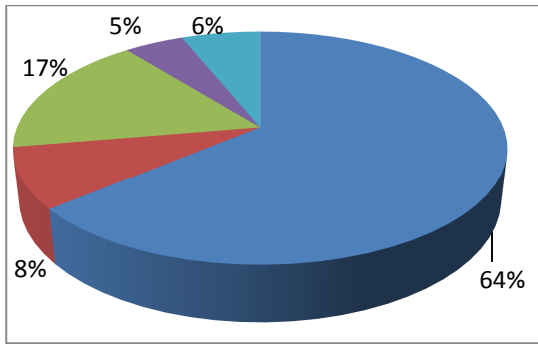
(a) *I was satisfied with the goal the staff and I agreed to pursue in my case.*



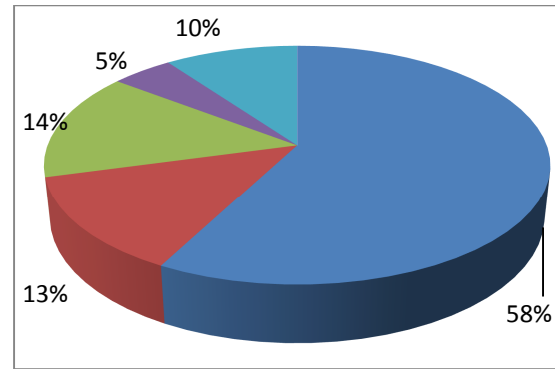
(b) *I consider the final resolution to my case to be fair.*



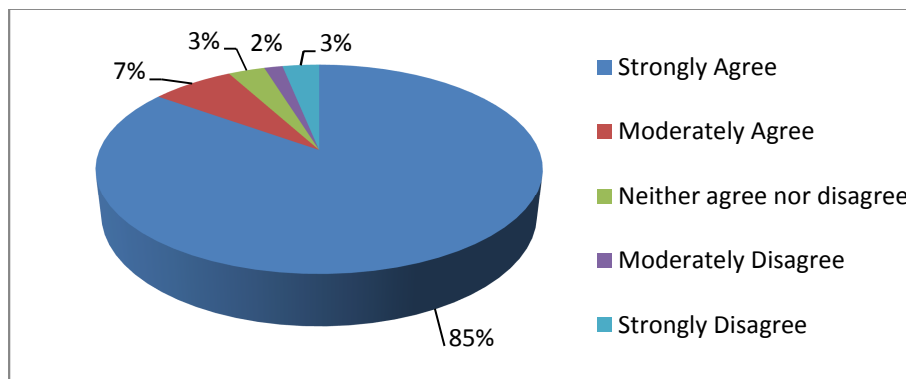
(c) *The outcome of my case resolved my legal concern.*



(d) *The final resolution of my case was what I desired.*

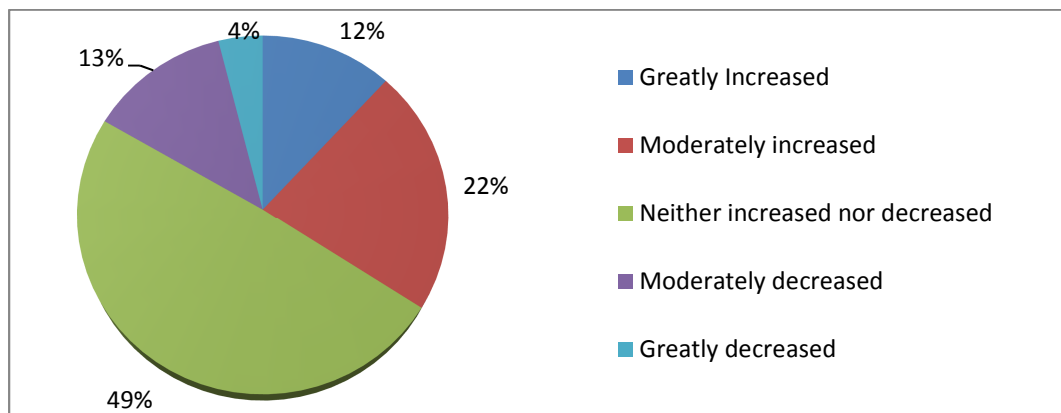


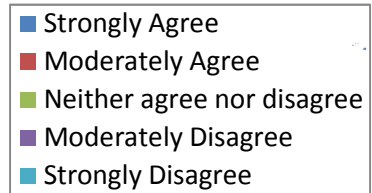
(e) *I would use Student Legal Service again if I had a qualifying legal problem.*



(2) Learning Outcomes

(a) *Since my recent experience with Student Legal Service, my respect for the U.S. legal system has...*

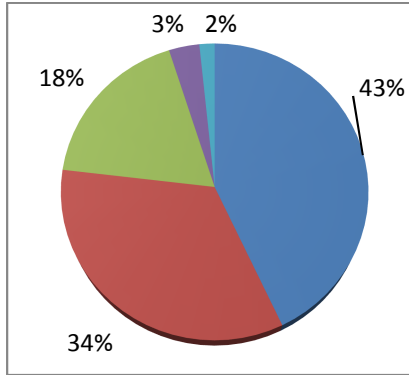




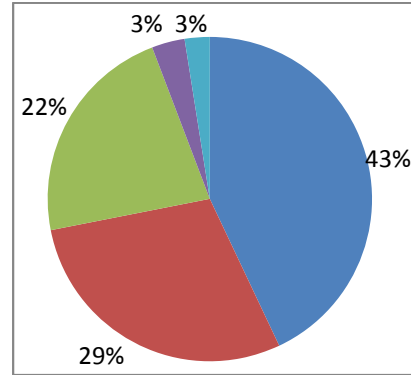
Please indicate your level of agreement with the following statements:

(b)-(g) Through my experience in the legal process and because of the particular way Student Legal Service operated, I have...

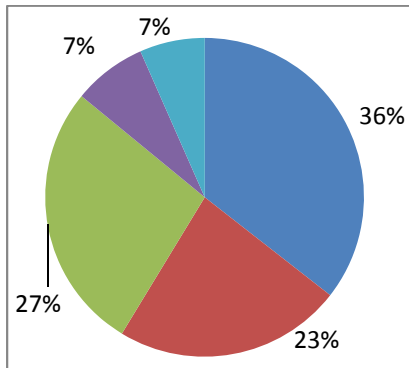
(b) a better understanding of the legal process.



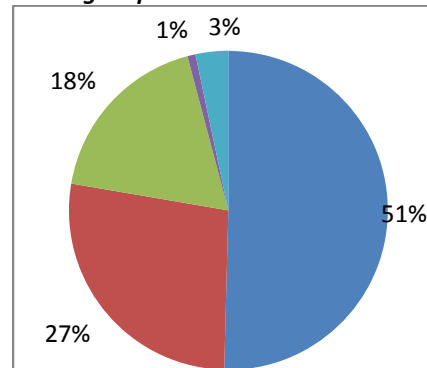
(c) a better understanding of the role and function of attorneys.



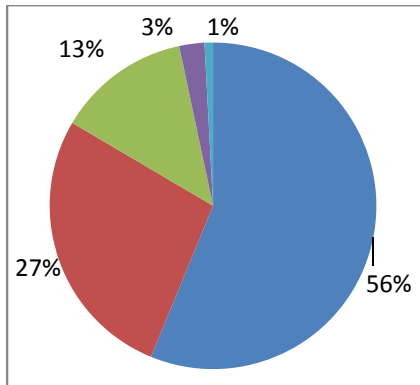
(d) been motivated to take a greater interest in the law and current legal issues.



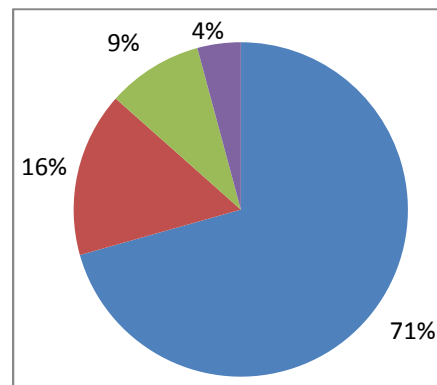
(e) a better understanding of the options available to me in my case including non-legal options.



(f) a clear idea of the next step to take, if any, in my matter.



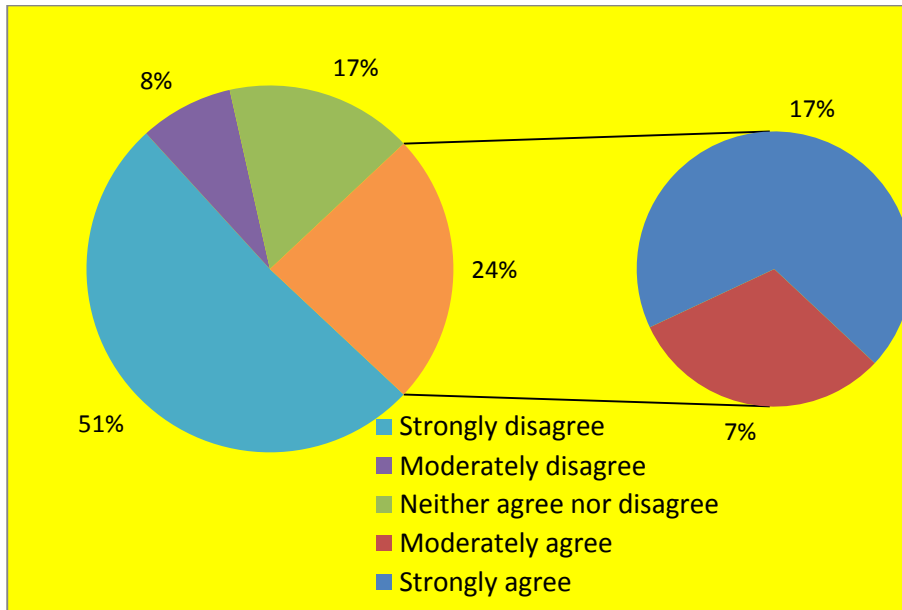
(g) After Consulting with Student Legal Service, I feel better equipped to handle similar situations in the future.



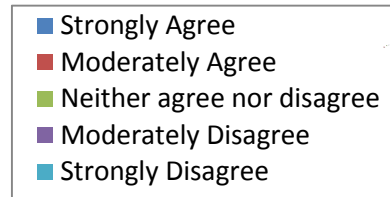
(3) Retention

(a)-(e) Please indicate your level of agreement with the following statements:

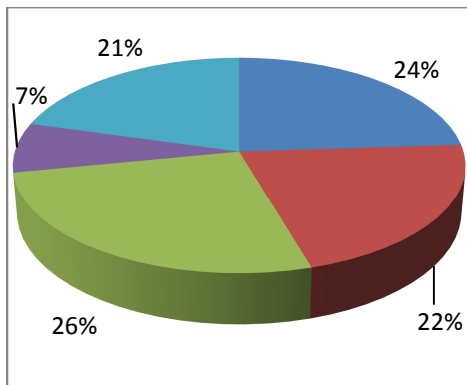
(a) Without legal help, I would have considered leaving school.



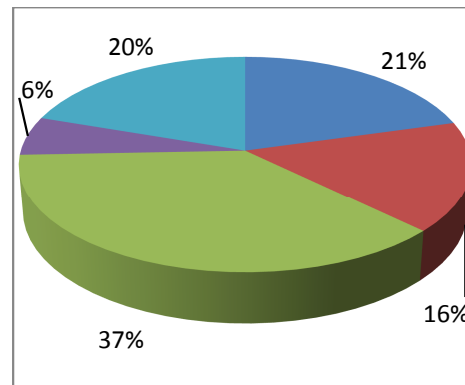
(b)-(e) In retrospect, the legal problem I had affected my...



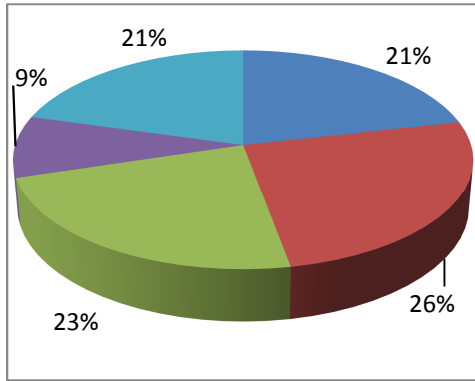
(b) academic performance



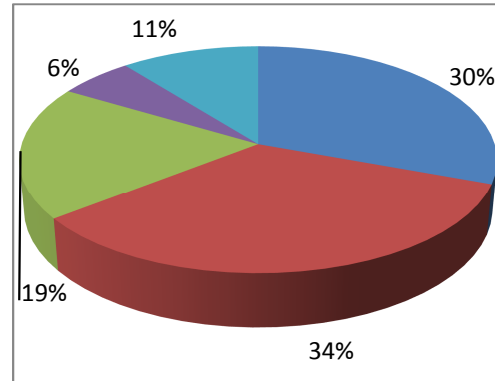
(c) job performance



(d) *social relationships.*



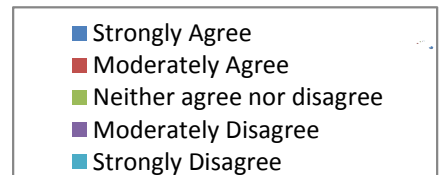
(e) *general well-being.*



(B) Closed-Case surveys

Total surveys sent successfully	480
Total Respondents	98
Percentage responding	20.42%

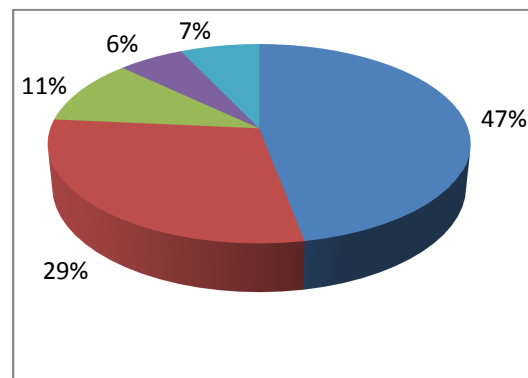
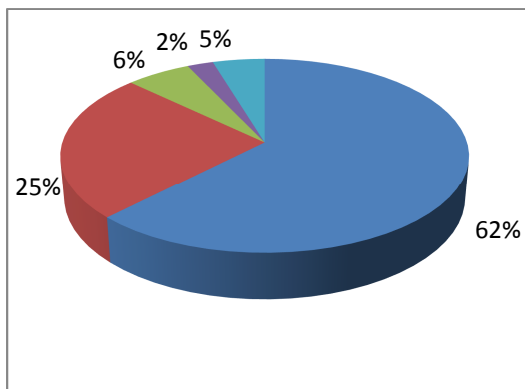
(1) Satisfaction



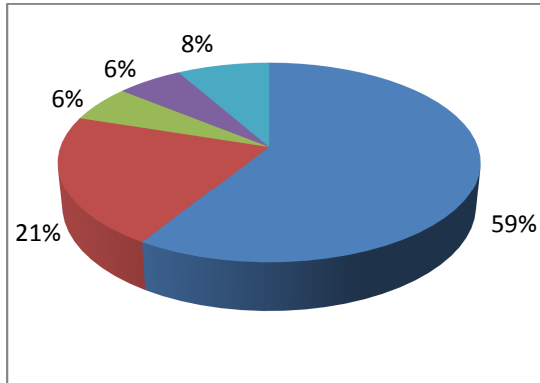
Please indicate your level of agreement with the following statements:

(a) *I was satisfied with the goal the staff and I agreed to pursue in my case.*

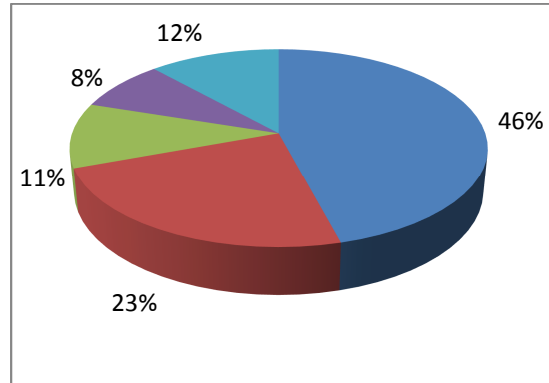
(b) *I consider the final resolution to my case to be fair.*



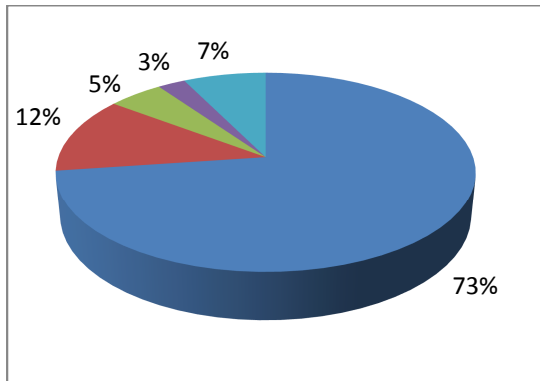
(c) The outcome of my case resolved my legal problem.



(d) The final resolution of my case was what I desired.

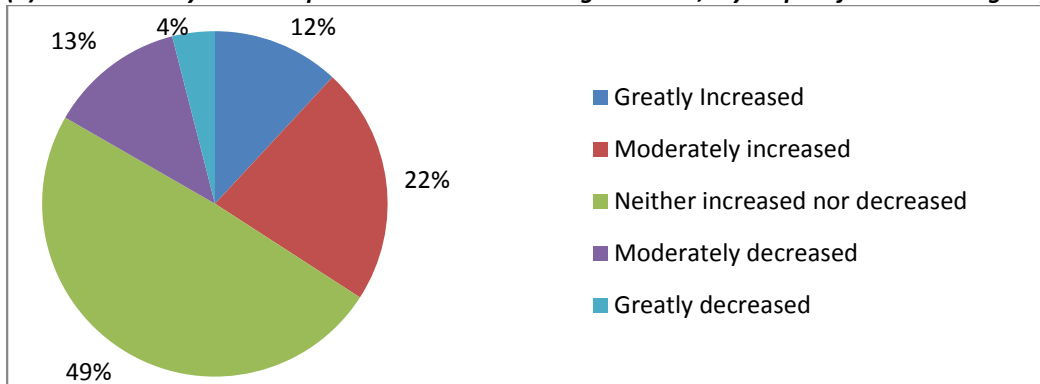


(e) I would use Student Legal Service again if I had a qualifying legal problem.

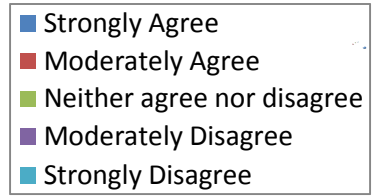


(2) Learning Outcomes

(a) Since my recent experience with Student Legal Service, my respect for the U.S. legal system has...

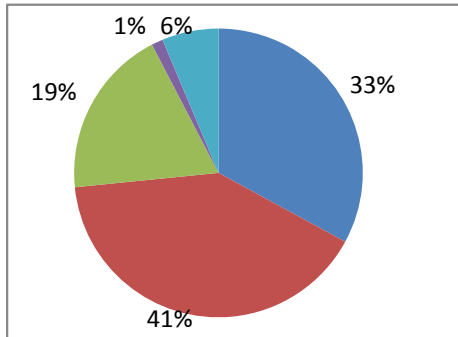


Please indicate your level of agreement with the following statements:

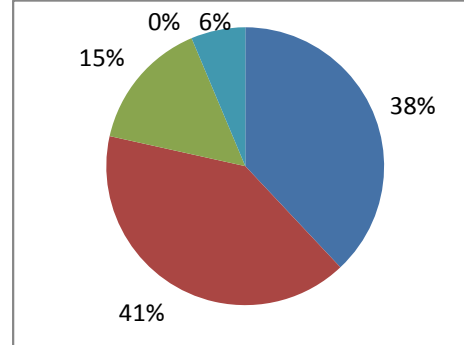


(b)-(e) Through my experience in the legal process and because of the particular way Student Legal Service operated, I have...

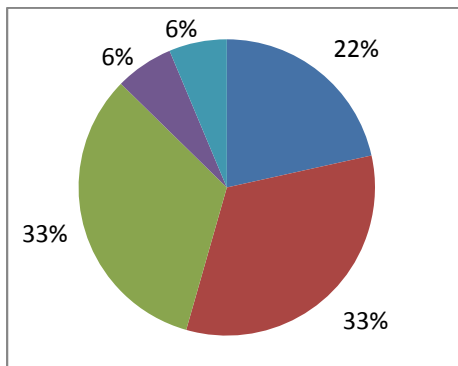
(b) a better understanding of the legal process.



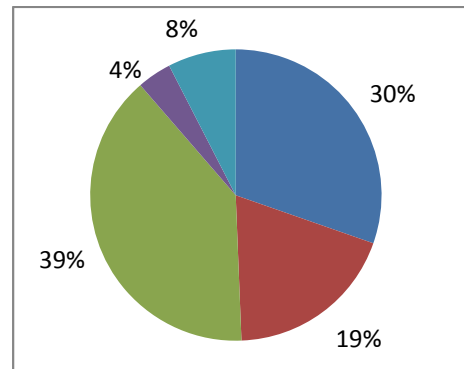
(c) a better understanding of the role and function of attorneys.



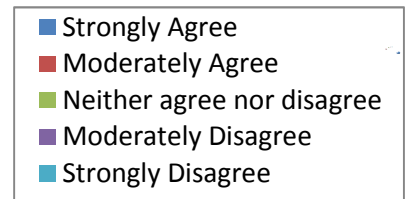
(d) been motivated to take a greater interest in the law and current legal issues.



(e) learned that there is not necessarily a legal remedy for every problem situation.

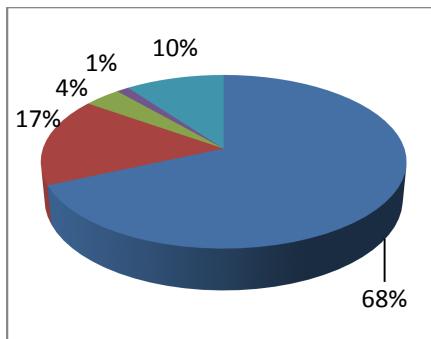


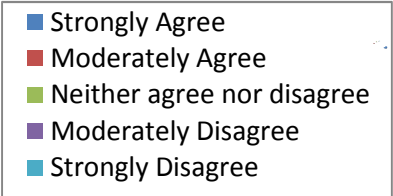
(3) Retention



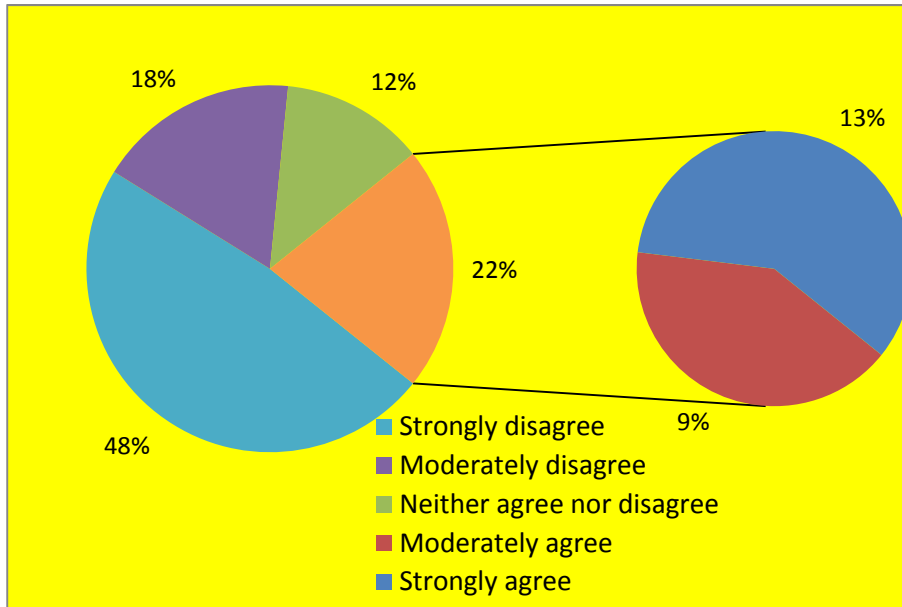
(a)-(e) Please indicate your level of agreement with the following statements:

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

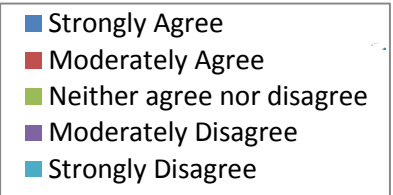




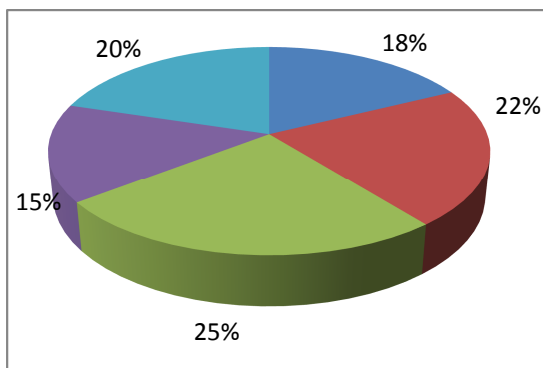
(b) Without legal help, I would have considered leaving school.



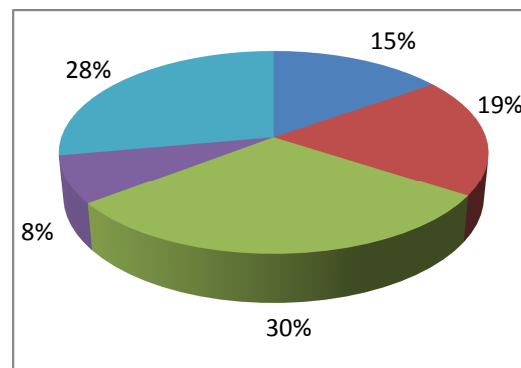
(b)-(e) In retrospect, the legal problem I had affected my...



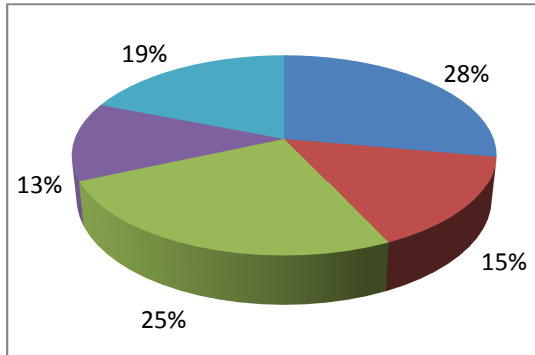
(b) academic performance



(c) job performance



(d) family life



(e) general well-being

