



**ILLINOIS**

UNIVERSITY OF ILLINOIS AT URBANA-CHAMPAIGN

## **STUDENT LEGAL SERVICE**

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### **- ANNUAL REPORT -**

**JULY 1, 2016**



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# STUDENT LEGAL SERVICE

Annual Report, Fiscal Year 2016

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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

- ❖ 49,674 page views on the office website located at [www.odos.illinois.edu/sls](http://www.odos.illinois.edu/sls) with the previous year being 51,610
- ❖ 2,677 page views of *Especially for International Students* section on website which became available July, 2014.
- ❖ Eleven preventive education programs presented by staff, and participation in 3 panel discussions and 16 information fairs.
- ❖ 45 different preventive education brochures available online, with 3 translated into Chinese, 2 in Spanish and 2 in Korean for a total of 52, with 4 brochures being revised, along with 4 new additions to the section, *Self-Help Guides*, which now contains 7 self-help guides and a link to the SIU College of Law self-help page.
- ❖ Translated the following downloadable brochures:
  - Korean: Student Legal Service Program Brochure, Your Court Appearance
  - Spanish: Student Legal Service Program Brochure.

### ADVICE AND CONSULTATION

- ❖ 2113 students received in-office consultation/services with the following five legal areas, and Ameren certifications and notarization, seeking the most assistance: Ameren 342; Housing 340; Traffic 265; Consumer 221; Notarization (other than for Certifications) 123; Criminal 117; City Ordinance violation 87.
- ❖ Assessment indicates that 95.87% of students felt they were treated with courtesy and respect by student legal service staff with 94.52% stating that they would use student legal service again for a qualifying legal problem. As a result of consultation 73.24% had an educational outcome in which they had a better understanding of the legal process.
- ❖ 55.54% of consultations were for international students, 40.62% were for U.S. citizen students, and 2.74% were for Permanent Resident students. For the second 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.
- ❖ 5 LL.M International students from the College of Law provided translation services as part of their internship, one-on-one consultation observation and analysis, and court observation.

## REPRESENTATION

- ❖ 546 students received formal representation by staff attorneys: 273 Traffic and related; 130 Housing/landlord-tenant; 91 Misdemeanor/Criminal; 34 Consumer (e.g., contracts, small claims, debt collections).
- ❖ 16.14% of traffic cases that were closed were dismissed as a result of office representation and 48.93% of closed misdemeanor cases resulted in dismissal, which is in part accounted for by the new Second Chance Program of the Champaign County State's Attorney's Office.
- ❖ Assessment indicates that 70% 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 60% 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.
- ❖ 48.44% of representation matters were for International Students, 47.52% were for U.S. citizen students, and 3.66% were for Permanent Resident students. As in the case of consultation matters, this represents for the second year in a row that international students represent a majority for this demographic on campus for this particular service. The office has become vital for this demographic over recent years.

## THE STAFF

- ❖ Thomas E. Betz Directing Attorney has been with the office for 30 years. He serves on ODOS Assessment Committee, ODOS Strategic Planning Committee, and Community Tenant Union Board, and Chairs the Elizabeth Berg Streeter Award Committee for NLADA Student Legal Service Section. He is a member of the Urbana Civil Service Commission. He received the 2016 University of Illinois CAPE Award.
- ❖ Susan Y. Hesse has served as a staff attorney for 28 years. She serves on the ODOS Professional Development Committee.
- ❖ Mary Ann Midden has served as a staff attorney for 8 years. She serves on the Money Smart Week Committee, the Champaign County Financial Literacy Summit Planning Council, and the City of Champaign Human Relations Committee.
- ❖ Beckee Bachman has been with the office since 2003, and has been Office Manager since January 2015. 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 ensure confidentiality. This year she directed creation of office training videos: White and Blue Card Tutorial, Create File Folder Label Tutorial, and several more, along with office procedure checklists, which will be used by future student employees.

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 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.

# 2016 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 2015
- 3 International LL.M interns from College of Law Spring 2016
- Money Smart Week presentations in collaboration with University of Illinois Extension on topic “Student Loan Repayment and Recent Federal Legislation” *Mary Ann Midden*
- Conducted two separate comprehensive online assessment projects with results combined July 1, 2015, to March 11, 2016, for Consultation Only, and July 1, 2015, and March 21, 2016, for Closed Cases, with focus on client satisfaction, learning outcomes, and retention impact. (See appendix 7 for results)
- Conducted 4 assessments of preventive education outreach programs. (See appendix 3 results)
- Conducted joint workshop for I Promise Scholars with the Tenant Union on Landlord-Tenant Issues
- Collaborated with Tenant Union, “Lease Lasso”, 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 Thomas E. Betz attending National Conference of the American Immigration Lawyers Association in June, 2016.
- Presented PowerPoint overview of Student Legal Service program for Global Exchange, Shanghai Jiao Tong University visiting Student Services staff.
- Professional presentations:
  - ◆ *Fair Housing and the “Americans with Disabilities Act”* National Legal Aid and Defender’s Association, Student Legal Service Section, Annual Continuing Legal Education Conference, July, 2015. Thomas E. Betz.
  - ◆ *Student Loan Repayment and Recent Federal Legislation*, National Legal Aid and Defender’s Association, Student Legal Service Section, Annual Continuing Legal Education Conference, July, 2015. Mary Ann Midden and Lynn Richards (NIU).
  - ◆ *Confidential Informants: A Student Legal Service Protocol*, Triple “I” Annual Conference, Spring, 2016. Thomas E. Betz, Susan Y. Hessee, Mary Ann Midden.
  - ◆ *Traffic and Misdemeanors in Illinois and Indiana*, Triple “I” Annual Conference, Spring, 2016. May Ann Midden and Stacey Williams (IU).
- Professional Committee work :
  - ◆ Thomas E. Betz: O.D.O.S. Assessment Council, 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.

## 2016-17 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 titled, *Embracing Assessment in a Student's Legal Assistance Context*, collaboratively written by *Thomas E. Betz and Belinda De La Rosa*, with research by *Jane M. Williams*. Submitted for publication to *Journal of Student Affairs Research and Practice (NASPA)* awaiting acceptance.
  - ◆ Initiative: Present: *Landlord-Tenant: Ethics, Conflicts, and Practicalities for Student Legal Service Offices*, National Legal Aid and Defender's Association Student Legal Service Section, July, 2016, Annual conference. *Thomas E. Betz, Susan Y. Hessee, Tanisha King-Taylor*.
  - ◆ Initiative: Present: *Assessing Client Satisfaction and Student Learning*, National Legal Aid and Defender's Association Student Legal Service Section, July, 2016, Annual conference. *Thomas E. Betz, Donald C. Heilman, and Karla Rusch*.
  - ◆ Initiative: Present: *Search and Seizure in College Dorms: Fourth Amendment Protections*, National Legal Aid and Defender's Association, Student Legal Service Section, July, 2016, Annual Conference. *Mary Ann Midden*.
  - ◆ As result of Director Thomas E Betz attending continuing legal education conference of American Immigration Lawyers Association in June of 2016, he will synthesize relevant materials and prepare an in- office presentation regarding current immigration issues and collateral consequences that may face our clientele.
- Continue to provide mentoring and practical experience for International LL.M students from the College of Law as a co-curricular experience.
  - ◆ Initiative: Will continue to utilize three international LL.M interns as the spring, 2016, addition of a third intern has proven to be successful.

## ODOS STRATEGIC GOAL 2: *Provide transformative learning experiences*

### Accomplishments and Initiatives:

- 2113 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 82.31% students feel better equipped to handle similar situations in the future.
  - ◆ Assessment indicated that 53.19% of students had minimal to no understanding/knowledge of their legal issue prior to consultation, with 49.85% reporting significant or expert knowledge after consultation with an additional 36.17% having at least moderate comprehension of their legal situation.

- ◆ 40.84% of consultations were U.S. citizen students and 55.51% were international students.
- 546 students had cases that were formally opened by the staff with the following categories being numerically highest: 272 Traffic and related; 130 Housing/ landlord-tenant; 91 Misdemeanor/Criminal; 34 Consumer (e.g., contracts, small claims, debt collections).
- 47.34% of opened cases were for domestic U.S. citizen students and 48.35% were for international students.
  - ◆ 16.14% of traffic cases that were closed were dismissed.
  - ◆ 48.93% of Misdemeanor cases that were closed were dismissed.
  - ◆ Assessment indicated that 92.42% had outcomes that resolved their legal concern while 83.01% felt that the final resolution of their case was what they had desired.
  - ◆ Assessment indicates that 78.85% believed that their legal representation enhanced their ability to focus on studies.
  - ◆ Assessment indicates a very significant congruence between goals and outcome; 98.11% were satisfied with the goals set between attorney and student client with 83.01% acknowledging that the final outcome of their case was what they had desired.
- The office website at [www.odos.uiuc.edu/sls](http://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 38,704 individual accesses to the website were recorded during this reporting period, with a total of 49,674 pageviews.
  - ◆ 1,430 individuals (1,708 pageviews) used the section: *Tenant and Housing Information*.
  - ◆ 2,280 individuals (2,677 pageviews) used the section: *Especially for International Students*.
  - ◆ 607 individuals (1,160 pageviews) used the section: *Brochures and Presentations*, with the addition of the following:
    - Doing Your Own Small Claims Case,*
    - Expungement: Your Illinois Misdemeanor Criminal Record,*
    - Immigration Issues for LGBT,*
    - Income Tax Filing Information, and*
    - Therapy and Service Animals,*
 being made available in downloadable form. There are currently 45 downloadable brochures available to students, with 3 also translated into Chinese, 2 in Korean, and 2 into Spanish, for a total of 52.
  - ◆ There are currently 11 downloadable preventive education PowerPoints, including one translated into Chinese, *Driving Related Issues*.
  - ◆ There are 7 self-help downloads available on the site and a link to a website with more self-help guides for legal issues.
  - ◆ 252 individuals (347 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.
  - ◆ 537 individuals (600 pageviews) used the section: *Court*.
  - ◆ 533 individuals (660 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.

- ◆ 311 individuals (349 pageviews) used the section: *Attorney Speaker Service*.
  - ◆ 1,573 individuals (2,004 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.
  - ◆ 143 individuals (168 pageviews) used the section: *History*.
  - ◆ 573 individuals (669 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*.
  - ◆ The website provided timely and topical alerts with announcements and links in the navigation pane to draw user attention to legal issues related to: Closure of old and new location of the Driver Services Facility in Champaign, along with a map of the 4 closest facilities to Champaign; Move-In, which also linked to Tenant Union forms; the new Small Claims do-it-yourself PowerPoint; "unofficial"; Spring Break; Tax filing information, including ITIN application information; Expungement (do-it-yourself PowerPoint) and Move-Out.
- Eleven preventive formal 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: 98.08% learned at least one thing that they did not already know that will enhance their ability to avoid legal difficulties. 96.15 % 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:
      - Representing LGBT Clients
      - Dealing with differences-Serving Immigrant Communities
    - Thomas E. Betz:
      - The History of Whiteness or Everything You always wanted to know about race but were afraid to ask
      - Understanding the New Federal LGBT Anti-Discrimination Rule
      - Where Mental Health Meets the Law: The Aging of the Legal Profession-Geriatric Mental Health
    - Mary Ann Midden:
      - The History of Whiteness or Everything You always wanted to know about race but were afraid to ask
      - Contextual Bias in Crime Lab Testing
      - Implicit Bias 101: What All Lawyers Need to Know
      - Transgender Persons and the Law



- Bias in the Justice System and its impact on the Practice of Law
- Techniques for Making Judicial Bias Vanish
- Hot Topics in Representing LGBT Clients: Educating Yourself, Your Staff, and Your Clients
- Where Mental Health Meets the Law: Aging of the Legal Profession-Geriatric Mental Health

### **2016-17 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: Continue to provide timely and topical education alerts on the website navigation pane that link to office materials and relevant materials available elsewhere. Develop a topical alert regarding Auto resales/gifts that may violate Illinois Tax Law which students, in particular, International Students, have difficulties with.

Initiative: Take further 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: Submit to “Student Affairs Assessment Inventory” three year statistical analysis of International/Domestic Student perception of retention impacts in consultation services.

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 these areas 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. During this reporting period the following brochures and materials were translated and made available in downloadable online form: Arrest Card (Chinese), Your Court Appearance (Chinese & Korean), and internal office document, Acknowledgement of Collateral Consequences (Korean & Japanese).
- The new PowerPoints, “Therapy Animals”, “Immigration Issues for LGBT Students”, “Expungement:

Your Misdemeanor Record”, “How to Cancel Federal Student Loan Payments”, “Doing your own Small Claims Case”, and “Student Loan Repayment Plans” are now available on the office website.

- Director Thomas E. Betz received the 2016 Chancellor’s Academic Professional Excellence Award.
- Five Special Workshops
  - Presentation to Rainbow International LGBTQ, “Immigration Issues for LGBT Students”.
  - Presentation to Minority Association of Future Attorneys on “Police Encounters” and “Search and Seizure”.
  - Presentation to and discussion with IFC Presidents’ Council on issues of “unofficial”.
  - Presentation, with Tenant Union, in I-Promise Housing Seminar on housing and leases, and legalities in signing such contracts.
  - Presentation, live and live-streamed, as well as recorded, to the Graduate School of Library and Information Science, “Student Loan Repayment Plans”

### **2016-2017 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 or additional language.

Initiative: Add translations of Mandatory S.R. 22 Insurance in Japanese and Chinese to website section, *Especially for International Students*. These are vital State of Illinois Forms that students who do not have valid insurance when they are ticketed must deal with, and the forms are often found to be very confusing.

Initiative: Add Chinese translations of the following office brochures to website: Steal this Pamphlet, Misdemeanors, and Notaries Public. Add Japanese translation of Your Court Appearance and Notaries Public

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

Initiative: Complete PowerPoint, “What to Consider When Reviewing Job Offers and Employment Terms and Conditions”, with the possibility that it could be linked with another University of Illinois unit and jointly marketed.

Initiative: Complete translation into Chinese and formatting the translation of the Illinois Rules of the Road and make it available on the office website.

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

- Each case that is closed is digitized within 48 hours of closure with the paper original being shredded/recycled. Ameren intake forms and Advice Only paper forms are retained for one fiscal year and then digitized and shredded. This maintains available office space.

## 2016-2017 Student Legal Service Goals and Initiative aligned with ODOS Goal 4:

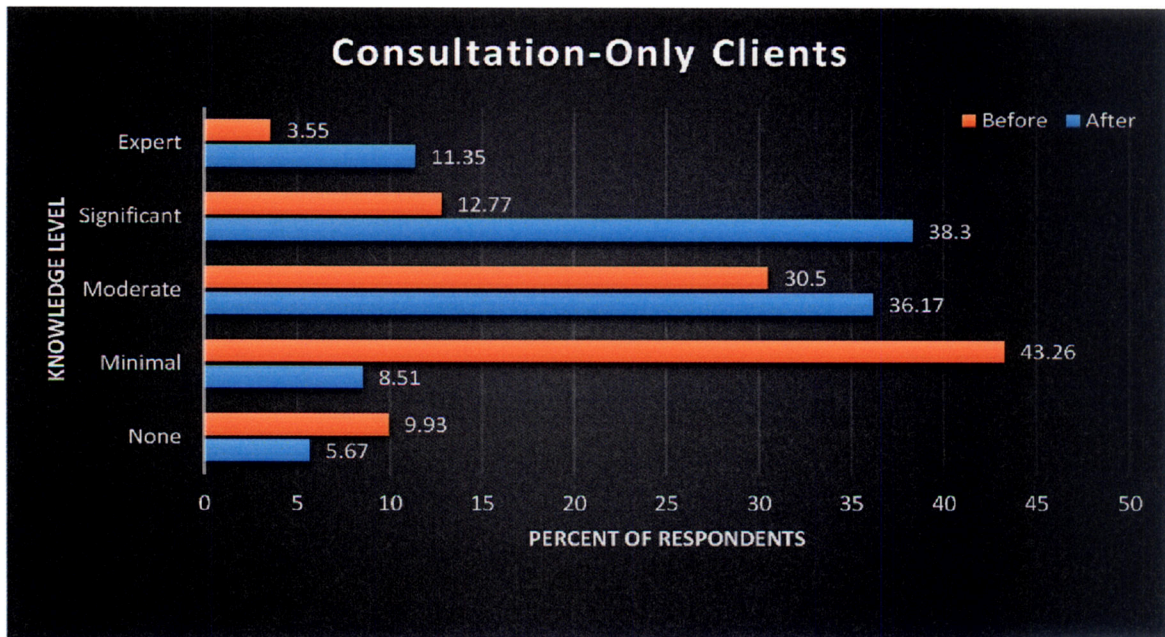
- Continue the sustainable effort to make preventive education materials fully available in online downloadable form, which drastically reduces paper printing costs while increasing access.

Initiative: Scan and then shred past years of internal office files to open more office space.

## ASSESSMENT PROJECTS AND STRATEGIC GOALS FY2017

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.

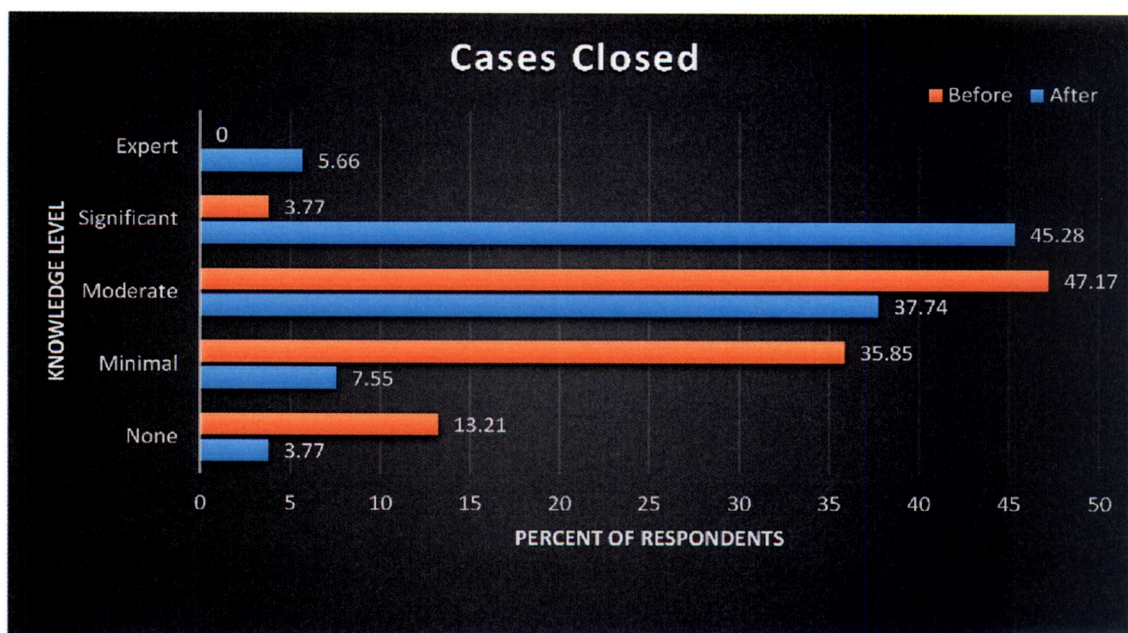
### A. Consultation Only



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, 2015 and March 21, 2016. Separate pie charts are for results in consultation matters from July 1, 2015, through March 11, 2016.

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 92.45% *"Strongly or Moderately Agree"*, and Consultation Only students 89.55%. To the question, *"I feel that without Student Legal Service, I would have had greater difficulty resolving my problem,"* 94.25% of Closed Case students responded, *"Strongly or Moderately Agree"*. Consultation Only students responded 92.31% *"Strongly or Moderately Agree"* to the question, *"I feel the Student Legal Service represents a valuable service to clients."*

# Student Legal Service Metrics - FY2016

## OFFICE USAGE

Consultation Only				Cases Opened	
Accident	24	Name Change	3	Accident	28
Administrative Law	1	Notarization *	338	Ameren	1
Affidavit	1	Notice of Atty Lien	1	Application Qs	1
Ameren *	342	Parental Rights	1	Bailment	3
ADA Issue	2	Parking Ticket	6	City Ord. Violation	17
Application Qs	1	Personal Injury	5	Collection	3
Auto Registration	1	Police Encounter	2	Consumer	12
Bailment	1	Post Expungement Issue	1	Criminal	1
Car Sales Tax	3	Post Plea Issue	25	Damage Deposit	28
Certification *	82	Power of Attorney	17	Deceased Student	1
City Ord. Violation	71	Protest Etiquette	1	Domestic Battery	2
Civil	4	Questions - Various	4	DUI	6
Collection	11	Referral	151	Expungement	2
Concealed Carry Law	1	RIAA/MPAA/Copyright	1	Fake ID	1
Consumer	74	RSO	1	Housing	101
Contract	19	Small Claims	4	Housing-Therapy Animal	1
Credit	5	Student Discipline	29	Insurance	2
Criminal	5	Tax on Car Sale	3	Miscellaneous	1
Cyberstalking	1	Toll Violation	11	Misdemeanor	76
Damage Deposit	46	Towing	4	Name Change	9
Discrimination	3	Traffic	185	Parking Ticket	1
Divorce	2	Translation PRC DL	107	Post Judgment Issue	1
Domestic Battery	1	Victim	4	Post Plea Issue	14
Domestic Violence	4	Witness	1	Power of Attorney	1
Driver License Qs	4	<b>TOTAL 2113</b>		RIAA/MPAA/Copyright	1
DUI	12	Additional Notarizations	123	Small Claims	1
Emancipation	1		2236	Tax on Car Sale	1
Employment	33			Traffic	230
Expungement	34			<b>TOTAL 546</b>	
Fake ID	16			<b>Consult+Open TOTAL 2659</b>	
Family	6			Additional notarizations	123
Gender Inequality	1				2782
Harassment	4				
Housing	292				
Housing-Therapy Animal	2				
ID Theft	3				
Insurance	20				
Internet Fraud	2				
Interview	11				
Jury Summons	1				
Mail Fraud	1				
Medical POA	1				
Miscellaneous	15				
Misdemeanor	44				

*\* Total of Notary Services provided: 342 Ameren; 82 Certification, 338 Notarization, solely. Remaining 123 notarizations were for clients in the context of their issues (e.g., Expungement petitions), who were not required to fill out separate intakes.*

Year	Consult	Opened	Total	% of Total
Freshman	134	65	199	7.48%
Sophomore	246	60	306	11.51%
Junior	398	128	526	19.78%
Senior	424	131	555	20.87%
Graduate	857	152	1009	37.95%
Professional	14	8	22	0.83%
Non-degree	40	2	42	1.58%

Gender	Consult	Opened	Total	% of Total
Female	837	174	1011	38.02%
Male	1263	369	1632	61.38%
Other	13	1	14	0.53%
**No Answer		2	2	0.08%

Social Status	Consult	Opened	Total	% of Total
Single	1944	517	2461	92.55%
Married/Civil Union	169	25	164	7.30%
**No answer		4		0.15%

U.S. Veteran	Consult	Opened	Total	% of Total
	19	4	23	0.86%

Have Dependents	Consult	Opened	Total	% of Total
	80	15	95	3.58%

	Consult	Opened	Total	% of Total
<b>U.S. Citizen</b>	862	253	1115	41.93%
<b>U.S. Visa</b>	1173	269	1442	54.23%
<b>Permanent Resident</b>	58	20	78	2.93%
<b>None of the Above</b>	20	4	24	0.90%

<b>Notary Services *</b>	
Students Served	885
Number of Signatures	1610

\* Total of Notary Services provided. 342 Ameren; 82 Certification, 338 Notarization, solely. Remaining 123 notarizations were for clients in the context of their issues (e.g., Expungement petitions), who were not required to fill out separate intakes.

\*\* Under current intake system, answer is required; these student identity entries, by netID, must predate the current intake system.

<b>FIVE-YEAR STATISTICAL SUMMARY</b>			
<b>YEAR</b>	<b>ALL INTAKES<sup>1</sup></b>	<b>CONSULTATION ONLY<sup>1</sup></b>	<b>OPENED CASES</b>
<b>2015-2016</b>	<b>2782</b>	<b>2236</b>	<b>546</b>
<b>2014-2015</b>	<b>2774</b>	<b>2079</b>	<b>695</b>
<b>2013-2014</b>	<b>2570</b>	<b>1917</b>	<b>653</b>
<b>2012-2013</b>	<b>2773</b>	<b>2114</b>	<b>659</b>
<b>2011-2012</b>	<b>2400</b>	<b>1858</b>	<b>542</b>
<b>2010-2011</b>	<b>1797</b>	<b>1333</b>	<b>464</b>
<b>5 year average</b>	<b>2516</b>	<b>1922.83</b>	<b>593.17</b>

<sup>1</sup> 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**

<b>All Intakes:</b>	54.81%
<b>Consultation Only:</b>	67.74%
<b>Opened Cases:</b>	17.67%

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

<b>2009-2010</b>	<b>1731</b>	<b>1321</b>	<b>410</b>
	<i>FY2016- 60.72% increase</i>	<i>FY2016- 69.27% increase</i>	<i>FY2016- 33.17% increase</i>

<b>SLS OUTREACH EVENT, PRESENTATIONS AND OTHER EVENTS, FY2016</b>			
<b>Day &amp; Date</b>	<b>Event: Presentation</b>	<b># Participants</b>	<b>Attorney(s)</b>
8/5	College of Law, International LL.M Program Orientation	75	TEB
8/18	ISSS Undergraduate New Student Orientation #1	150	MAM + SYH
8/18	ISSS Undergraduate New Student Orientation #2	152	SYH + MAM
8/20	ISSS Graduate New Student Orientation	53	TEB
8/5	College of Law, International LL.M Program Orientation	75	TEB
9/23	LGBTQ - Stay Safe and Build Community: Being LGBTQ in CU	2	MAM
10/15	Daily Illini Housing Fair	23	TEB + MAM
10/21	McKinley Special Population Student Health Committee - Panel Discussion: Effects of Alcohol Use on Students and Others	150	MAM
11/13	Rainbow International - LGBTQ International Students: Issues of Same-Sex Marriage while in the U.S.	30	TEB + MAM
1/13	Exchange Orientation	100	All Attys.
1/15	ISSS New International Student Orientation	60	All Attys.
2/11	McKinley Health Center Special Populations, Student Health Concerns Committee	60	MAM
2/24	IFC Presidents' Council	52	TEB
2/29	Phi Kappa Psi	65	MAM
3/9	I-Promise Housing Seminar	16	TEB
3/29	Minority Association of Future Attorneys	22	TEB & MAM
4/12	GSLIS Student Loan Repayment Workshop - with live broadcast online during live workshop	21	MAM
6/10	ISSS Summer New Student Orientation	20	TEB & MAM

<b>Day &amp; Date</b>	<b>Event: Fairs and Tabling</b>	<b># Participants</b>	<b>Attorney(s)</b>
8/10	Student Services Symposium, Resource Fair	100	TEB
8/11	Paraprofessional (RA) Resource Fair	230	TEB and Student
8/21	Re-Entry and Transfer Fair	200	MAM
8/23	Quad Day	2,000	All Attorneys + Student
9/11	LAS New International Student Fair	17	Student
9/22	CCSS Resource Expo	20	MAM
2/4	Campus Community Committee and CCSS Resource Fair	15	TEB & SYH
3/3	Daily Illini Spring Housing Fair	25	MAM
3/14	Admitted Students Days Resource Fair	20	MAM
3/28	Admitted Students Days Resource Fair	75	MAM
4/1	Admitted Students Days Resource Fair	40	SYH
4/4	Admitted Students Days Resource Fair	25	TEB
4/8	Admitted Students Days Resource Fair	60	MAM
4/15	Admitted Students Days Resource Fair	30	Student
4/18	Admitted Students Days Resource Fair	46	SYH

Appendix 3



## Student Legal Service Presentation/Event Evaluation

<b>Fiscal Year 2016 Presentation Evaluations</b>	<b>Total # of evaluations:</b>	<b>52</b>
	<b>Approximate # of attendees:</b>	<b>95</b>
	<b>Approximate response rate:</b>	<b>55%</b>

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%	5.77%	5.77%	51.92%	36.54%	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%	1.92%	42.31%	55.77%	100.00%
3. During the presentation/event, I learned about my legal rights and how to assert these rights properly.	0.00%	0.00%	3.85%	42.31%	53.85%	100.00%
4. I would recommend that other students attend a Student Legal Service presentation/event.	0.00%	1.92%	5.77%	46.15%	46.15%	100.00%

<b>SLS OUTREACH: MATERIALS REQUESTS, FY2016</b>		
<b>Date</b>	<b>Department/Organization</b>	<b>Materials Requested</b>
7/1	ISSS	300 Rights of International Students & Scholars in the United States brochures
8/4	ISSS	50 Rights of International Students & Scholars in the United States brochures
8/19	ISSS	150 Rights of International Students & Scholars in the United States brochures, 50 Student Legal Service Program brochures, 10 "Ameren" posters
9/11	LAS Office	50 Student Legal Service Program brochures
1/22	ODOS	50 SLS Program Brochures
1/22	University of Central Florida, Student Legal Services	2 presentations done by the office (powerpoint + pdf versions) of landlord- tenant issues: <i>Animals in Housing</i> , and <i>Common Landlord-Tenant Issues at Illinois</i>
3/14	Misdemeanor Court Judge	50 Student Legal Service Program Brochures and 25 SLS Program Brochures -Chinese translation
3/15	Traffic Court Judge	50 Student Legal Service Program Brochures
4/11	Traffic Court Judge	25 SLS Program Brochures- Chinese translation
4/19	ISSS	170 SLS Program Brochures

## ADVERTISEMENTS, FY 2016

Publication Date	Medium	Ad (Special Issue/Edition)
Summer 2015	<i>iBook 2015-2016 (planner)</i>	Student Legal Service; "Know Your Rights"
10/15	<i>Door Hanger</i>	Daily Illini Housing Fair, "Choose a good landlord, Find a great apartment!"
3/2	<i>dailyillini.com</i>	large block ad, "unofficial. It's about your career!"

## LISTINGS, FY 2016

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

## ARTICLES, FY 2016

Publication Date	Medium	Ad (Special Issue/Edition)
10/13	<i>The Daily Illini</i>	"Apartment hunting tips from campus resources" (Fall Housing Guide)
2/28	<i>The News Gazette</i>	"Legal Counsel at the Ready"
3/4	<i>The Daily Illini</i>	"KNOW YOUR RIGHTS"
4/8	<i>Parents and Family Programs e-Newsletter</i>	"Contract Reviews and Loan Reduction Services"

<b>WEBSITE USAGE FY2016</b>		
		<b>Pageviews</b>
<b>TOTAL PAGEVIEWS</b>		<b>49,674</b>
SLS Home/Index Page		<b>11,552</b>
Schedule Appt./Intake Page + Online Intake Index		
Online Intake Index/ Information pages		<b>14,291</b>
Online Intake Form Pages		<b>8,376</b>
Traffic Intake	1,785	
General Intake	1,523	
Ameren Intake	1,005	
Housing / Damage Deposit Intake	1,363	
Certification or Notarization Intake	1,139	
Misdemeanor Intake	472	
Translation of PRC Driver License	358	
City Ordinance Violation Intake	342	
"Thank You/Submission" Page *	167	
Health Care Power of Attorney Intake	100	
Power of Attorney Intake	75	
Name Change Intake	47	
Housing/Tenant Pages		<b>1,708</b>
General Information Pages		<b>2,944</b>
Attorney Bios		<b>2,004</b>
Especially For International Students		<b>2,677</b>
Court + Court Forms		<b>1,260</b>
Contact + Email Information		<b>1,443</b>
Brochures/Presentations		<b>1,160</b>
Engagement		<b>347</b>
Attorney-Speaker Service		<b>349</b>
Resources **		<b>162</b>
Other Links:		<b>1,401</b>
Maps	669	
Annual Reports Index	177	
SLS History	168	
Legal Links	164	
Archives (new 10/2014)	87	
Legal Disclaimer	60	
Spring Break	76	

\* Separate "Thank you" page eliminated and system changed to indicate submission on the same page.

\*\* New section of website, "Resources" added to website late in FY2016.

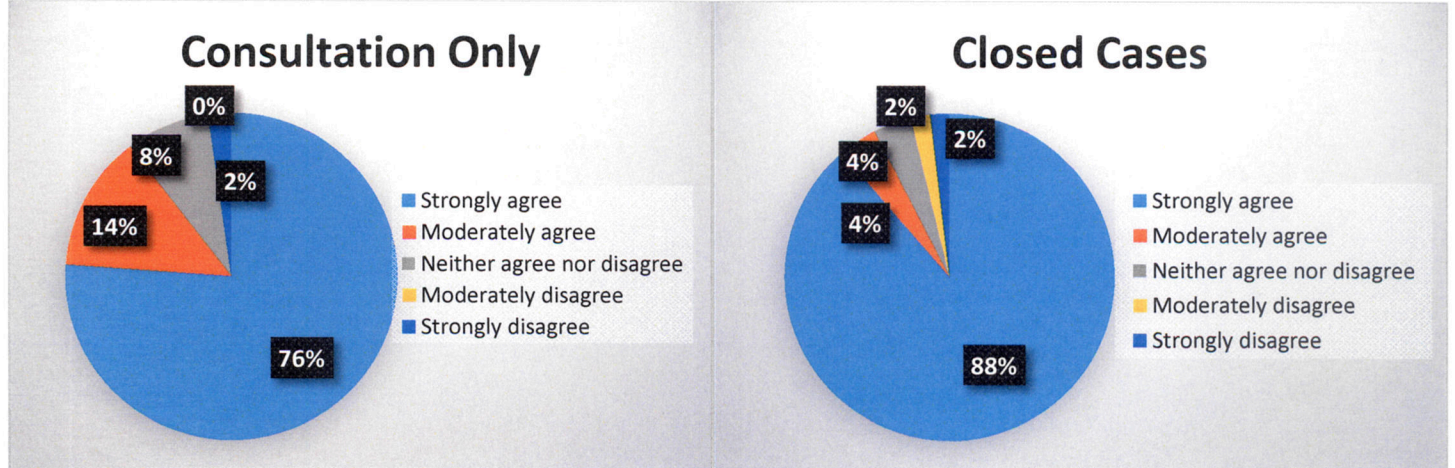
**SATISFACTION**

Please indicate your level of agreement with the following statements:

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

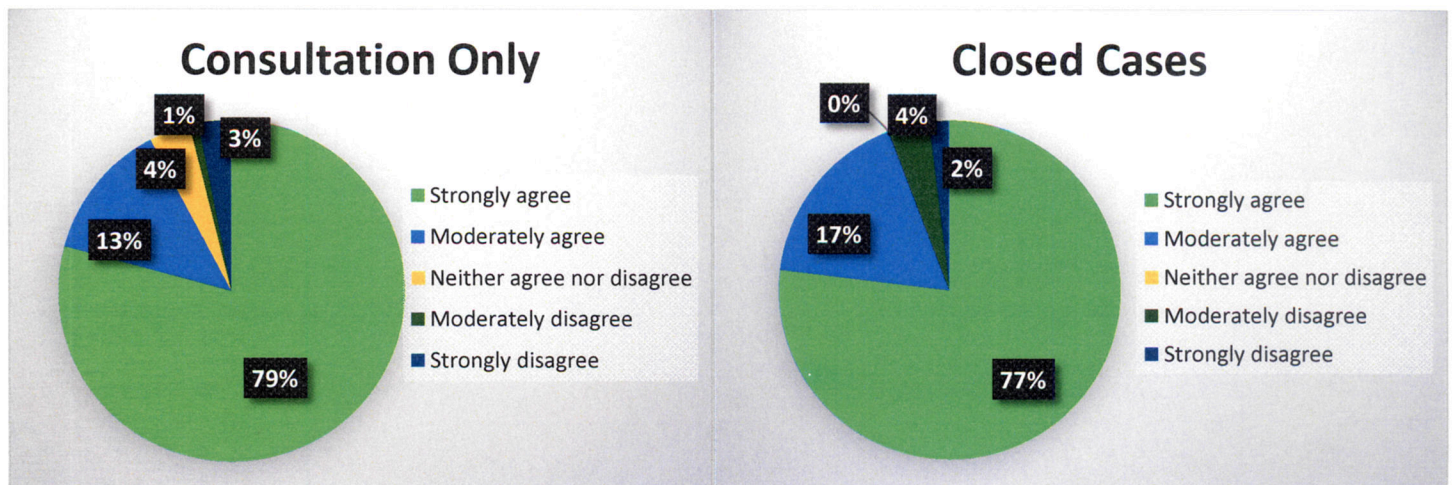
Q20.

Q23.



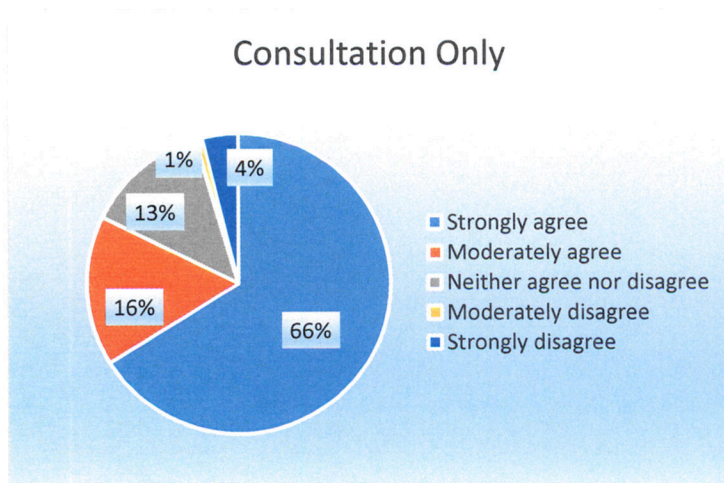
Q26. *I feel the Student Legal Service represents a valuable service to students.*

Q28. *I feel that with Student Legal Service, I would have had greater difficulty in resolving my problem.*

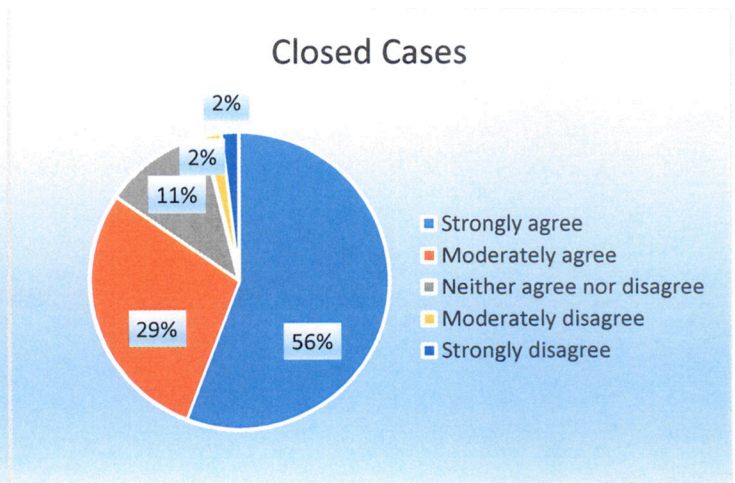


## LEARNING OUTCOMES

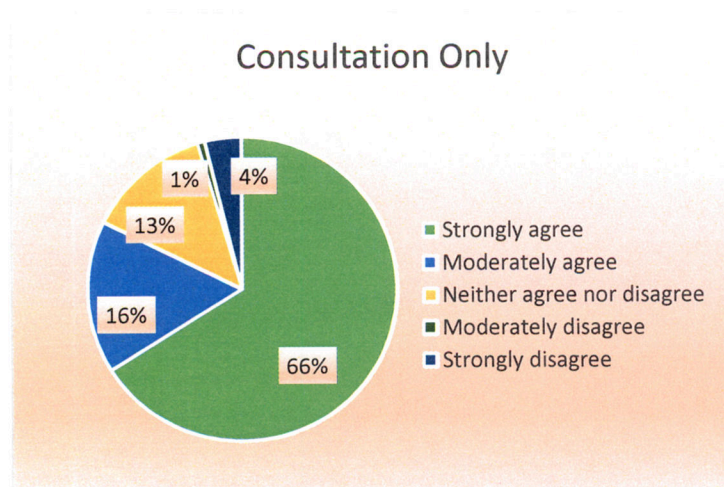
Q27. *After consulting with Student Legal Service, I feel better equipped to handle similar situations in the future.*



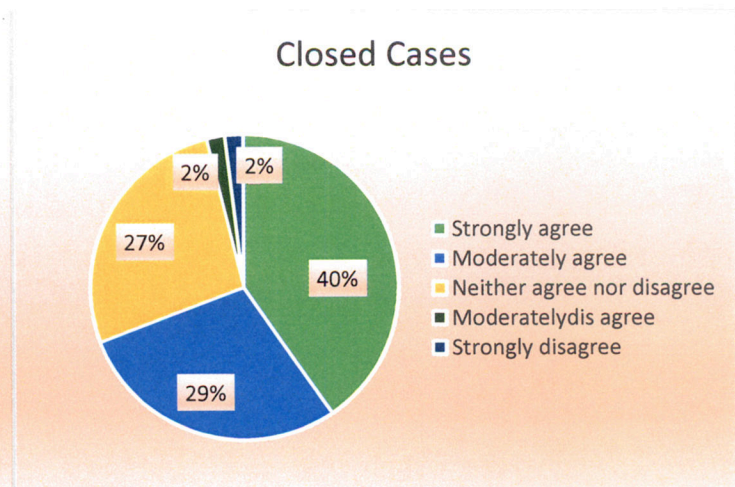
Q26. *As a result of my experience with SLS, I feel better equipped to handle a similar situation in the future.*



Q28. *As a result of my experience with SLS, I am more aware of resources available at the university.*

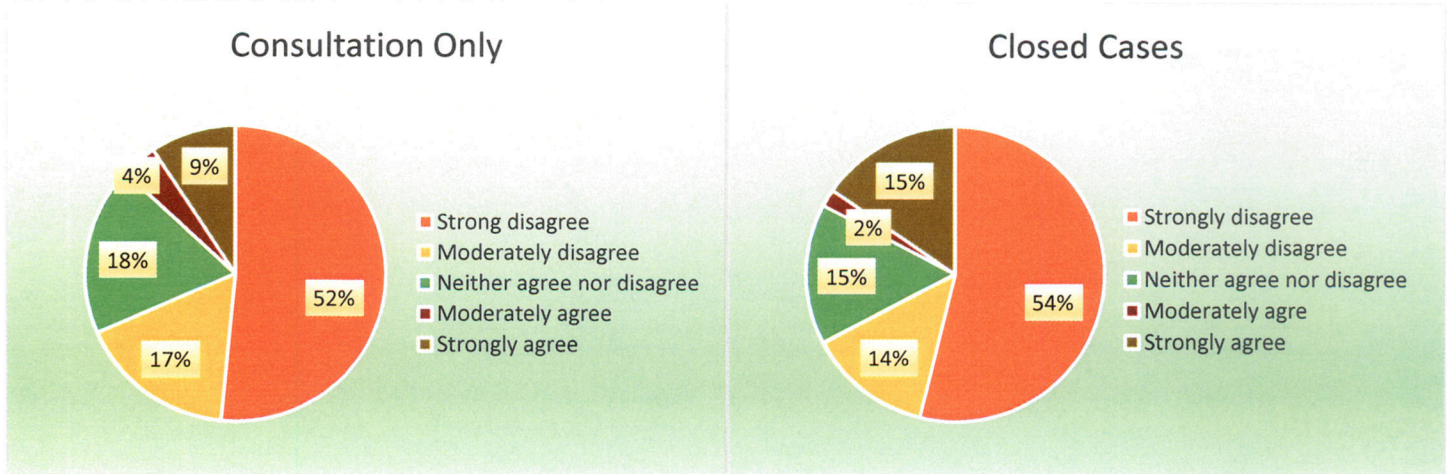


Q24. *Through my experience in the legal process, and because of the particular way Student Legal Service operated, I have.... – A better understanding of the legal process.*



RETENTION

Q29. *Without legal help, I would have considered leaving school.*



Q30. *The services provided by SLS ... - Enhanced my ability to focus on my studies.*

