



I L L I N O I S

UNIVERSITY OF ILLINOIS AT URBANA-CHAMPAIGN

STUDENT LEGAL SERVICE

- ANNUAL REPORT -

JULY 1, 2015



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STUDENT LEGAL SERVICE

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Attorney's Report: Executive summary

The mission of Student Legal Service is to provide preventive legal education, legal consultation, and legal representation to eligible students in order to enhance student knowledge of rights and responsibilities and demonstrably impact short- and long- term educational outcomes as well as retention. Since the program was founded in 1978 this three-pronged mission has been the consistent and successful focus of the program in terms of allocation of financial resources, staff effort and expertise. This mission is consistent with and advances the University of Illinois Strategic Plan 2013-16 and the Student Affairs Strategic Plan 2014-2017 and through various goals, objectives and initiatives is highly complementary with the recently adopted Office of Dean of Student's Strategic Plan 2015.

PREVENTIVE LEGAL EDUCATION

- ❖ 51,610 page views on the office website located at www.odos.illinois.edu/sls with the previous year being 38,415.
- ❖ 2068 page views of *Especially for International Students* section on website which became available July, 2014.
- ❖ 19 preventive education programs presented by staff, and participation in 6 panel discussions.
- ❖ 49 preventive education brochures available, including 3 in Chinese and 1 in Spanish, online with the addition of 4 new brochures and revisions of 6, along with a new section entitled *Self-Help Guides*.
- ❖ Translated into Chinese the power point *Driving Related Issues* which is available in downloadable form.

ADVICE AND CONSULTATION

- ❖ 1908 students received in-office consultation services with the following five legal areas seeking the most assistance, as well as Ameren certifications and notarization: Ameren 315; Traffic 299; Housing 298; Notarization 206; Consumer 183; Criminal 82; City Ordinance violation 79.
- ❖ Assessment indicates that 96.67% of students felt they were treated with courtesy and respect by student legal service staff with 90% stating that they would use student legal service again for a qualifying legal problem. As a result of consultation 74.07% had an educational outcome in which they had a better understanding of the legal process.
- ❖ 52.99% of consultations were for international students and 42.77% were for domestic students. For the first time in the program's history the international student demographic is a statistical majority for office usage for this emerging campus population. International Students face language and cultural barriers in dealing with legal issues that require the advice and navigational skills of staff attorneys at a disproportionate level.
- ❖ 4 LL.M International students from the College of Law provided translation services as part of their internship including materials translation and one-on-one consultation observation and analysis.

REPRESENTATION

- ❖ 695 students received formal representation by staff attorneys: 369 Traffic; 128 Housing/landlord-tenant; 115 Misdemeanor; 45 Consumer (contracts, small claims, debt collections).
- ❖ 20.23% of traffic cases were dismissed as a result of office representation with 16.67% of misdemeanor cases resulting in dismissal.
- ❖ Assessment indicates that 76.72% of students receiving representation services have a better understanding of the legal process which is a very positive learning outcome. Assessment results indicate a *civic* learning outcome with 54.80% of respondents indicating that because of the particular way Student Legal Service operated they have been motivated to take a greater interest in the law and current legal issues.
- ❖ 48.78% of representation matters were for International Students and 46.91% were for domestic students. As in the case of consultation matters this represents for the first time a statistical majority for this demographic on campus for this particular service. The office has become increasingly vital for this demographic over recent years.

THE STAFF

- ❖ Thomas E. Betz Directing Attorney has been with the office for 29 years. He serves on ODOS Assessment Committee, ODOS Strategic Planning Committee, Community Tenant Union Board, Chair Elizabeth Berg Streeter Award Committee for NLADA Student Legal Service Section.
- ❖ Susan Y. Hessee has served as a staff attorney for 27 years. She serves on the ODOS Professional Development Committee.
- ❖ Mary Ann Midden has served as a staff attorney for 7 years. She serves on the Money Smart Week Committee, the Champaign County Financial Literacy Summit Planning Council, and the Champaign County Humane Society in the capacity of Vice President.
- ❖ Beckee Bachman has been with the office since 2003, and this year her position was upgraded to Office Manager. In that capacity she hires, trains and evaluates up to five work-study students, designs and streamlines various office procedures and works closely with the Director to refine policies and insure confidentiality.

The following report will summarize the many accomplishments of the program in relation to the program's mission and the various strategic plans with special emphasis on the ODOS Strategic Plan adopted in 2015. Our 2015-16 and longer term initiatives will build on the work already accomplished, refinement of service methods, and education/outreach in emerging legal areas that are likely to impact students while they are students but more importantly equip them with skills that they can tap into when they are engaged in their lives beyond their college years.

2015 Annual Report for Student Legal Service

ODOS STRATEGIC GOAL 1: *Foster collaboration, discovery, and innovation*

Accomplishments/Initiatives

- 2 International LL.M interns from College of Law Fall 2014
- 2 International LL.M interns from College of Law Spring 2015
- 3 Money Smart Week presentations in collaboration with University of Illinois Extension on topic “ Student Loan Repayment and Forgiveness” *Mary Ann Midden*
- Conducted two separate comprehensive on line assessment projects with results combined July 1, 2014 to March 17, 2015 with focus on client satisfaction, learning outcomes, and retention impact. (See appendix 7 for results)
- Conducted 9 assessments of preventive education outreach programs. (See appendix 3 for combined results)
- Conducted 3 assessments of Money Smart Week presentations using University of Illinois Extension format (See appendix 3 for results)
- Submitted to ‘Division of Student Affairs Assessment Inventory’ project, *Differences in perception of retention/persistence impact between Domestic Students and International Students in legal consultation and representation by Student Legal Service.*
- Student Affairs Assessment Recognition Program Nomination, *Differences in perception of retention/perception impact between Domestic Students and International Students in the provision November 19 to December 10, 2014 of in office consultation services provided by Student Legal Service.*
- Two collaborations with Tenant Union, “Lease Lasso” October 8, October 29, 2014, an effort to educate future tenants on how to understand a lease and its legal terms, and impacts of housing contracts.
- Initiative to develop attorney expertise and legal innovation was enhanced by attorney Mary Ann Midden attending National Consumer Law Center annual legal education conference in fall of 2014.
- Professional presentations:
 - ◆ *Protocols for Interactions with International Students in a Student Legal Service Practice.* National Legal Aid and Defender Association - Student Legal Service Section, July, 2014, annual conference. *Co-presenters Thomas E. Betz & Mary Ann Midden.*
 - ◆ *Housing: Pets, Service animals & Therapy Animals, A “tail” of two Laws* University Student Legal Services Association - Western Region, January, 2015, annual Conference. *Thomas E. Betz.*

- ◆ *Marketing Student Legal Service to Your University*, Triple I (Illinois, Indiana, Iowa) 2015 annual conference. *Co-presenters Thomas E. Betz & Susan Y. Hessee.*
- ◆ *Providing Financial Information to Students: Federal Student Loan Payback*, Triple I (Illinois, Indiana, Iowa) 2015 annual conference. *Co-presenters, Mary Ann Midden with Lynn Richards of Northern Illinois University.*
- ◆ *Putting it together...Making the Connection.* Keynote speech, Tenant Services and Landlord Resources Conference. *Thomas E. Betz.*
- ◆ *Therapy and Service Animals: State and Federal Legislation* Tenant Services and Landlord Resources Conference. *Mary Ann Midden.*
- Professional Committee work :
 - ◆ Thomas E. Betz: O.D.O.S. Assessment Council, O.D.O.S. Strategic Planning Committee; NLADA - Student Legal Service Section, Elizabeth Berg Streeter Community Service Award Committee.
 - ◆ Susan Y. Hessee: O.D.O.S. Professional Development Committee
 - ◆ Mary Ann Midden: University of Illinois Extension Money Smart Week Committee; Champaign County Financial Literacy Summit Credit Building Subcommittee; President, Triple I (Illinois, Indiana, Iowa) Association of Student Legal Service Attorneys.

2015-16 Student Legal Service Goals and Initiatives aligned with ODOS STRATEGIC GOAL 1:

- Professional development including journal/bar publication as well as presentations at regional and national conferences where mandatory continuing legal education credits can be earned by staff attorneys.
 - ◆ Initiative: Publish in a higher education journal an article tentatively titled, *Embracing Assessment in a Student's Legal Assistance Context*, to be collaboratively written by *Thomas E. Betz and Belinda De La Rosa* .
 - ◆ Initiative: Present, *Fair Housing and the "Americans with Disability Act": What Landlords must do to be in compliance.* National Legal Aid and Defender Association Student Legal Service Section July 2015 Annual conference. *Thomas E. Betz.*
 - ◆ Initiative: Present, *Student Loan Repayment and Recent Federal Legislation.* National Legal Aid and Defender Association Student Legal Service Section July 2015 Annual Conference. *Mary Ann Midden*
 - ◆ Initiative: develop/enhance attorney legal competency in immigration issues that arise from the diverse international clientele by having at least one attorney receive intensive training at the American Immigration Lawyers Association annual continuing education conference in June 2016.
- Continue to provide mentoring and practical experience for International LL.M students from the College of Law as a co-curricular experience.

- ◆ Initiative: In spring semester 2016 add an additional International LL.M student from the College of Law for a total of three.

ODOS STRATEGIC GOAL 2: *Provide transformative learning experiences*

Accomplishments and Initiatives:

- 1,908 students received in-office legal consultations on a wide range of legal issues not requiring the opening of a formal case, and were given guidance in making a lawful and ethical decision. Students were surveyed to evaluate whether they believed they gained life-skills regarding future legal issues. (See appendix 7.)
 - ◆ Assessment in consultation matters indicates that 80.48% of students feel better equipped to handle similar situations in the future.
 - ◆ Assessment indicated that 29.61% of students had minimal to no understanding/knowledge of their legal issue prior to consultation, with 61.29 % reporting significant or expert knowledge after consultation with an additional 35.48% having at least moderate comprehension of their legal situation.
- 42.77 % of consultations were domestic U.S. students and 52.99% were international students.
- 695 students had cases that were formally opened by the staff with the following categories being numerically highest: 369 Traffic; 128 Housing/landlord-tenant; 115 Misdemeanor; 45 Consumer(contracts, small claims, debt collections).
- 46.91 % of opened cases were for domestic U.S. students and 48.78% were for international students.
 - ◆ 20.23% of traffic cases were dismissed.
 - ◆ 16.67% of Misdemeanor cases were dismissed.
 - ◆ Assessment indicated that 87.83% had outcomes that resolved their legal concern while 72.98% felt that the final resolution of their case was what they had desired.
 - ◆ Assessment indicates that 81.58% believed that their legal representation enhanced their ability to focus on studies.
 - ◆ Assessment indicates a very significant congruence between goals and outcome; 87.17% were satisfied with the goals set between attorney and student client with 74.36% acknowledging that the final outcome of their case was what they had desired.
- The office website at www.odos.uiuc.edu/sls is a major component of the mission of preventive legal education and it is also the portal to access consultation and representation services. A total of 41,574 individual accesses to the website were recorded during this reporting period, with a total of 51,610 pageviews.
 - ◆ 2,756 individuals (3,333 pageviews) used the section: *Tenant and Housing Information*, which was completely revised and streamlined during this reporting

period by staff attorney Susan Y. Hessee with the former content remaining accessible in the website archives.

- ◆ 1,596 individuals (2,068 pageviews) used the section: *Especially for International Students*. This is the first full year of this section being available on the website.
- ◆ 655 individuals (1,236 pageviews) used the section: *Brochures and Presentations*, with the addition of the PowerPoint *How to Reduce or Cancel Federal Student Loan Payments*, being made available in downloadable form. There are currently 45 downloadable brochures available to students, with 3 also translated into Chinese and 1 into Spanish, for a total of 49.
- ◆ There are currently 7 downloadable preventive education PowerPoints.
- ◆ There are 4 self-help downloads available on the site and a link to a website with more self-help guides for legal issues.
- ◆ 386 individuals (449 pageviews) used the section: *Engagement*, which is regularly updated to share with the student body the various preventive education outreach events the staff undertake on campus.
- ◆ 828 individuals (924 pageviews) used the section: *Court*.
- ◆ 706 individuals (895 pageviews) used the section: *Legal/Court forms*. The program makes many forms available on line as well as links to local forms in an effort to make the system more accessible to students who may not need an attorney in a relatively minor matter.
- ◆ 377 individuals (420 pageviews) used the section : *Attorney Speaker Service*.
- ◆ 1,941 individuals (2,474 pageviews) used the section: *Student Legal Service Attorneys*, this section primarily exists for students to know about the credentials and background of the attorney they are retaining.
- ◆ 168 individuals (228 pageviews) used the section: *History*.
- ◆ 691 individuals (740 pageviews) used the section: *Maps*, these maps greatly assist students who are generally unfamiliar with this community so they can easily locate the various Driver's Service locations and the City of Champaign City Hall. Maps to the courthouse are found on our brochure *Your Court Appearance*.
- ◆ 403 individuals (480 pageviews) used our special section: *Alternative DMV/Driver's Service Facilities* due to the closure of the Champaign facility this year. This section provided maps to the facility in Rantoul, Gibson City, Monticello and Tuscola.
- An initiative during this reporting period on the website was a timely and topical alert with links in the navigation pane of our website to draw user attention to legal issues related to *Spring Break*, which automatically connected to our Spring Break brochure; *Mom's Day*, which connected to the fine and fee schedule for city ordinance violations (e.g., drinking ticket); and one on *Moving Out?* which linked to Section III of the "Tenant and Housing Information" section of our website, and in collaboration with Tenant Union, to their download, "Tenant Union Check in/Out List (pdf)". Another alert, "Don't Turn Off the Heat" was placed without links before and during winter break.

- 7 formal preventive legal education presentations were conducted on campus on issues such as “Troubling Situations”, “Alcohol Rules on Campus”, “Know Your Rights”, etc. Each program is designed to maximize lifelong learning with a consistent message of ethical/legal behavior.
 - ◆ Preventive Education Outreach Assessment indicates that: 100 % learned at least one thing that they did not already know that will enhance their ability to avoid legal difficulties. 97 % learned about their legal rights and how to assert those rights properly. (See appendix 3).

- Staff Attorneys received education to enhance their knowledge and appreciation of diversity as these issues impact the practice of law with the following courses:

Susan Y. Hessee:

- Dealing with Differences -- Serving Immigrant Communities.
- Protocols for Interactions with International Students in a Student Legal Service Practice.

Thomas E. Betz:

- Dealing with Differences – Serving Immigrant Communities.
- Elimination of Bias in Legal Practice.
- Where Mental Health Meets the Law: Women, Mental Illness and the Law.
- Sexual Orientation and Identity in Employment Law: Navigating a Fast-Growing Area.

Mary Ann Midden:

- Identifying and Eliminating Bias and Discrimination in the Legal System: Codes, Cases, and Other Constraints.
- Dealing with Differences-Serving Immigrant Communities.
- Where Mental Health Meets the Law: Medical Problems Masquerading as Mental Illness.
- Hot Topics in Representing LGBT Clients: Educating Yourself, Your Staff, and Your Clients.
- And Justice for Some: Unconscious Bias and the Law.
- Elimination of Bias in Legal Practice .

2015-16 Student Legal Service Goals and Initiatives aligned with ODOS STRATEGIC GOAL 2:

- Continue to provide quality legal advice and counseling to students regarding their legal rights and responsibilities, with students having knowledge or direction for the practical and ethical legal decisions that need to be made.
- Continue to provide students with quality preventive educational programming that educates students about their rights and responsibilities

- Continue to provide quality legal representation in court or through settlement/negotiation which ethically resolves or significantly assists in the resolution of a student’s legal issue thus removing barriers to academic success and enhancing the ability of students to become their own advocate /handle similar matters in the future.

Initiative: Provide an alert with links on the website on the subject of “Move-In” beginning August 1, 2015, which will automatically direct users to Housing Section “Move-In” and to Tenant Union downloadable “Move-In” forms.

Initiative: Take steps toward the development of a systematic method of making attorney referrals or other referrals when the student issue is outside the parameters of the program or the competency of the staff.

Initiative: Update Assessment tools to garner additional information on more specific learning outcomes

Initiative: Compile a three year comparative analysis of Consultation and Closed Case Assessments on key issues of Client Satisfaction, Learning Outcomes, and Retention Impact. The analysis is designed to answer whether metrics are steady, are improving, or are becoming negative in each area to determine what, if any, improvements or corrective measures should be undertaken.

ODOS STRATEGIC Goal 3: Make a significant and visible societal and community impact

- Equity and access to the program and the law were amplified through providing translations that are responsive to the linguistic needs of the student population as well as the larger community. Our website section, “Especially for International Students”, became fully integrated on the site with three basic court documents being available in downloadable form in Spanish, English, French, Chinese, Japanese, Korean, and Arabic, with the new addition of Russian.
- The PowerPoint, “Driving Related Issues”, is now available in Chinese
- The following office brochures are now available in Chinese: Driving in Illinois, Student Legal Service Program, and Your Court Appearance.
- The following office brochure is available in Spanish: “Why Would my Student Need a Lawyer?”
- United States Student Legal Service Association awarded “Especially for International Students” initiative with the 2014 Jim Aldridge Special Project Award. See, <http://www.uslawr.org>
- Four workshops:
 - “Reduce Student Loan Payment or Eliminate Some of the Loan” April 19, 2015 Champaign Public Library, and on April 22, 2015 at Parkland College, with two workshops in Collaboration with University of Illinois Office of Financial Aid held on April

21, 2015 at University of Illinois Engineering and on April 29 at the University of Illinois School of Social Work. *Mary Ann Midden*

2015-2016 Student Legal Service Goals and Initiatives aligned with ODOS Goal 3:

- Maintain and update preventive education materials online in downloadable form to enable large numbers of students to access resources, and to provide translations in other languages to more effectively reach students and the larger community who have English as a second language.

Initiative: Add revised Russian translation of court documents to “Especially for International Students” section and add Ukrainian translations of the three key court documents on the website.

Initiative: Add Spanish translation of “Student Legal Service Program” brochure.

Initiative: Review all existing brochures for legal accuracy and revise and update as necessary.

Initiative: Develop a PowerPoint or brochure on “Legal Issues in Employment Contracts/Offer” that could be linked with the University of Illinois Career Center and jointly marketed.

Initiative: Complete translation into Chinese of “Illinois Rules of the Road” and make the 96 page document freely available as a new section of the office website.

ODOS STRATEGIC GOAL 4: Steward current resources and generate additional resources for strategic investment.

- 250,000 file and intake documents in paper form were digitized and archived, thus eliminating five, five-drawer filing cabinets. This project increased usable space in the intern/work-study /storage room, while also preserving student legal intakes and files when former clients seek access years, and sometimes decades, after receiving service.

2015-2016 Student Legal Service Goals and Initiative aligned with ODOS Goal 4:

- Continue the sustainable effort to make preventive education materials fully available in online downloadable form, which drastically reduces paper printing costs while increasing access.

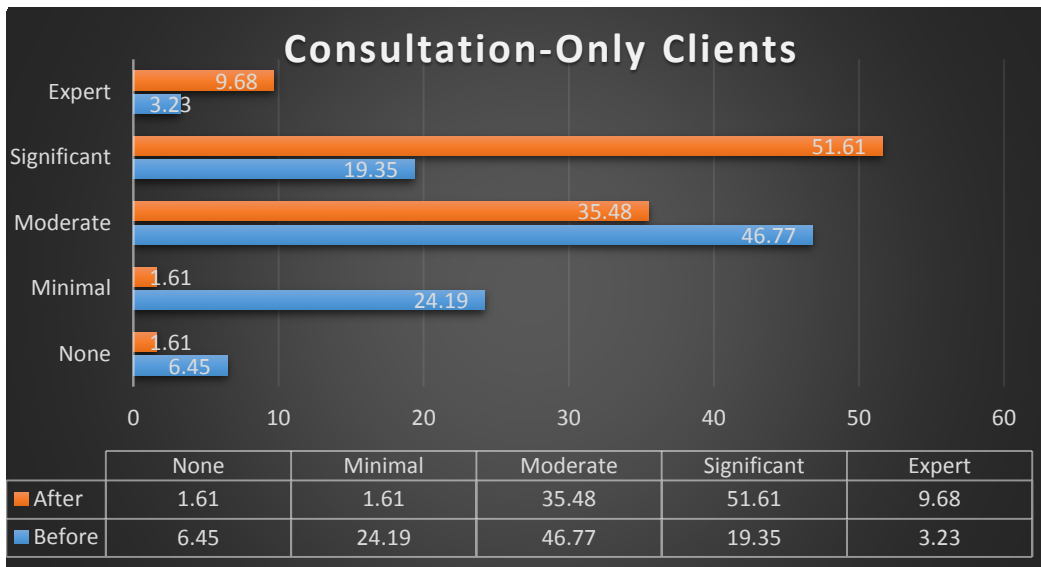
Initiative: Cease reorder of paper printing of 49 brochures, with three fundamental brochures continuing to be available in print form as they are widely used in the local courts and at the International Students and Scholars orientations.

The print brochures are: “Student Legal Service Program”, “Your Court Appearance”, and “The Rights of International Students and Scholars in the United States.” Paper supplies of all other brochures will be reduced by usage/distribution attrition.

Assessment Projects and Strategic Goal Alignment

Initiative 1: The following questions were added to Consultation and Closed Case Assessment surveys: What was your level of understanding regarding your legal issue prior to meeting with SLS Attorney (None, Minimal, Moderate, Significant, Expert) with a follow-up question, What is your current level of understanding/knowledge regarding your legal situation after meeting with SLS attorney? (None, Minimal, Moderate, Significant, Expert). This initiative is directly aligned with the strategic goal of determining whether a service is providing a substantive learning outcome.

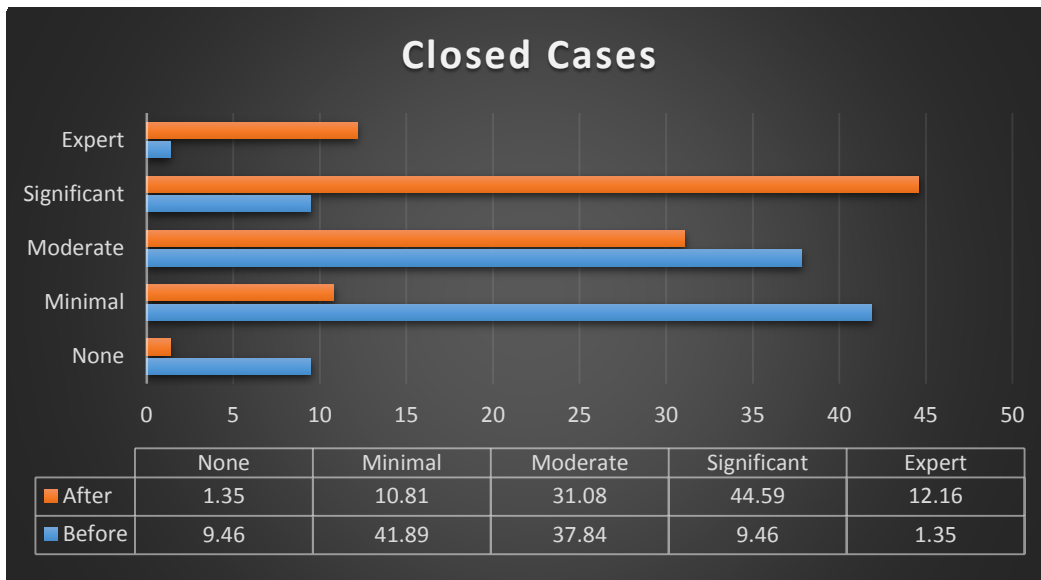
A. Consultation Only



Before: Q10. What was your level of understanding/knowledge regarding your legal situation (prior to meeting with SLS attorney)?

After: Q15. What is your current level of understanding/knowledge regarding your legal situation (after meeting with SLS attorney)?

B. Closed Cases



Before: Q10. What was your level of understanding/knowledge regarding your legal situation (prior to meeting with SLS attorney)?

After: Q15. What is your current level of understanding/knowledge regarding your legal situation (after meeting with SLS attorney)?

SELECTED ASSESSMENT RESULTS: Client Satisfaction, Educational Outcomes, Retention Impact

Appendix 7, in pie chart form, shows the assessment results for survey questions contained in Campus Labs surveys of students who used this service and whose open cases were closed between July 1, 2014 and March 17, 2015. Separate pie charts are for results in consultation matters from July 1, 2014, through March 6, 2015.

For each cohort of surveyed students, there were multiple questions that sought responses regarding satisfaction with the service, educational outcomes after receiving consultation or representation, and finally student perceptions regarding retention. The goal was to verify client satisfaction, and if there was a high level of dissatisfaction, to take ameliorative efforts in the office. In response to *“I would use Student Legal Service again if I had a qualifying legal problem”* Closed Case students responded 90.54% *“Strongly or Moderately Agree”*, and Consultation Only students 90%. To the question, *“I feel that without Student Legal Service, I would have had greater difficulty resolving my problem.”* 88.9% of students responded, *“Strongly or Moderately Agree”*. Consultation Only students responded 92.59% *“Strongly or Moderately Agree”* to the question, *“I feel the Student Legal Service represents a valuable service to clients.”*

Similarly, one of the prongs of the program's mission is to educate students about their rights and responsibilities. Survey questions designed to elicit responses regarding knowledge/future competence of service users were created to answer this mission-based question. In response to the question, *"After consulting with Student Legal Service, I feel better equipped to handle a similar situation/similar situations in the future"*, Closed Case students responded 88% "Strongly or Moderately Agree", and Consultation Only 81.48%. Closed Case students responded to, *"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"*, 76.71% "Strongly or Moderately Agree", and Consultation Only students responded to, *"As a result of my experience with SLS, I am more aware of resources available at the university,"* 96.08% "Strongly or Moderately Agree".

The program has as part of its mission to demonstrably impact student retention. Questions tailored to elicit information regarding student perception of retention were designed to address this fundamental tenet of the program. Both groups were asked to respond to, *"Without legal help, I would have considered leaving school."* Closed Cases students responded 15.07% "Strongly or Moderately Agree", and Consultation Only responded 18.52% "Strongly or Moderately Agree." Both groups were also asked to respond to, *"The services provided by SLS enhanced my ability to focus on my studies."* Closed Cases students responded 80.82% and Consultation Only students responded 46.29% "Strongly or Moderately Agree".

Assessment of Preventive education programs and their impact on attendees were compiled in a statistically blended format. The goal is to insure that students acknowledge substantive learning and also to evaluate results in order to improve techniques, etc. (See Appendix 3.)

Student Legal Service Metrics - FY2015

OFFICE USAGE

Consultation Only	
Accident	26
Administrative Procedure	2
Ameren *	315
Application Qs	6
Auto Registration	1
Background Check Qs	2
Bailment	1
Bar Exam Qs	1
Certification *	87
City Ord. Violation	68
Civil	1
Civil Rights	1
Collection	8
Consumer	85
Contract	28
Court Fees Qs	1
Credit	6
Crime Victim	2
Criminal	10
Damage Deposit	33
Damages Qs	1
Discrimination	2
Divorce	6
Driver License Qs	7
DUI	4
Employment	31
Expungement	21
Fake ID	11
Family	6
Housing	264
ID Theft	6
Illegal gambling	1
Illegal recording	1
Immigration	2
Insurance	20
Internet Fraud	2
Interview	3
Medical POA	4
Miscellaneous	17
Misdemeanor	36
Name Change	8
Notarization *	206
Parking Ticket	5
Paternity	1
Post Plea Issue	41
Post Settlement Issue	1

Power of Attorney	19
Referral	147
RIAA/MPAA/Copyright	14
RSO	1
Selective Service Letter	2
Small Claims	2
Student Discipline	48
Subpoena	2
Toll Violation	4
Towing	3
Traffic	223
Translation PRC DL	47
Vehicle Registration Qs	1
Victim	2
Voter Registration	1
Witness	1
TOTAL	1908

Cases Opened	
Accident	28
Ameren	1
City Ord. Violation	26
Collection	7
Consumer	28
Contract	2
Damage Deposit	35
Domestic Battery	2
DUI	9
Employment	1
Family	1
Homeland Security	1
Housing	90
Housing-Therapy Animal	3
Insurance	3
Misdemeanor	100
Name Change	8
Post Plea Issue	23
Small Claims	3
Student Discipline	2
Toll Violation	1
Towing	1
Traffic	320
TOTAL	695

Consult+Open TOTAL 2603

Year	Raw Numbers		% of Total Combined
	Consult	Open	
Freshman	120	85	7.8755
Sophomore	214	106	12.2935
Junior	317	154	18.0945
Senior	410	150	21.5136
Graduate	760	182	36.1890
Professional	29	10	1.4983
Non-degree	58	8	2.5355

Gender	Consult		Open	Combined
	Consult	Open		
Female	766	193	959	
Male	1136	499	1635	62.8%
Other	6	3	9	

Social Status	Consult		Open	Combined
	Consult	Open		
Single	1668	656	2324	
Married/ Civil Union	231	36	267	10.3%
No Answer	4	3	7	

U.S. Veteran 14

Have Dependents 114

	Raw Numbers		% of Total Combined
	Consult	Open	
U.S. Citizen	816	326	43.8725
U.S. Visa	1011	339	51.8632
Permanent Resident	55	15	2.689
None of the Above	26	15	1.5751

Notary Services

Students Served	777	*
Number of Signatures	1578	

* Please note that in the 5-Year Summary, Appendix 2, "Ameren", "Notarizations" and "Certifications" were subtracted from the total in "Notary Services" above, and the remainder of 171 was added to the "Consultation Only" Total of 1908 to obtain 2079.

FIVE-YEAR STATISTICAL SUMMARY			
YEAR	ALL INTAKES¹	CONSULTATION ONLY¹	OPENED CASES
2014-2015	2774	2079	695
2013-2014	2570	1917	653
2012-2013	2773	2114	659
2011-2012	2400	1858	542
2010-2011	1797	1333	464
5 year average	2462.8	1860.2	602.6

¹ Figure includes notary service.

	Lowest Figures, in all categories, of the five-year period
	Highest Figures, in each category, of the five-year period.

Percentage increase from Lowest to Highest

All Intakes:	54.37%	$(2774-1797)/1797$
Consultation Only:	58.59%	$(2114-1333)/1333$
Opened Cases:	49.78%	$(695-464)/464$

The Fiscal Year prior to move from refundable SORF Fee to mandatory Service Fee:

2009-2010	1731	1321	410
	<i>FY2015- 60.25% increase</i>	<i>FY2015- 57.38% increase</i>	<i>FY2015- 69.51% increase</i>

Appendix 2

SLS OUTREACH EVENT, PRESENTATIONS AND OTHER EVENTS, FY2015

Day & Date	Event: Presentation	# Participants	Attorney(s)
Fri. 8/15	Student Services Symposium	200	TB
Tues. 8/19	ISSS New Int'l Student Orientation	150	SYH + MAM
Fri. 8/22	Tenant Union Annual Retreat	10	SYH
Tues. 8/26	LGBT Welcome Back	95	MAM
Mon. 9/15	Sigma Tau Gamma	35	MAM
Tues. 9/23	Minority Assn of Future Attorneys	19	TEB
Tues. 9/30	Alpha Phi Omega	15	MAM + SYH
Mon. 11/17	Office of Minority Student Affairs	17	TEB + SYH
Wed. 12/3	OutLaw, "Out in Practice" Event	25	MAM
Fri. 1/16	ISSS New Student Orientation	165	TEB + MAM
Mon. 3/2	International Student Engineering	3	TEB & MAM
Tues. 3/3	Alphi Phi Omega Service Fraternity	4	SYH + TEB
Mon, 4/13	Phi Kappa Psi Fraternity	40	TEB
Wed. 4/15	Asian American Cultural Center	15	MAM
Sun. 4/19	Money Smart Week #1 - at Champaign Public Lib.	5	MAM
Tues. 4/21	Money Smart Week #2- Engineering Hall 106B1	5	MAM
Wed. 4/22	Money Smart Week #3- at Parkland College	17	MAM
Wed. 4/29	Student Loan Repayment & Forgiveness - School of Social Work	35	MAM
Fri. 6/12	ISSS New Student Orientation	69	SYH + TEB

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Day & Date	Event: Fairs and Tabling	# Participants	Attorney(s)
Wed. 8/13	Paraprofessional Resource Fair	250	TB + Student
Sat. 8/23	New Student Welcome	9	All 3 attys.
Sun. 8/24	Quad Day	6,200	All 3 attys.
Wed. 9/3	Study Abroad Fair	90	MAM + TEB
Fri. 9/12	Welcome Event, New International LAS Students	200	(Materials for table)
Thurs. 10/9	Daily Illini Housing Fair	120	All 3 attys.
Thurs. 1/29	CCSS Resource Expo	30	TEB + MAM
Mon. 2/9	Study Abroad Fair	25	MAM
Thurs. 2/26	D.I. Housing Fair	35	Student workers

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Appendix 3

Day & Date	Event: Panel Discussion	# Participants	Attorney(s)
Fri. 9/26	CCSS Panel Discussion	6	SYH
Thurs. 10/16	Special Populations, Student Health Concerns	90	MAM
Fri 2/20	CCSS Meeting - New Grad Students	8	TEB + MAM
Thurs. 3/5	Women in Engineering - Panel Discussion	70	MAM
Thurs, 3/12	Engineering Career Services-Spring Workshop	75	MAM
Tues. 4/28	International Student Engineering - Panel Disc.	40	MAM

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Student Legal Service Presentation/Event Evaluation FY2015						
Total # of evaluations: 72						
Approximate # of attendees: 119						
Approximate response rate: 61%						
Question	strongly disagree	disagree	unsure	agree	strongly agree	Total
1. After attending this event, I will be more likely to contact Student Legal Service about legal issues.	0.00%	0.00%	0.00%	39.00%	61.00%	100.00%
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.	0.00%	0.00%	0.00%	25.00%	75.00%	100.00%
3. During the presentation/event, I learned about my legal rights and how to assert these rights properly.	0.00%	0.00%	3.00%	29.00%	68.00%	100.00%
4. I would recommend that other students attend a Student Legal Service presentation/event.	0.00%	1.00%	1.00%	35.00%	63.00%	100.00%

Appendix 3

REQUESTS FOR MATERIALS/MATERIALS PROVIDED - SLS, FY2015

Date	Department/Organization	Materials Requested
7/3	Native American House, New Student Orientation	50 each: SLS Program brochure, chip clips, brushes, plastic tote bags
7/11	Office of International Student and Scholar Services (OISSS)	300 each: SLS Program brochure, Rights of International Students and Scholars in the United States brochure, plastic tote bags
8/18	International Student Programs, College of Engineering	300 each: SLS Program brochure, Rights of International Students and Scholars in the United States brochure, Driving in Illinois brochure, plastic tote bags, chip clips
8/18	Office of the Dean of Students	50 SLS Program brochures
8/20	OISSS, for orientation	50 SLS Plastic tote bags, 100 keyboard brushes, 100 chip clips
9/9	College of Business	Brochures: 300 SLS Program; 100 each - Fake ID, Misdemeanor, DUI; 50 Driving Illinois
12/12	Brandeis University/NAFSA - David Elwell	Permission to link to SLS website in NAFSA Online Crisis Management Resources, and in printed guide
1/8	OISSS	150 each: Brochures - SLS Program, Rights of International Students and Scholars in the United States, Driving in Illinois; Flyers - What is SLS and Why Might I Need a Lawyer? Ameren Instruction Sheet
1/29	Testing Center	10 each: Chip Clips and Computer Brushes
4/13	International Student Programs, College of Engineering	50 flyers to post in all Engineering Buildings: SLS event for Money Smart Week
4/28	Tenant Union	50 SLS Program brochures
6/17	MBA Orientation Committee	90 SLS Program brochures
6/17	Office of the Dean of Students	50 SLS Program brochures

ADVERTISEMENTS, FY 2015

Publication		
Date	Medium	Ad (Special Issue/Edition)
2014-2015	<i>iBook (planner)</i>	Student Legal Service; Know Your Rights
2014-2015	<i>The Source (planner)</i>	Student Legal Services
7/23	<i>The Daily Illini</i>	Welcome to Illinois (New Student Edition)
8/15	<i>The Daily Illini</i>	Guard Your Security/Damage Deposit (Move In Edition)
8/21	<i>The Daily Illini</i>	Student Legal Service
8/25	<i>The Daily Illini</i>	Welcome Back to Illinois (Welcome Back Issue)
8/29	<i>The Odyssey</i>	BUSTED
9/1-9/30	<i>mobile Daily Illini</i>	got legal issues?
9/12	<i>The Odyssey</i>	"youthful Indiscretions " threatening your job search?
9/15	<i>dailyillini.com</i>	got legal issues?
9/16	<i>The Daily Illini</i>	"youthful Indiscretions " threatening your job search?(Fall Career guide)
9/26	<i>The Odyssey</i>	BUSTED
9/29+	<i>The Daily Illini</i>	Fall Housing Fair -- listing (9/29, 9/30, 10/1, 10/2, 10/6, 10/7)
10/3	<i>The Odyssey</i>	BUSTED
10/7	<i>The Daily Illini</i>	7 Steps Before Signing a Lease (Fall Housing Guide)
10/7	<i>The Daily Illini-door hanger</i>	Choose your space-ship with care!
10/10	<i>The Odyssey</i>	Free Legal Advice
10/17	<i>The Odyssey</i>	Free Legal Advice
10/21	<i>The Daily Illini</i>	Guidelines for Homecoming
10/24	<i>The Odyssey</i>	Free Legal Advice
10/31	<i>The Daily Illini</i>	Faculty and Staff: Refer Students to Student Legal Service (Daily Illini Salary Guide)
10/31	<i>The Odyssey</i>	Free Legal Advice
11/7	<i>The Odyssey</i>	Free Legal Advice
11/14	<i>The Odyssey</i>	DON'T TURN OFF THE HEAT
12/ 2, 4, 8, 10	<i>The Daily Illini</i>	got legal issues? (ABCs of Holiday Shopping)
12/5	<i>The Odyssey</i>	DON'T TURN OFF THE HEAT! (Joint ad with Tenant Union)
12/9	<i>The Daily Illini</i>	DON'T TURN OFF THE HEAT! (2014 Holiday Guide)
12/11, 16	<i>The Daily Illini</i>	DON'T TURN OFF THE HEAT! (Finals Edition, Semester in Review)
12/15	<i>The Daily Illini</i>	Student Legal Service Word Search (Puzzle Guide)
1/16	<i>The Odyssey</i>	Welcome Back to Illinois
1/20	<i>The Daily Illini</i>	Welcome Back to Illinois (Welcome Back Edition)
1/23, 1/30, 2/6	<i>The Odyssey</i>	Youthful indiscretions threatening your job search? Is Expungement the answer?
1/26	<i>The Daily Illini</i>	Youthful indiscretions threatening your job search? Is Expungement the answer?
2/3	<i>The Daily Illini</i>	Guidelines for Spring Break (Spring Break Guide)

Appendix 5

2/5	<i>The Daily Illini</i>	Youthful indiscretions threatening your job search? Is Expungement the answer?
2/13	<i>The Odyssey</i>	"unofficial" It's About Your Career!
2/20, 2/27, 3/6	<i>The Odyssey</i>	"unofficial" It's About Your Career! (same text as 2/13, different artwork)
2/24	<i>The Daily Illini</i>	Don't "clown around" with your housing selection or security deposit! (Spring Housing Guide)
2/26	<i>The Daily Illini - Housing Fair doorknob hanger</i>	Don't "clown around" with your housing selection or security deposit!
3/13	<i>The Odyssey</i>	Guidelines for Spring Break (Spring Break Guide)
3/27 - 4/31	<i>The Odyssey</i>	got legal issues? Take care of them before you leave campus! (3/27, 4/3, 4/10, 4/17, 4/24, 4/31 - changes in colors/artwork)
4/7	<i>The Daily Illini</i>	Welcome Moms! (Mom's Weekend Guide)

LISTINGS, FY 2015

Publication/Site	Details
LAS 101 Handbook	one page listing in printed guide
Illinois Social Media List	illinois.edu/ds/socialMedia ; link to SLS facebook page
Illini Union Parent and Family Program Office, University Guide A - Z	union.illinois.edu/get-involved/illini-union-parent-and-family-programs ; "Legal Services"

ARTICLE, FY 2015

Publication		
Date	Medium	Ad (Special Issue/Edition)
10/14	<i>The Daily Illini</i>	Alcohol Awareness' on campus

WEBSITE USAGE FY2015		
		Pageviews
TOTAL PAGEVIEWS		51,610
SLS Home/Index Page		12,336
Schedule Appt./Intake Page + Online Intake Index		12,000
Online Intake Form Pages		8,682
Traffic Intake	1,902	
"Thank You/Submission" Page	1,521 *	
General Intake	1,433	
Housing / Damage Deposit Intake	1,128	
Certification or Notarization Intake	718	
Ameren Intake	660	
City Ordinance Violation Intake	389	
Misdemeanor Intake	362	
Translation of PRC Driver License	151	
"Demographics" for unspecified page(s)	124	
Health Care Power of Attorney Intake	114	
Power of Attorney Intake	103	
Name Change Intake	77	
Housing/Tenant Pages		3,333
General Information Pages		3,125
Attorney Bios		2,474
Especially For International Students		2,068
Court + Court Forms		1,819
Contact + Email Information		1,797
Brochures/Presentations		1,236
Engagement		447
Attorney-Speaker Service		420
Other Links:		1,873
Maps	740	
Annual Reports Index	224	
SLS History	228	
Legal Links	218	
Archives (new 10/2014)	238	
Legal Disclaimer	116	
Spring Break	69	
Other (mostly unidentified pages)	40	

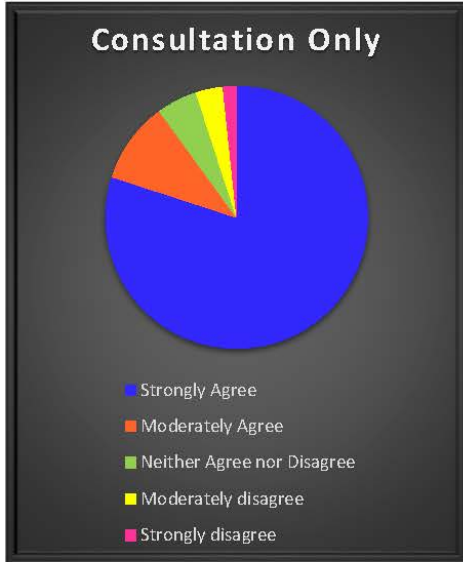
* For part of the year, submission of an intake form redirected to another, separate, "Thank you" page.

SATISFACTION

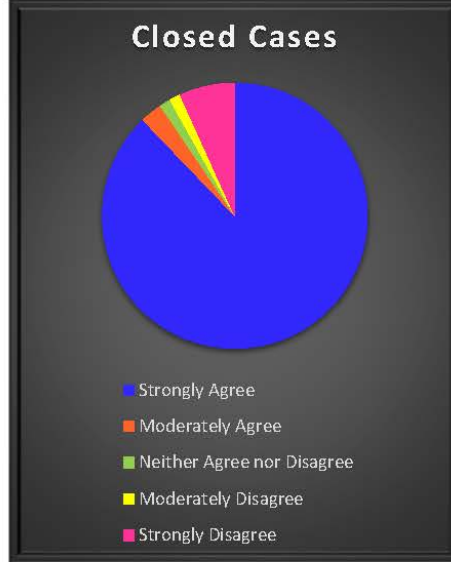
Please indicate your level of agreement with the following statements:

- *I would use Student Legal Service again if I had a qualifying legal problem*

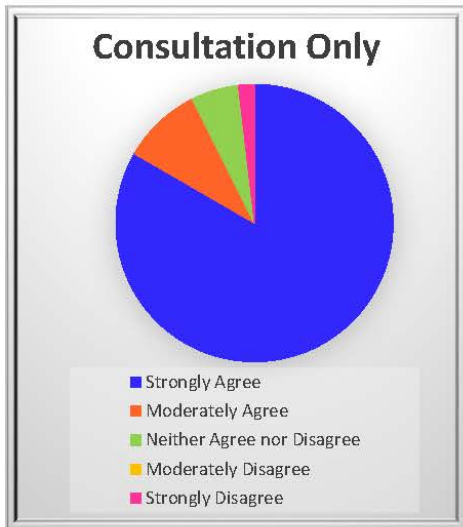
Q.20



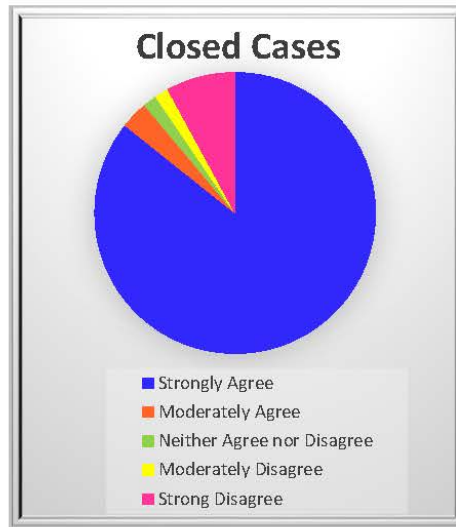
Q.23



Q26. *I feel the Student Legal Service represents a valuable service to students.*

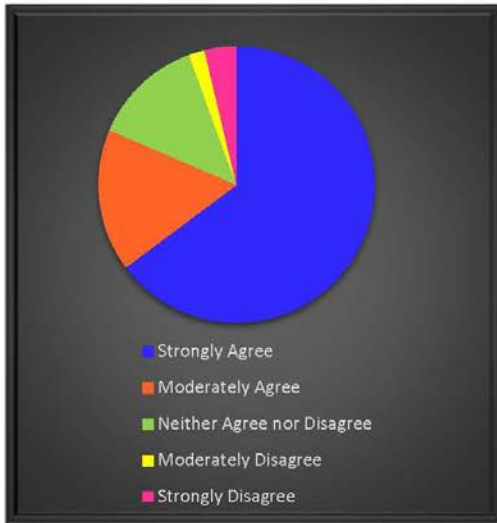


Q. 28. *I feel that with Student Legal Service, I would have had greater difficulty in resolving my problem.*

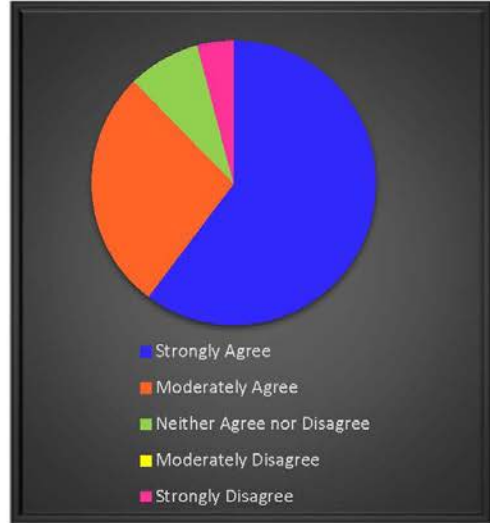


LEARNING OUTCOMES

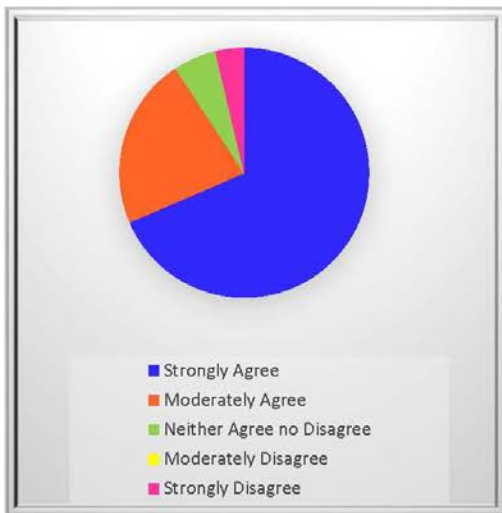
Consultation Only: Q. 27. *After consulting with Student Legal Service, I feel better equipped to handle similar situations in the future.*



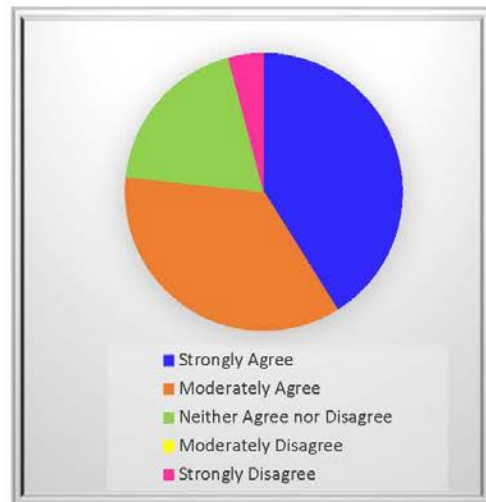
Closed Cases: Q. 26. *As a result of my experience with SLS, I feel better equipped to handle a similar situation in the future.*



Consultation Only: Q. 28. *As a result of my experience with SLS, I am more aware of resources available at the university.*

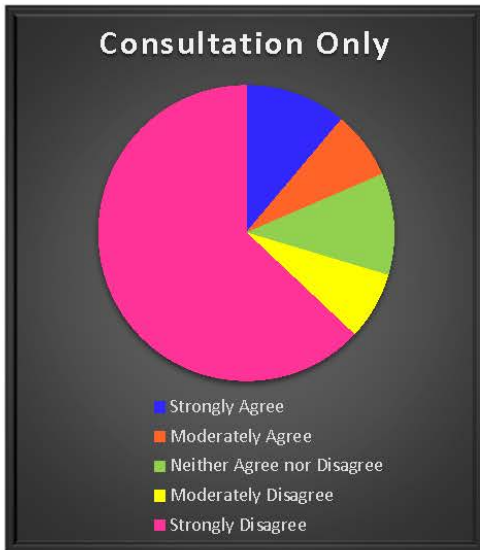


Closed Cases: Q. 24. *Through my experience in the legal process, and because of the particular way Student Legal Service operated, I have... - A better understanding of the legal process.*



RETENTION

Q. 29. *Without legal help, I would have considered leaving school.*



Q. 30. *The services provided by SLS... Enhanced my ability to focus on my studies.*

