



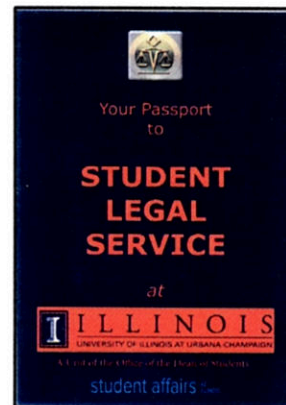
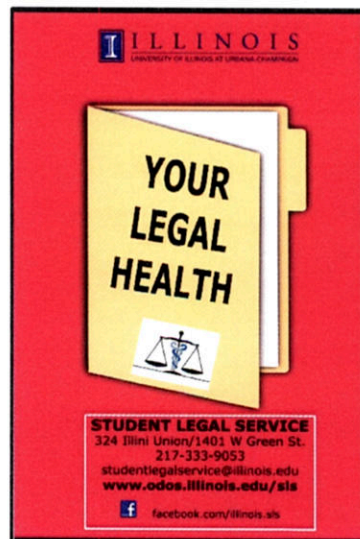
ILLINOIS

UNIVERSITY OF ILLINOIS AT URBANA-CHAMPAIGN

STUDENT LEGAL SERVICE

- ANNUAL REPORT -

JULY 1, 2017



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Attorney's Report: Executive Summary

The ongoing mission of the Student Legal Service to provide preventive legal education, legal consultation, and legal representation to students in order to enhance student knowledge of rights and responsibilities and demonstrably impact short and long term learning outcomes and retention is being fulfilled. The mission and the evidentiary metrics in each prong of the mission consistently advance the University of Illinois Strategic Plan, The Student Affairs Strategic Plan, and tracks closely with the Office of Dean of Student's Strategic Plan of 2015. Based on the three relevant strategic plans the Student Legal Service developed a complementary Strategic Plan in 2016 with seven goal sections which include aspirations related to CAS standards of 2013 for Student Legal Service programs. This report will reflect accomplishments related to the various strategic plans with primacy given to ODOS Strategic goals.

This year two major changes in law and procedure have had significant impact on office usage. The cities of Champaign and Urbana have fully implemented an online system for pleading to and paying for certain common city ordinance violation tickets, e.g., Minors in Possession/Underage Consumption, etc. Historically, these quasi-criminal offenses represented a substantial office intake volume for consultation and occasional representation. While the streamlined City Offense system mentions that students may seek legal advice through this office, it is apparent that the vast majority are opting to forgo legal advice. This haste in paying can be to the detriment of students, most especially International Students and Permanent Residents, who may suffer collateral consequences as a result.

The second major change that has impacted office intake volume has been the change in marijuana laws in Illinois. Minor amounts that are for *personal use* rather than for sale have been decriminalized. There is a small civil fine of \$120.00, with automatic expungement of the record. Since 1978, Marijuana and its misdemeanors of degree have represented a plurality of criminal and quasi-criminal intakes in the office. In this reporting period, it represents a tiny fraction of such intakes.

In the area of preventive legal education the office is excited about the development of *Your Passport to Student Legal Service*, which is the shape and size of an actual passport. The initial pilot program of 1,500 copies has been well received by students, faculty, and ISSS, and at orientations. Funding for future editions will be requested as part of our budget. *Your Legal Health* was another educational initiative that has been well received. It contains a Legal Health and Wellness Checklist that is easy for students to use. It is oriented to the needs of graduate students but accessible for all students.

In the area of representation 316 students received representation by staff attorneys. In the area of consultation/advice only, 1,657 students used the service. Assessment results and metrics will be provided infra.

THE STAFF

Thomas E. Betz, Directing Attorney, has been with the office for 31 years. He serves on ODOS Assessment Committee, 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.

Susan Y. Hessee, Staff Attorney, has served the office for 29 years. She serves on the ODOS Professional Development Committee and the McKinley Student Advisory Board.

Mary Ann Midden, Staff Attorney, has served the office for 9 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 created several new informational flyers, which are also posted on the SLS website, to assist students: *Apostille – What it is and how to get one in Illinois*, *Notarization or Certification – Which One do You Need?*, *Selling Your Car? Buying a Car from Someone? YOU WILL OWE TAXES*, and *Income Tax Filing Information*.

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.

❖ **MAJOR ACCOMPLISHMENTS FOR STUDENT LEGAL SERVICE 2016-17 AND GOALS FOR 2017-18 IN STRATEGIC PLAN AREAS OF:**

➤ **Foster collaboration, discovery, and innovation**

Accomplishments/Initiatives

- 2 International LL.M. interns from College of Law, Fall 2016.
- 2 International LL.M. interns from College of Law, Spring 2017.
- Developed *Retainer Agreement for Legal Services Consent to Joint Representation—Joint and Several Liability Lease* to further avoid conflicts of interest between clients in Landlord-Tenant disputes.
- Conducted two separate comprehensive online assessment projects with results combined July 1, 2016 to March 6, 2017, for consultation only and July 1, 2016 to March 17, 2017, for closed cases with focus on client satisfaction, learning outcomes, and retention impact of services. (See Appendix 7).
- Submitted Four Student Learning Outcomes for Student Legal Service for the 2016-17 Student Affairs Student Learning Outcomes Assessment Plan.
- Developed six formal learning outcomes for International LL.M. interns as a methodology for evaluation, Director's analysis is submitted to College of Law liaison.
- Conducted one assessment of preventive education programs (see Appendix 3).
- Conducted one online assessment of students using office Notary and Certification services and for Ameren identification documentation to start service, October 11, 2016 to March 10, 2017.
- Presented PowerPoint of Student Legal Service LL.M. Internship to College of Law International LL.M candidates, noon hour program.
- Initiative to develop attorney expertise was enhanced by Thomas E. Betz attendance at NACDL Annual Forensic Continuing Legal Education Conference (Making sense of Science X) in May of 2017.
- Initiative to develop attorney expertise in Immigration law and implications for our international, permanent resident, and undocumented students was enhanced through attendance of attorneys Susan Hesse and Mary Ann Midden at the American Immigration Lawyers Association annual continuing legal education conference in June of 2017. Because of the so-called "Trump Effect", it is critical that attorneys keep up to date.
- Collaboration with ISSS and Rainbow International Students in presentation: LGBT, Marriage, Gender Change, and Traveling Abroad.
- Collaborated with Tenant Union *Lease Lasso* in lease reading program to help students avoid pitfalls.
- Presentation by Thomas E. Betz *Therapy Animals: State and Federal Legislation* at biennial Tenant Services & Landlord Resources Conference, May 2017.

Professional Presentations:

- *Landlord-Tenant Issues: Common Issues Facing Student Legal Service Offices*, National Legal Aid and Defender's Association Student Legal Service Section, Annual Continuing Legal Education conference, July 2016. Thomas E. Betz, Susan Y. Hesse, Tanisha King-Taylor.
- *Search and Seizure in College Dorms: Fourth Amendment Protections*, National Legal Aid and Defender's Associating Student Legal Service Section, Annual Continuing Legal Education Conference, July 2016. Mary Ann Midden

- *Assessing Client Satisfaction and Student Learning*, National Legal Aid and Defender's Association Student Legal Service Section, Annual continuing legal education conference. July 2016. Thomas E. Betz, Donald C. Heilman (Rutgers), and Karla Rusch (Appalachian State U).
- *Work Life Balance, A panel discussion*. U.S. Legal Service Association-Western region Winter Conference, January 2017. Susan Y. Hessee, Elizabeth Kemper (UCLA), J. Raymond Schiflett (U. Texas Austin), Shannon Fitzpatrick (Texas State U.)
- *Student Learning Outcomes*, Triple "I" Conference April 2017. Thomas E. Betz
- *Auto, Renter, Parent's Homeowners Insurance: When Loss happens, what to do, preparing for risk*. Triple "I" Conference April 2017. Mary Ann Midden

Professional Committee Work:

- Thomas E. Betz: Illini Union Director Search Committee Fall 2016, Spring 2017, National Legal Aid and Defender's Association Student Legal Service Section, Elizabeth Berg Streeter Community Service Award Committee.
- Susan Y. Hessee: ODOS Professional Development Committee, McKinley Health Center Student Advisory Board.
- Mary Ann Midden: President, Triple "I" Association of Student Legal Service Attorneys.
- Initiative: Thomas E. Betz, *Immigration Panel: Representation of Non-U.S. Citizen Clients*, National Legal Aid and Defender's Association Student Legal Service Section Annual Continuing Legal Education Conference July 2017
- Initiative: Maintain high degree of staff attorney competency in forensic/demonstrative/scientific evidence through NACDL annual Forensic Continuing Legal Education Conference.
- Initiative: Joint presentation to entire Student Legal Service staff by Midden and Hessee sharing changes in Immigration law and modifications for office process/procedure and client interviews as a result of their attendance at AILA Conference in June 2017.
- Initiative: Will provide three internships for International LL.Ms fall 2017 now that the office has returned to a full complement of staff attorneys.

➤ **Provide transformative learning experiences**

Accomplishments / Initiatives

- 1,657 students received in-office consultations on a wide range of legal issues not requiring the opening of a formal case. They were given guidance in making lawful and ethical decisions. Students were surveyed and results indicated that they believed they gained life skills regarding future legal issues (see Appendix 7)
- Assessment in consultation matters indicates that 81% students feel better equipped to handle similar situations in the future.
- Assessment indicated that 51.5% of students had minimal to no understanding/knowledge of their legal issue prior to consultation, with 56.6% reporting significant or expert knowledge after consultation with and additional 30.3% having at least moderate comprehension of their legal situation.

- 49.1% of consultations were U.S. citizens and 46.6% were international students. Legal consultation services are disproportionately vital for our International student population.
- 316 Students had cases that were formally opened by the staff with the following categories being numerically most significant: Traffic and traffic-related – 164, Misdemeanor – 64, and Housing and Damage Deposit – 54.
- 53.2% of opened cases were for domestic U.S. students and 44.3% were for international students.
- 12% of traffic cases that were closed were dismissed and 84% pled to lesser charges.
- 85.7% of Misdemeanor cases that were closed were dismissed or dismissed via Champaign County State’s Attorneys *Second Chance* program.
- Assessment indicates that 86.67% had outcomes that resolved their legal concern while 76.67% felt that the final resolution of their case was what they desired.
- Assessment indicates that 86.67% of students believed that their legal representation enhanced *their ability to focus on studies*.
- The office website at www.odos.uiuc.edu/sls is a major component of the mission of preventive legal education and is the portal to access consultation and representation services. A total of 16,845 individual accesses to the website were recorded with a total of 42,649 pageviews.
- There were 1,801 pageviews in the section Tenant and Housing Information, 3703 pageviews in the section *Especially for International Students*, and 1915 pageviews in the section: *Brochures and Presentations*, with the additions of the following PowerPoints: Medical Marijuana in Illinois, Possession of Marijuana for Personal Use, available in downloadable form. There are currently 45 different, downloadable brochures available to students with 7 of these translated into Chinese, 5 into Korean, 2 into Italian, 2 into Spanish and 1 into Japanese, for a total of 62.
- There are a total of 14 downloadable preventive education PowerPoints.
- The section *Community Resources* was revised in light of client concerns to add Immigration Referrals with the new title, *Community Resources & Immigration Referrals*.
- There are 11 self-help guides on the site and one link to a website with more self-help guides for legal issues.
- The usage numbers for each section of the website are provided in (Appendix 6).
- Navigation Pane Topics: Move In, linked to housing section and Tenant Union Check-in sheet, Rules of the Road, linked to Chinese translation, Don’t Turn Off Your Heat, Spring Break linked to guidelines brochure, Taxes---When Selling Your Car with the alert in English and Chinese, ITIN links to form W-7 ITIN Application form in English, Chinese, and Korean.
- Educational outreach program assessment indicated that 100% learned at least one thing that they did not already know, and 100% learned about their legal rights and how to properly assert those rights.
- Prepared a three year statistical analysis of assessment data and trends regarding Client Satisfaction, Learning Outcomes, and Retention Impact for domestic students and international students which indicate a high level of general client satisfaction, significant learning as a result of the process and a statistically significant acknowledgement by students that *but for services they would have considered leaving school*. (See detailed analysis in Appendix 7).
- 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:

- Elimination of Bias: The Internationalization of College Campuses
- Overcoming and Eliminating Age Bias against both Younger and Older Lawyers, with Discussion of ABA Rule 8.4(g)
- Breaking Through Bias 2016: Gender Stereotypes in the Legal Profession

Thomas E. Betz:

- Elimination of Bias: The Internationalization of College Campuses
- A Hollywood-worthy Ethical History of Bias
- The Role of Gender in the Legal Profession
- Elimination of Bias in Client Communications
- Meeting the Communication Needs of Students with Disabilities: The Interplay between ADA and the IDEA.
- Bias has been Eliminated...Hypothetically Speaking

Mary Ann Midden:

- Elimination of Bias: The internationalization of College Campuses
- Racial Justice Allies and Advocates Training
- A Hollywood-worthy Ethical History of Bias
- Elimination of Bias in client Communications
- Help is not a Four Letter Word: Sidelining Stigma
- The Role of Gender in the Legal Profession
- The History of Whiteness of Everything You Always wanted to Know about Race but were Afraid to Ask
- Overcoming Implicit Bias against Non-citizen Defendants
- Identifying and Eliminating Bias and Discrimination in the Legal System, Codes, Cases and other Constraints
- Transgender Rights in the Workplace
- Transgender Updates in employment, school, health care access and Public Accommodation
- Bias has been Eliminated...Hypothetically Speaking
- Transgender Person and the Law
- From Montgomery to Ferguson and Baltimore, Lawyers as Agents of Change: The Role of Law in the Long Arc of Justice
- The ADA and Psychiatric Disabilities in the Workplace

2017-18 Goals and Initiatives

- Continue to provide quality legal advice and consultation 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 preventive legal education programming via the website and through sessions and panels before student groups.
- Enhance the expertise and quality of legal representation through development or refreshing of attorney knowledge in areas of Immigration and scientific evidence and advocacy.
- Continue to provide representation that ethically resolves or significantly assists in the resolution of student issues which assessment demonstrates removes barriers to academic success and helps students learn lifetime advocacy skills.

- Initiative: Draft a job description for a possible new attorney position with an emphasis on student services assessment and educational outreach skills.
- Initiative: Refine *Passport to Student Legal Services* which would include a multi-lingual introduction/greeting.
- Initiative: Evaluate the effectiveness of TryZealous and other attorney referral services to determine whether Student Legal Service needs to reconsider developing its own referral system.

➤ **Make a significant and visible societal and community impact**

- Equity and access to the program and law were enhanced 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 materials were translated into the designated language(s):

Brochures and Flyers

Fake IDs	Korean
IRS Form W-7 ITIN Application	Chinese, Korean
(What is a) Misdemeanor	Chinese, Korean
Notaries Public	Chinese
Steal This Pamphlet	Chinese
Student Legal Service Program	Italian
Your Court Appearance	Italian, Japanese

Especially for International Students

Collateral Consequences	Korean
Illinois Rules of the Road	Chinese
Jury Waiver	Hindi, Italian, Nepali
Links to translations of "IRS Form W-7 ITIN Application"	
Misdemeanor Guilty Plea Admonitions	Hindi, Italian
Your Rights in Traffic Court	Italian, Nepali

Office Forms

SR-22 Insurance	Chinese, Hindi, Korean
Waiver of Confidentiality/Privilege	Chinese
What Happens When SLS Represents You in Traffic Court	Chinese

- Created *Your Legal Health*, a seven point brochure with a sub-topic check list. Designed for graduate students in health related fields but has been made available on the web and for use by advisors in health related university programs.
- Developed and produced **Your Passport to Student Legal Service** in a format that is the size and shape of an actual passport. This piece is being widely distributed at international student orientations and at ISSS. This project was funded by the Director's receipt of special project grant as part of CAPE Award.
- In light of Illinois adopting major changes in Marijuana Law the office created two new PowerPoints addressing both Medical Marijuana and Personal Possession of Marijuana.

- In a multi-year project the office had Illinois Rules of the Road translated into Chinese with this translation being available on office website in downloadable form.
- Added Nepali translation of Jury Waiver, Your Rights in Traffic Court, and Misdemeanor Admonitions to translation inventory in *Especially for International Students*.

2017-18 Goals and Initiatives:

- Maintain, update and, where issues arise, expand preventive education materials online in a downloadable form. Provide additional translations when resources are available.
- Initiative: Collaborate with the *Center for Translation Studies* in developing protocols for translations and use of translators in the office.
- Initiative: Add Hindi translation of *Jury Waiver, Your Rights in Traffic Court, and Misdemeanor Admonitions* to inventory of common court forms on website section *Especially for International Students*.
- Initiative: Complete reconfiguration of *What to Consider When Reviewing Job Offers and Employment Terms and Conditions*.
- Initiative: Explore the possibility of having the basic office guide, *Student Legal Service Program*, made available in Braille.

➤ **Steward current resources and generate additional resources for strategic investment.**

- For the past three fiscal years the office has been able to digitize closed files within 48 hours of closure with the paper being shredded and then recycled. This has saved significant storage costs and allows office space to be used more efficiently.
- Purchased a system that more accurately assesses the number of student CONTACTS with office services in a confidential and secure manner consistent with Illinois Rules of Professional Conduct. The office purchased two i-card card reader units and the i-card Program office created an application (1) to assess students' ability to access SLS' services based on Service Fee assessment as relates to parameters for access set forth in the SLS Operational Plan, and (2) to provide SLS with a count of student contacts during monthly time periods, or other periods as requested.

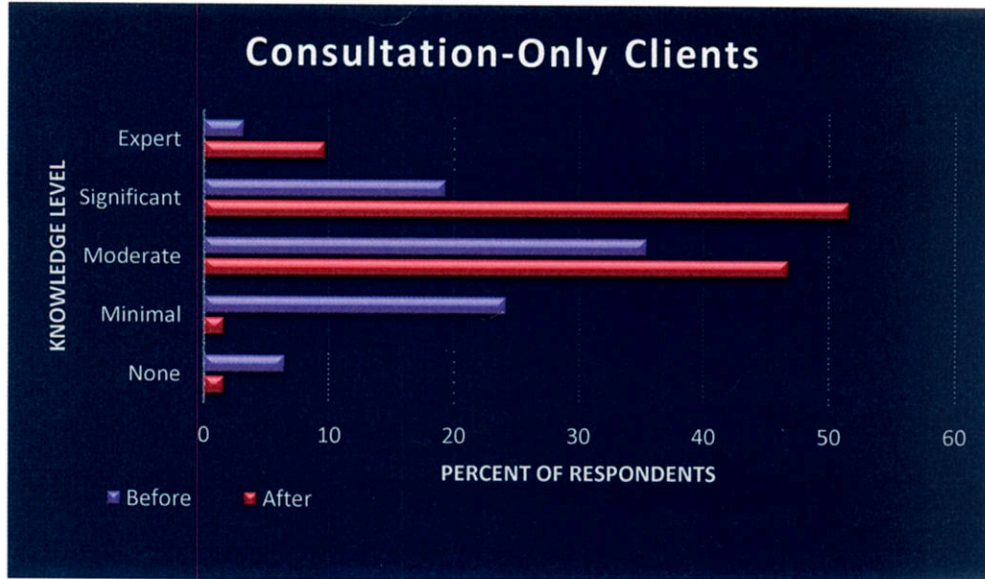
2017-18 Goals and Initiatives

- Continue the sustainable effort to make all preventive education materials fully available in online downloadable form.

➤ **Assessment Projects and Strategic Goals**

- Accomplishment: 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.

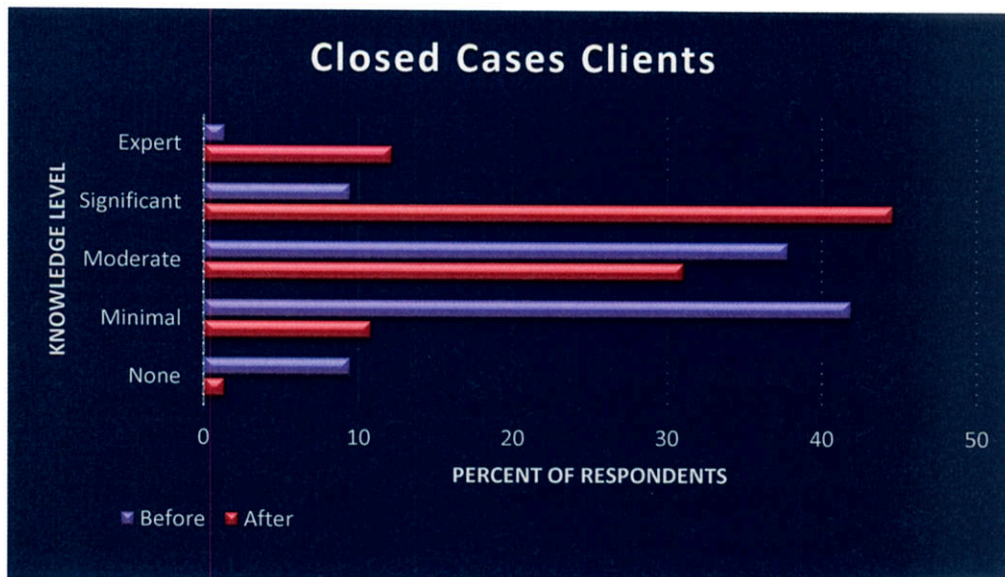
A. Consultation Only



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, 2016 and March 6, 2017. Separate pie charts are for results in consultation matters from July 1, 2016, through March 17, 2017.
- 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 82.79%. To the question, *“I feel that without Student Legal Service, I would have had greater difficulty resolving my problem,”* 90.41% of Closed Case 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.”*

Student Legal Service Metrics - FY2017

OFFICE USAGE

Consultation Only	
Accident	13
Ameren	78
Auto Damage	2
Car Tax	1
Certification	87
City Ordinance Violation	48
Civil	1
Collection	8
Consumer	69
Contract	8
Credit	3
CrimeVictim	5
Criminal	7
Damage Deposit	45
Discimination	1
Domestic Battery	2
Domestic Violence	1
Employment	41
Expungement	47
Fake ID	48
Family	9
Fraud /Internet Fraud	3
Harassment	4
Health Care POA	4
Housing	306
Housing-Therapy Animal	6
ID Theft	4
Insurance	8
Interview	8
Misc. Qs - General	63
Misc. Qs-Driver License	6
Misc. Qs- Immigration	9
Miscellaneous	4
Misdemeanor	30
Name/Gender Change	9
Notarization	315
Parking Ticket	2
Personal Injury	6
Post Plea Issue - Misdem.	11
Post Plea Issue - Traffic	6
Power of Attorney	6
Referral	100

Scam-Online/Email/Phone	3
Small Claims	4
Student Code Violation	24
Towing	3
Traffic	172
Translation of PRC Driving License *	17
TOTAL	1657

Cases Opened	
Accident	4
City Ordinance Violation	9
Collection	5
Consumer	5
Credit	1
Damage Deposit	19
Expungement	4
Fake ID	2
Housing	34
Housing-Therapy Animal	1
Insurance	1
Misdemeanor	59
Name/Gender Change	10
Post Plea Issue-Misdem.	1
Post Plea Issue - Traffic	1
Selective Service Letter	1
Traffic	159
TOTAL	316

Consult+Open TOTAL 1973

Notary Services	
Students Served	777 **
Number of Signatures	1578

* Driving License Translation service was discontinued mid-January, 2017, when last Chinese-speaking student worker graduated and left the office.

** Please note that in the Seven-Year Summary, Appendix 2, "Ameren", "Notarizations" and "Certifications" were subtracted from the total in "Notary Services" above, and the remainder of 297 was added to the "Consultation Only" total of 1657 to obtain 1954.

Year	Raw Numbers		% of Total Combined
	Consult	Open	
Freshman	93	45	6.99%
Sophomore	224	43	13.53%
Junior	302	57	18.20%
Senior	345	77	21.39%
Graduate	656	92	37.91%
Professional	27	2	1.47%
Non-degree	10	0	0.51%

Gender	Consult	Open	Combined
Female	648	110	758
Male	1000	204	1204
Other	7	2	9
No Answer	2	0	2

Social Status	Consult	Open	Combined
Single	1530	303	1833
Married/ Civil Union	125	13	138
No Answer	2	0	2

U.S. Veteran 14

Have Dependents 61

	Raw Numbers		% of Total Combined
	Consult	Open	
U.S. Citizen	813	168	49.72%
U.S. Visa	772	140	46.22%
Permanent Resident	60	6	3.35%
None of the the Above	12	2	0.71%

SEVEN-YEAR STATISTICAL SUMMARY			
YEAR	ALL INTAKES¹	CONSULTATION ONLY¹	OPENED CASES
2016-2017	2270	1954	316
2015-2016	2782	2236	546
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
7 year average	2480.86	1927.29	553.57

¹ Figure includes notary service.

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

Percentage increase from Lowest to Highest

All Intakes:	54.37%	$(2774-1797)/1797$
Consultation Only:	58.59%	$(2114-1333)/1333$
Opened Cases:	1.20%	$(695-316)/316$

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

2009-2010	1731	1321	410
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FY2017 - 31.15% increase

FY2017 - 47.92% increase

FY2017 - 22.92% decrease

SLS OUTREACH EVENT, PRESENTATIONS AND OTHER EVENTS, FY2017

Date	Event	# Participants	Attorney(s)
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Presentation

8/12	International Students and Scholars Services (ISSS) Graduate Student Orientation #1	101	TEB, SYH
8/16	ISSS Graduate Student Orientation #2	125	TEB, SYH
8/17	ISSS Undergraduate Student Orientation #1	142	TEB, SYH
8/17	ISSS Undergraduate Student Orientation #2	92	TEB, SYH
9/19	Chi Psi Fraternity	32	TEB
11/17	Presentation to LL.M students at College of Law	20	TEB
1/11	International Exchange Student Orientation	50	TEB
1/13	ISSS Spring New Student Orientation	100+	TEB + SYH
2/2	ISSS Advisor Training	15	TEB
2/24	Rainbow International LGBT	12	MAM
6/9	ISSS Summer New Student Orientation	40	SYH

Tabling / Fair

8/12	University Housing ParaProfessional Resource Fair	220	TEB
8/17	Incoming Exchange Student Orientation Fair	200+	TEB, SYH
11/9	Graduate College Health & Wellness Resource Fair	35	TEB
2/20	Admitted Students Days Fair	60	MAM
3/6	Admitted Students Days Fair	35	TEB
3/27	Admitted Students Days Fair	60	MAM
3/31	Admitted Students Days Fair	40	TEB
4/3	Admitted Students Days Fair	40	MAM
4/7	Admitted Students Days Fair	40	SYH
4/10	Admitted Students Days Fair	40	MAM
4/14	Admitted Students Days Fair	28	TEB
4/17	Admitted Students Days Fair	80	MAM

Other

8/8	Student Services Symposium	80	TEB
10/5	Tenant Union Lease Lasso	0	TEB
10/26	Tenant Union Lease Lasso	4	TEB
11/3	Tenant Union Lease Lasso	4	TEB
12/7	University of Iowa, KRUI 89.7 FM "Ask a Lawyer" with Chris Malloy	n/a	TEB

Student Legal Service Presentation/Event Evaluation FY2017

Group: Chi Psi **Total # of evaluations: 20**
Date: 9/19/2016 **Approximate # of attendees: 23**
Topic: Rights/Obligations in a Police Encounter **Approximate response rate: 87%**

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%	30.00%	70.00%	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%	5.00%	95.00%	100.00%
3. During the presentation/event, I learned about my legal rights and how to assert these rights properly.	0.00%	0.00%	0.00%	15.00%	85.00%	100.00%
4. I would recommend that other students attend a Student Legal Service presentation/event.	0.00%	0.00%	0.00%	10.00%	90.00%	100.00%
5. Describe one thing you will do differently as a result of what you learned in this presentation.	I feel more confident depending on my rights; 4th amendment is a lot clearer; I will not allow myself to be unlawfully searched; How to address an officer, be kind and considerate; I now know better how to act when asked to search; Contact Student Legal Service; Know what to do/say when stopped by an officer; Ask for a warrant before allowing the officer to search me; No matter the circumstances, stay calm and assert your rights in a police encounter; I will be more cautious with my words to protect myself and others					
6. Do you have any suggestions for improving the presentation/event?	Show some videos in between; Nothing specifically; It was excellent no change needed; it was great!; Presentation was very informative; The presentation was very helpful and interesting; Keep this speaker, he is very good at this					

SLS OUTREACH: MATERIALS REQUESTS, FY2017

Date	Department/Organization	Materials Requested
8/4	Office of International Student and Scholar Services (ISSS)	300 - Rights of International Scholars & Services in the United States brochures, 300 - SLS Program brochures, 100 - Ameren flyers
2/16	ISSS	50 - Your Passport to Student Legal Service
2/16	Office of the Dean of Students (ODOS)	20 - Your Passport to Student Legal Service
5/4	ISSS - Summer Check-In	100 - Your Passport to Student Legal Service
5/15	Courthouse Help Desk	225 - Student Legal Service Program (SLSP), 24 - Korean Translation of SLSP, 35 - Chinese Translation of SLSP, 10 - Italian Translation of SLSP, 10 - Spanish Translation of SLSP

LISTINGS, FY 2017

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 2017

Publication Date	Medium	Ad (Special Issue/Edition)
10/27/2016	<i>The Daily Illini</i>	Bars reject international IDs, students feel wronged

WEBSITE USAGE FY2017		
		Pageviews
TOTAL PAGEVIEWS		42,649
SLS Home/Index Page		8,861
Schedule Appt./Intake Page + Online Intake Index		10,927
Online Intake Form Pages		6,289
General Intake	1,340	
Housing / Damage Deposit Intake	1,257	
Traffic Intake	1,213	
Certification or Notarization Intake	1,102	
Misdemeanor Intake	391	
City Ordinance Violation Intake	377	
Ameren Intake	352	
Health Care Power of Attorney Intake	84	
Name Change Intake	65	
Translation of PRC Driver License (<i>discontinued 1/17</i>)	56	
Power of Attorney Intake	52	
Especially For International Students		3,703
General Information Pages		2,972
Attorney Bios		1,814
Housing/Tenant Pages		1,801
Contact + Email Information		1,426
Court + Court Forms		1,259
Brochures/Presentations		915
Attorney-Speaker Service		360
Community Resources & Immigration Referrals		308
Engagement		300
Other Links:		1,714
Maps	530	
Annual Reports Index	234	
SLS History	150	
Legal Links	160	
Archives	126	
Legal Disclaimer	51	
Spring Break	73	
Other (<i>mostly unidentified pages</i>)	390	
		42,649

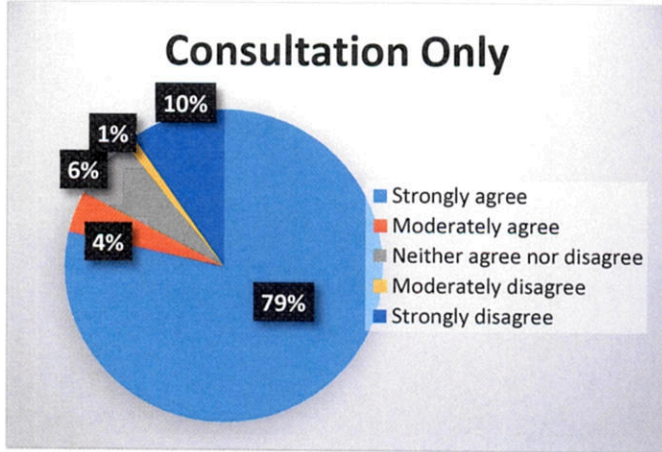
Appendix 6

SATISFACTION

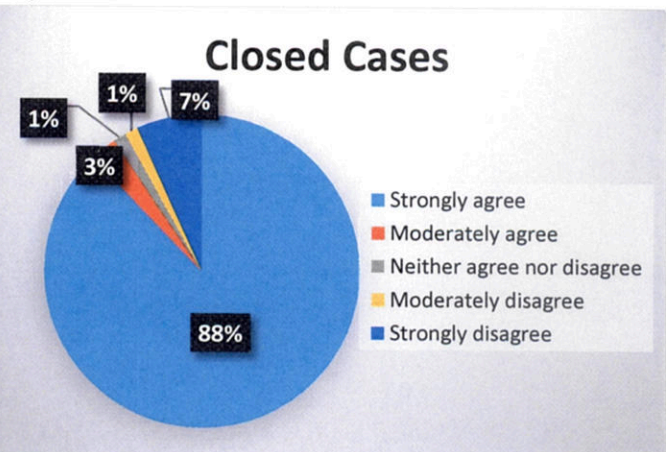
Please indicate your level of agreement with the following statements:

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

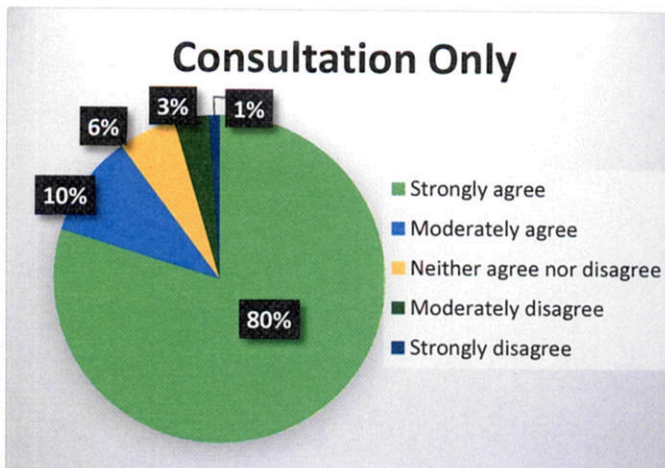
Q20.



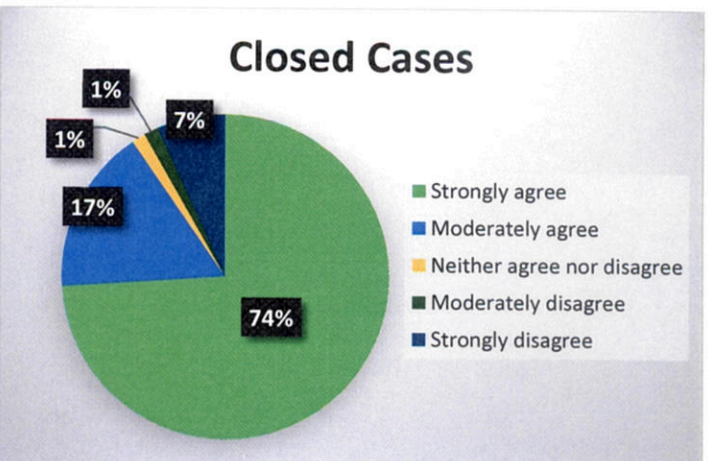
Q23.



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

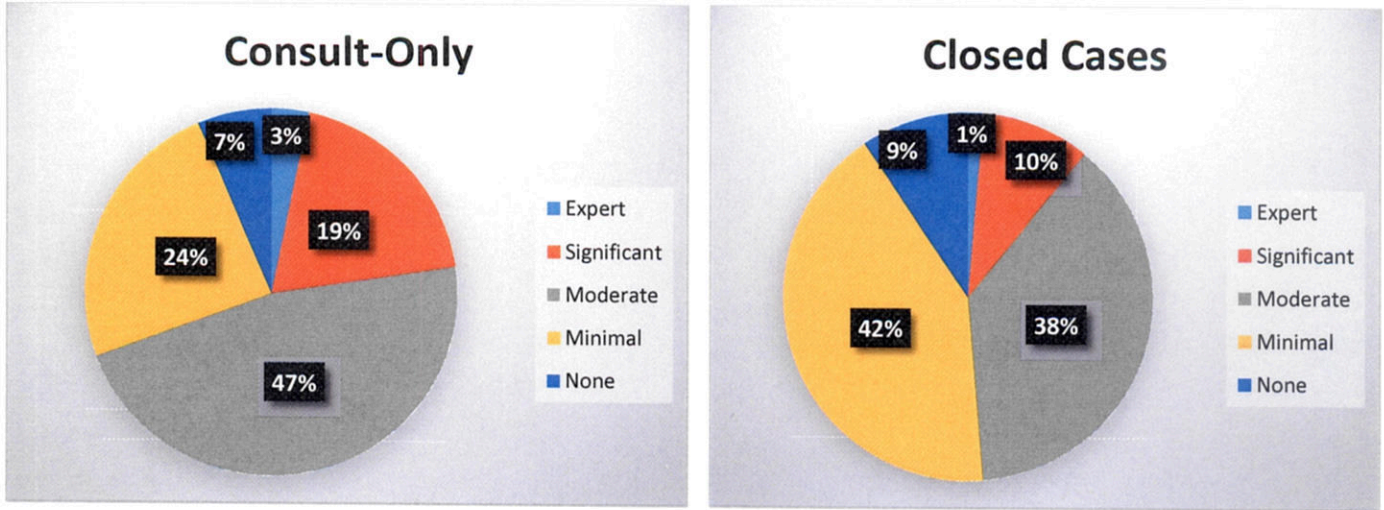


Q28. *I feel that without Student Legal Service, I would have had greater difficulty in resolving my problem.*

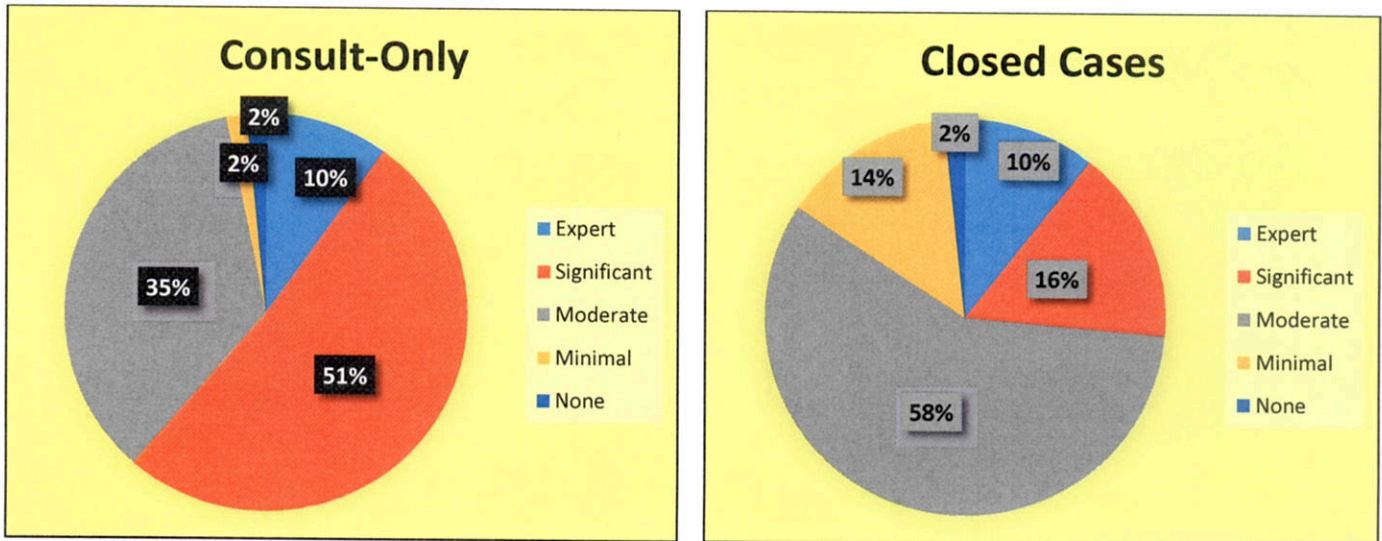


LEARNING OUTCOMES

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



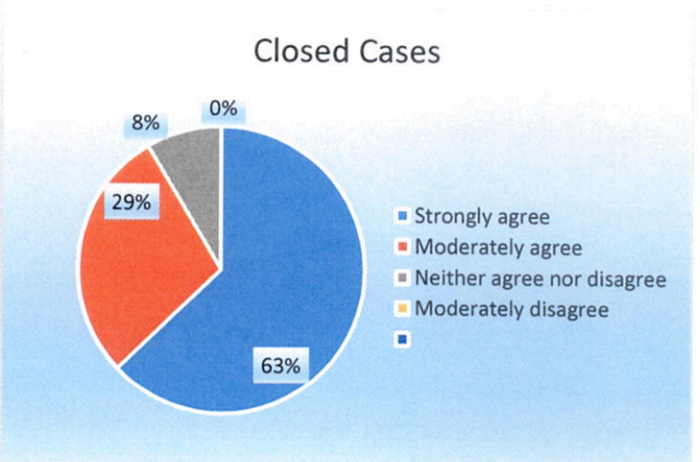
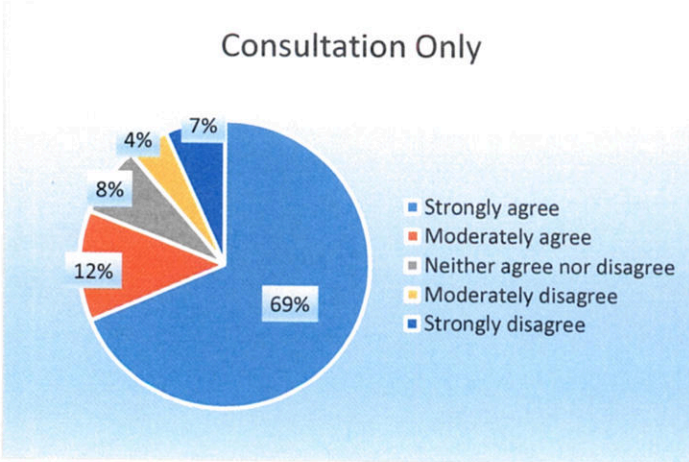
Q15/17 What is your current level of understanding/knowledge regarding your legal situation (*after meeting with SLS attorney*)?



LEARNING OUTCOMES

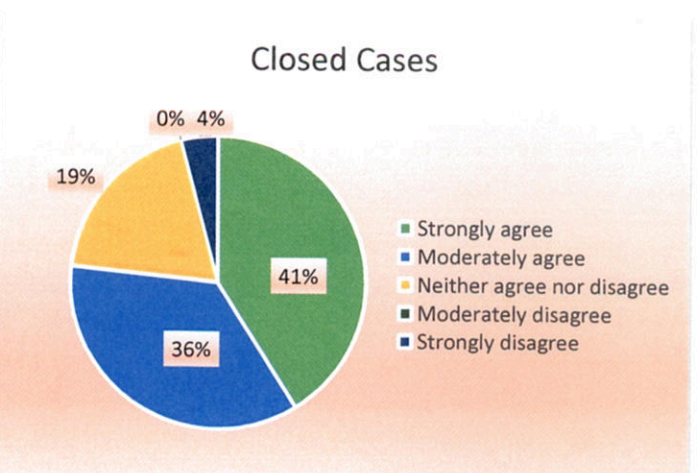
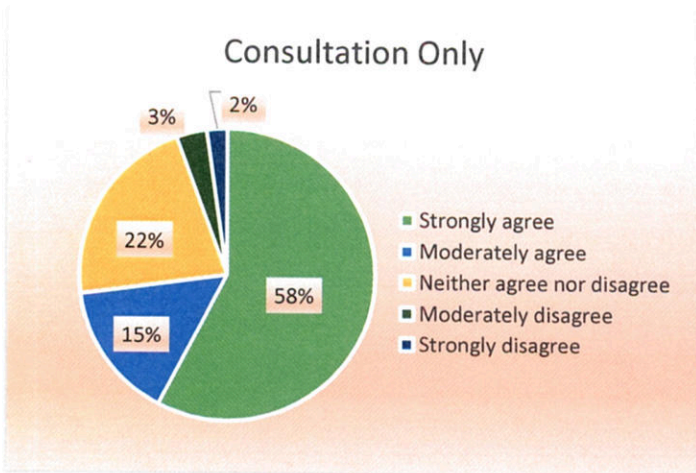
Q27. *After consulting with Student Legal Service, I feel better equipped to handle similar situations in the future.*

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



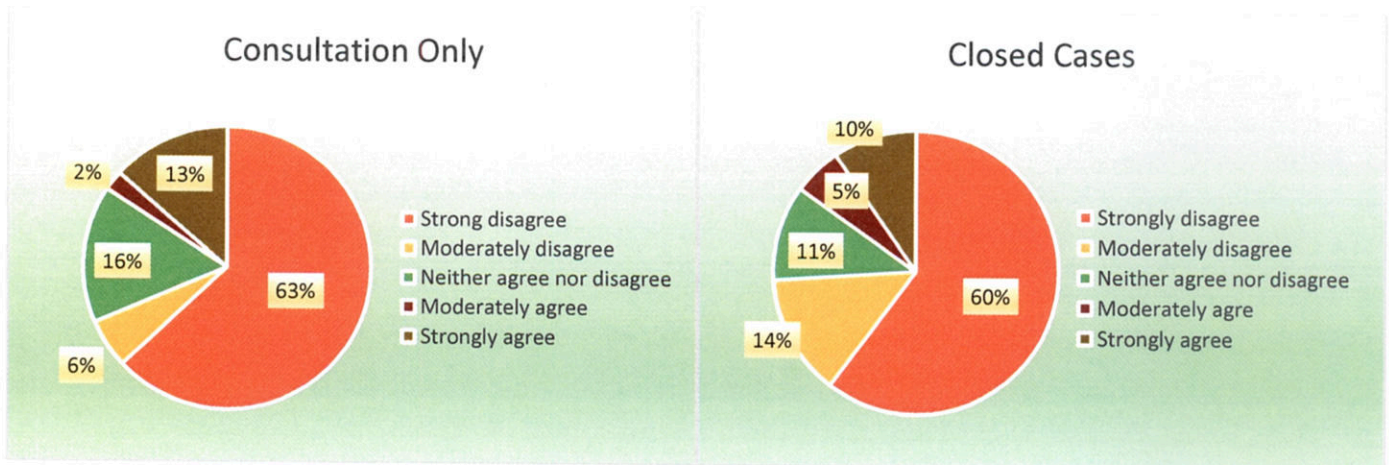
Q28. *As a result of my experience with SLS, I am more aware of resources available at the university.*

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.*

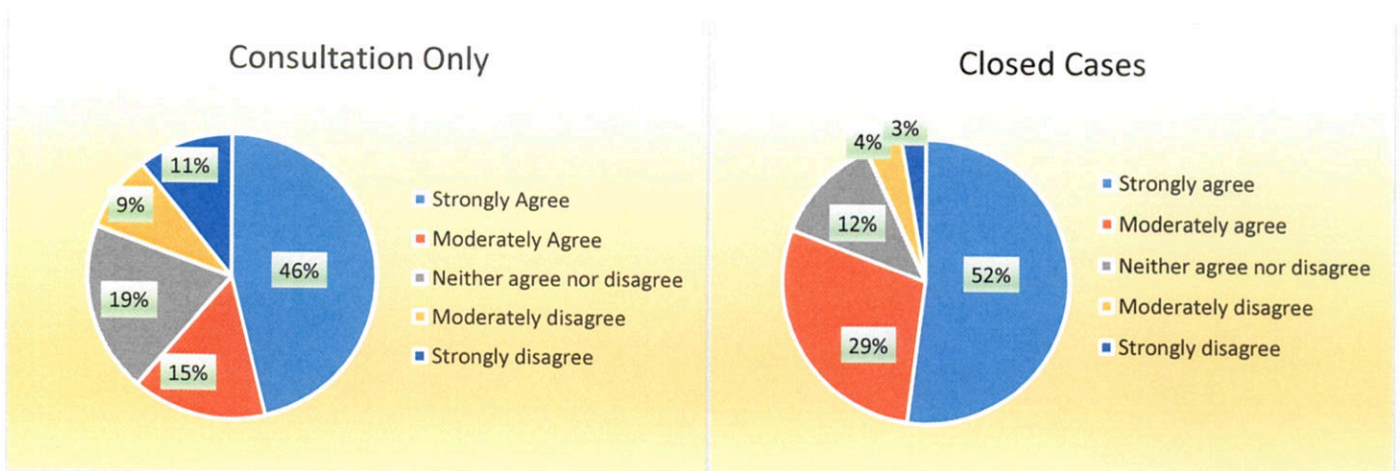


RETENTION

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



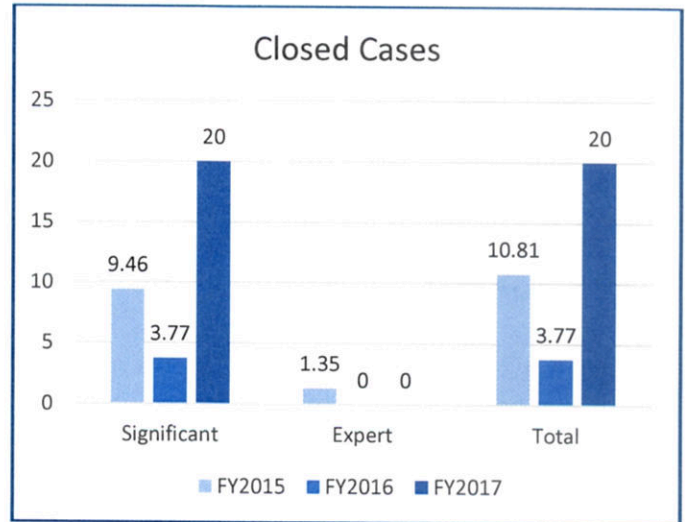
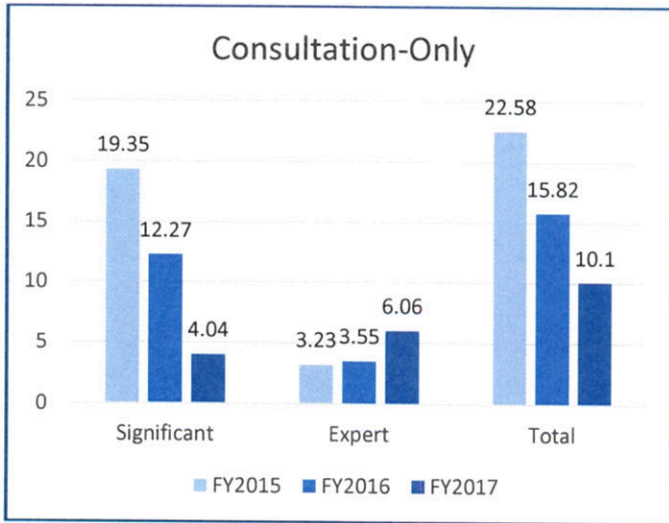
Q30. *The services provided by SLS ... - Enhanced my ability to focus on my studies.*



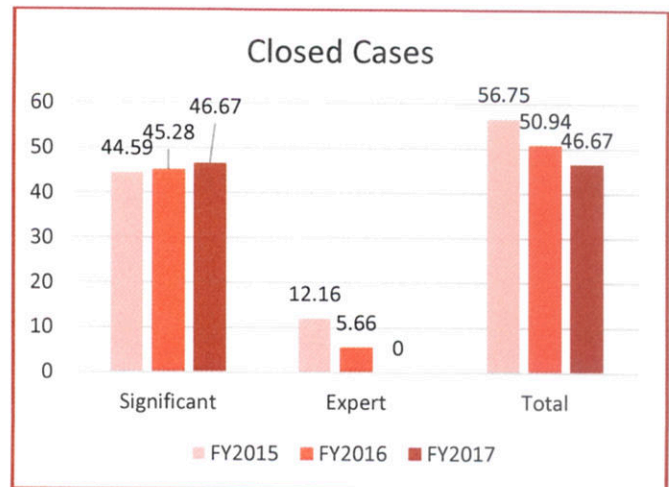
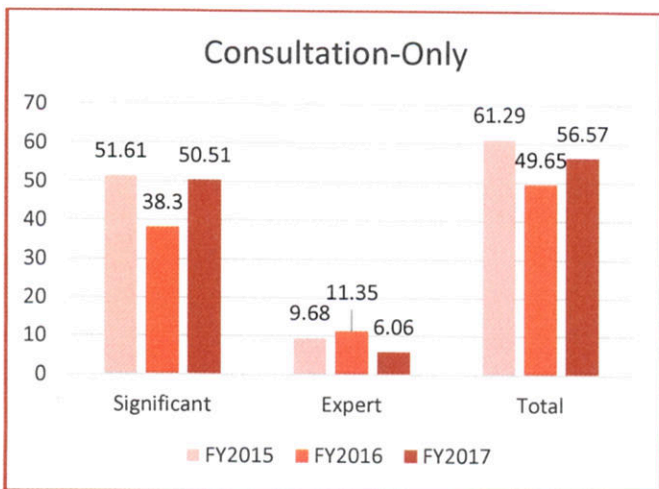
Three Year Analysis of Assessment Data and Trends

Learning Outcomes

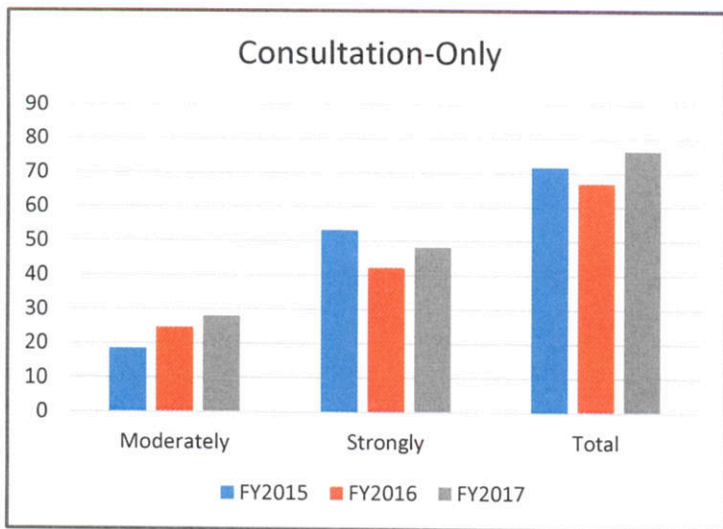
Q10. *What was your level of understanding/knowledge regarding your legal situation (prior to meeting with SLS attorney)?*



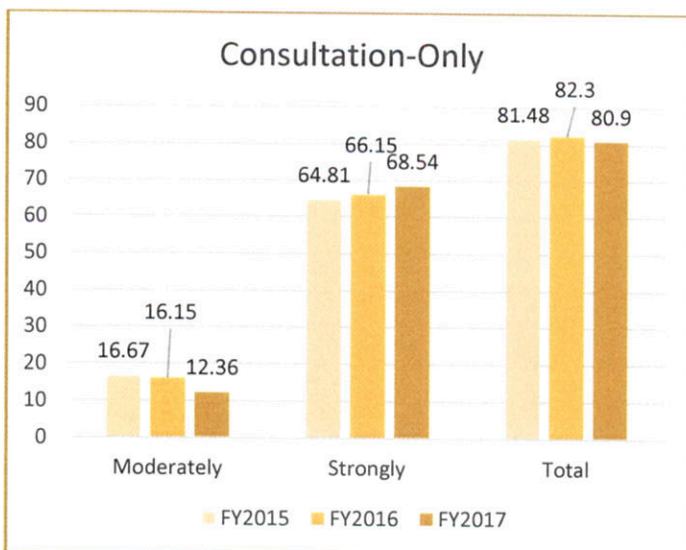
Q 15/17. *What is your current level of understanding/knowledge regarding your legal situation (after meeting with SLS attorney)?*



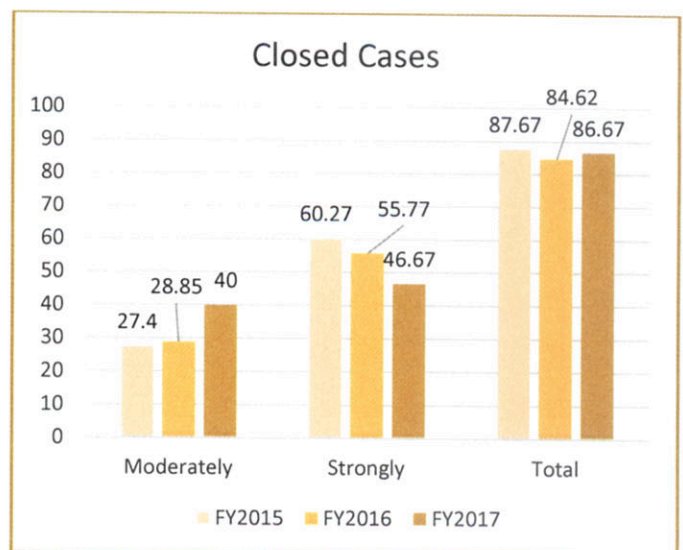
Q24. *Through my experience in the legal process, and because of the particular way Student Legal Service operated, I have a clear idea of the next step to take, if any, in my matter. Agree:*



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

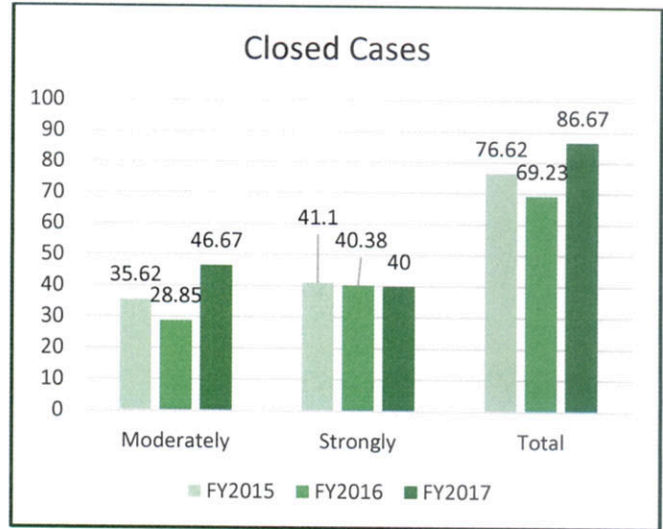
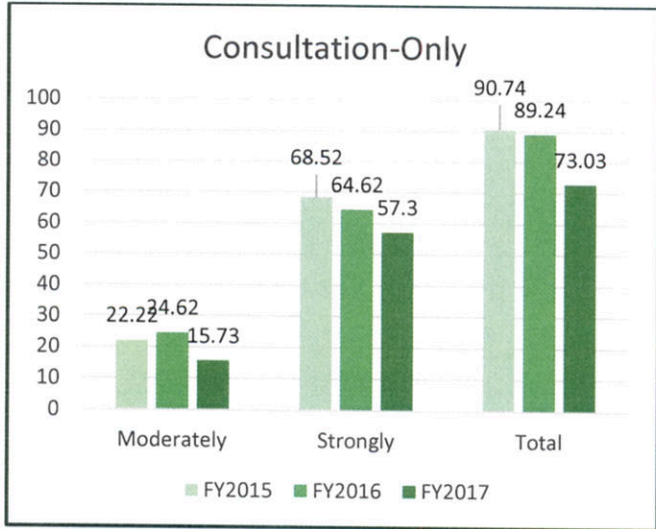


Q26. *As a result of my experience with SLS, I feel better equipped to handle a similar situation in the future. Agree:*



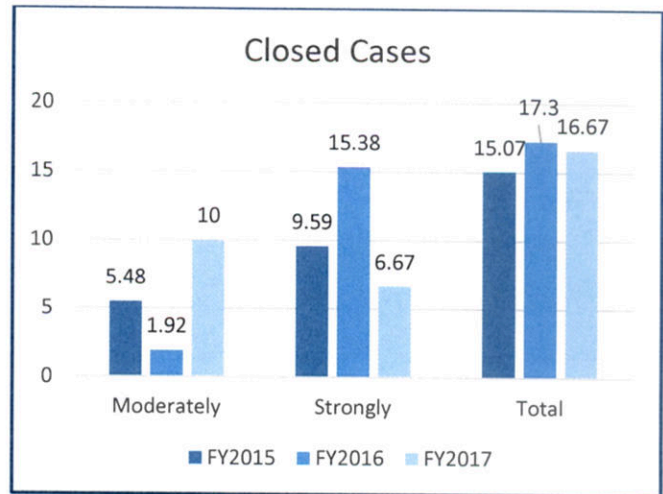
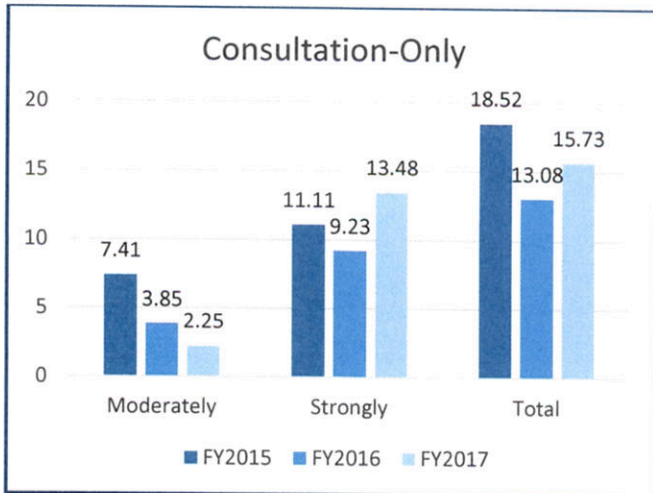
Q28. As a result of my experience with SLS, I am more aware of resources available at the university. Agree:

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. Agree:

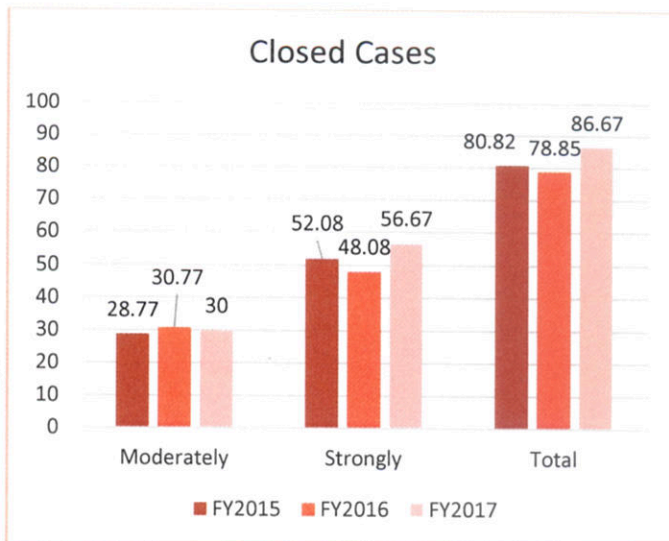
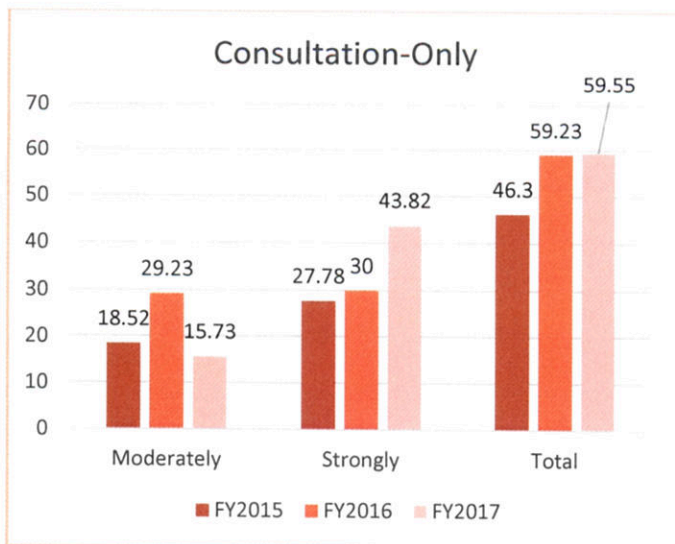


Retention

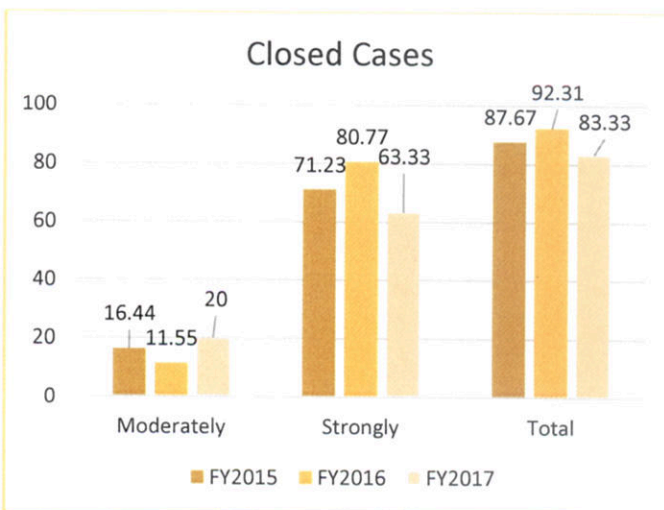
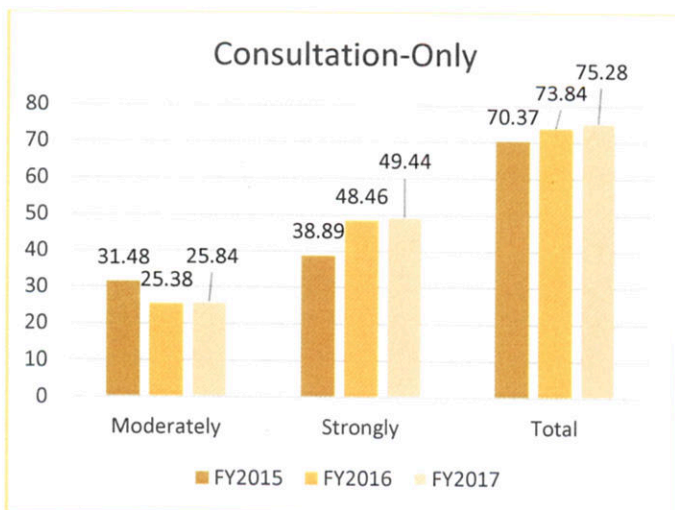
Q29. Without legal help, I would have considered leaving school. Agree:



Q30. *The services provided by SLS enhanced my ability to focus on my studies. Agree:*

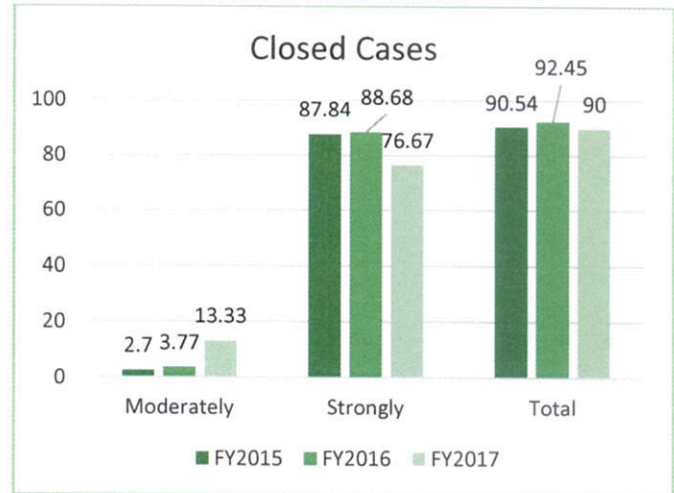
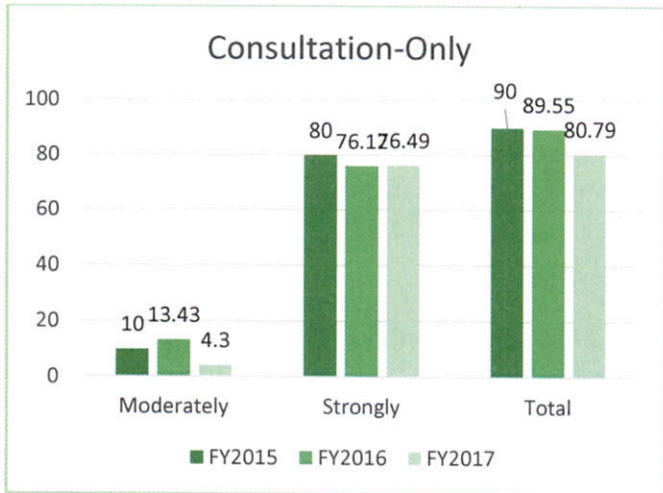


Q35. *The services provided by SLS allowed me to feel less stressed about my legal issue. Agree:*



Satisfaction

Q20/23. *I would use Student Legal Service again if I had a qualifying legal problem. Agree:*



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

Q28. *I feel that without Student Legal Service, I would have had greater difficulty in resolving my problem. Agree:*

