



Student Legal Services

OFFICE OF THE DEAN OF STUDENTS

- ANNUAL REPORT -
JULY 1, 2018



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2017-18 Annual Report – Student Legal Service

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2017-2018 ANNUAL REPORT

a. Mission Statement

“The mission of the Student Legal Service office is to provide preventive legal education, legal counseling and advice, and individual representation to students in order to enhance student life and student knowledge of their rights and responsibilities, and positively impact student retention”. *Student Legal Services Operational Plan 2012*. Since the inception of the Student Legal Service office in 1978 it has had a mission in congruence with the mission of the Office of Dean of Students to “educate students through services, advocacyto maximize lifelong learning and success.”

Student Legal Service similarly enhances the mission of Student Affairs to engage students “in programs that create transformative learning experiences, foster success....” The mission and the practical aspects of providing legal services to students inherently involves dealing with ethical and legal conundrums as the staff seek to remove/reduce, where possible, barriers to student success. Our mission does not only focus on *rights* but has a balanced approach that addresses *responsibilities* in educating students through outreach events, counseling and representation. Assessment consistently indicates a transformative impact in how students using legal knowledge are able to make more informed decisions with the potential to use the experience to contribute to society. This report will provide evidence that demonstrates the fulfillment of the mission of Student Legal Service and the various prongs of the missions of the University, Student Affairs, and the Office of Dean of Students. The missions are complementary in their visions although initiatives vary widely in how goals are achieved.

b. Executive Summary

PREVENTIVE LEGAL EDUCATION: Student Legal Service Strategic Plan Section 2. “Your Passport to Student Legal Service” was translated into Chinese and has been widely distributed in both English and Chinese at International Student Orientations. This innovative piece in the size and format of an actual passport won the 2017 United States Legal Service Association-Western Region *Jim Aldridge Special Project of Excellence Award*. The office website at www.odos.illinois.edu/sls is a major avenue for preventive legal education as it contains 48 brochures and flyers with 10 in one or more languages other than English, with 2 being new languages this year. Providing preventive legal education materials in multiple languages and legal documents, in a total of 14 languages, helps fulfill Section 3 of Student Legal Strategic Service Plan to provide downloadable materials and also insures greater access for students who have English as a second or additional language. This incorporation of different languages carries out an aspect of Student Affairs Goal 2 to provide “services that support international students”.

In light of immigration and DACA issues the office listed links to immigration attorneys in Illinois and programs available for low or free consultations. Basic information regarding DACA and deadlines was provided on the website to enhance the legal knowledge of students dealing with this issue on campus.

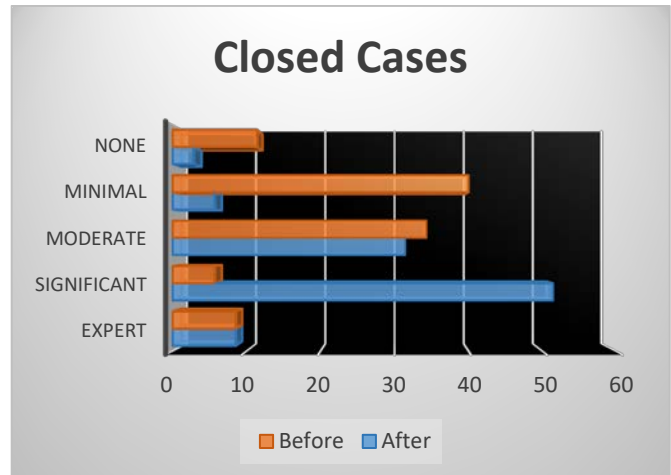
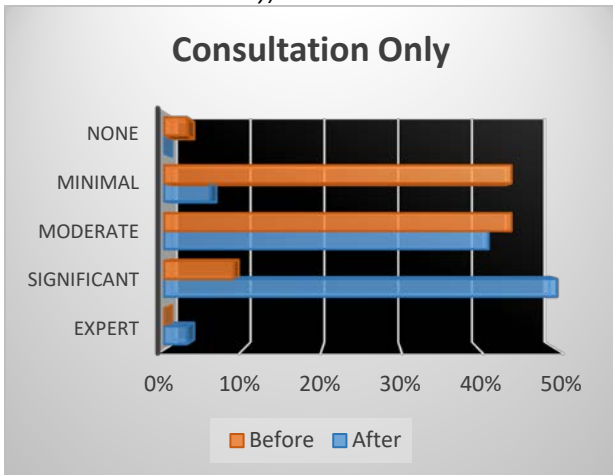
The site in the section *Especially for International Students*, provides access to common local legal documents in a Rosetta Stone of fourteen languages with the addition in this reporting period of Portuguese and Urdu, as well as Hindi for the Jury Waiver. The section has basic information regarding driving issues, immigration issues, document certification and a Chinese translation of the Illinois Rules of the Road with the translation having been done in-house. 3,429 pageviews of this section were recorded this reporting period. The entire website recorded 38,810 pageviews. The staff participated in 24 outreach events. Special alerts for students were placed on the Navigation Pane:

Energy Switching Scams, “Don’t Turn Off the Heat”, “Moving Out? Protect Your Deposit!”, and “You will not be deported for questioning/objecting to deductions from your Security/Damage Deposit.”

CONSULTATION: Student Legal Service Strategic Plan Section 1 Goal 1 is to “Provide quality legal advice and counseling to students regarding the legal rights and responsibilities, with students having knowledge of direction for practical and ethical decisions that need to be made.” This section fully embraces one prong of the mission statement of the unit with the potential for transformative learning to take place, one of the major goals of the University Strategic Plan and that of Student Affairs. This reporting period 1,879 students received in-office or remote access consultation with a staff attorney. 55.45% were domestic students and 43.85% were international students.

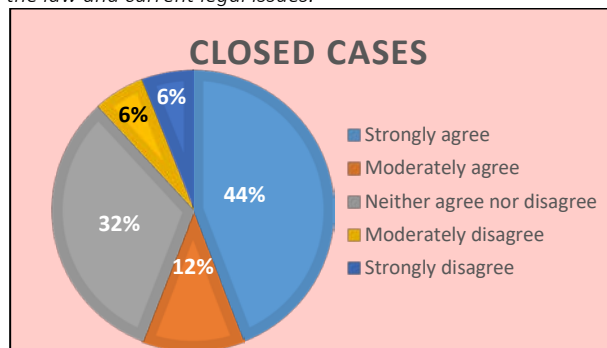
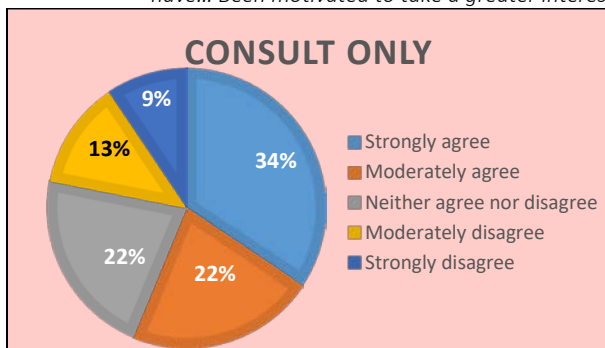
In online surveys, 87.50% of Consultation Only clients strongly agreed, “I feel the Student Legal Service represents a valuable service to students.” and 91.8% of Closed Cases clients strongly/moderately agreed, “I feel that without Student Legal Service, I would have had greater difficulty in resolving my problem.” 81.26% of Consultation Only clients strongly/moderately agreed, “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.” Learning Outcomes are clear in:

Q10. What was your level of understanding/knowledge regarding your 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)?



and

Q25/27. Through my experience in the legal process and because of the particular way Student Legal Service operated, I have... Been motivated to take a greater interest in the law and current legal issues.



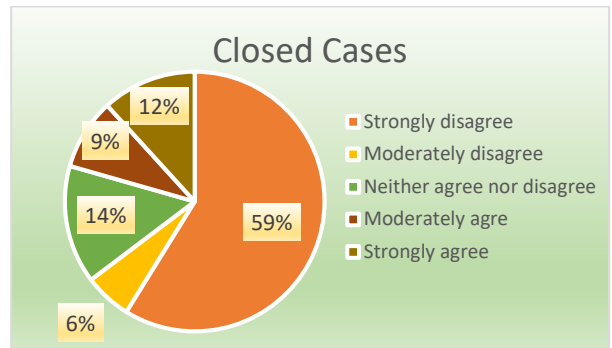
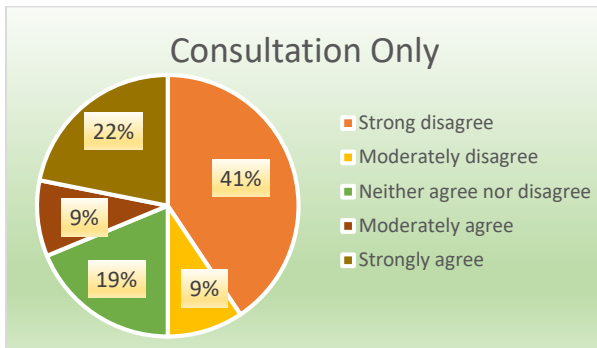
78.13% of Consultation Only clients strongly/moderately agreed, “After consulting with Student Legal Service, I feel better equipped to handle similar situations in the future,” and 88.24% of Closed Cases clients strongly/moderately agreed, “As a result of my experience with SLS, I feel better equipped to handle a similar situation in the future.”

REPRESENTATION: Student Legal Service Strategic Plan Section 4 is the provision of representation in court, settlement, and other legal means of resolving individual students’ legal issues. At its core, it is about removing barriers to academic success and enhancing student’s ability to become their own advocate.

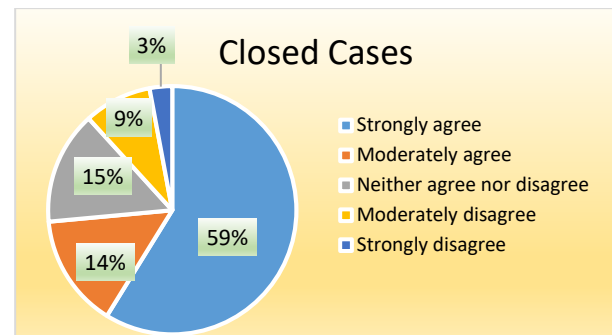
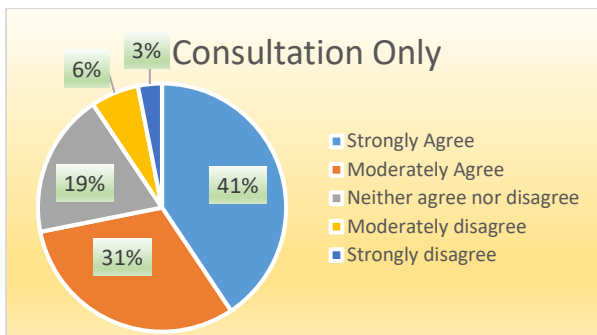
- 371 students had cases that were formally opened within the following categories: 120 Housing, 159 Traffic, 55 Misdemeanor, 15 Consumer.
- 56.6% were domestic students and 42.32% were international students.

RETENTION: The mission of the program contemplates that the provision of preventive education, consultation, and representation will have a demonstrable positive impact on student persistence. Student Legal Service Strategic Plan Section 4 specifically sets a programmatic goal to assist in removing barriers to academic success. Assessment results in this reporting period suggest significant impacts that bear a degree of correlation to provision of services.

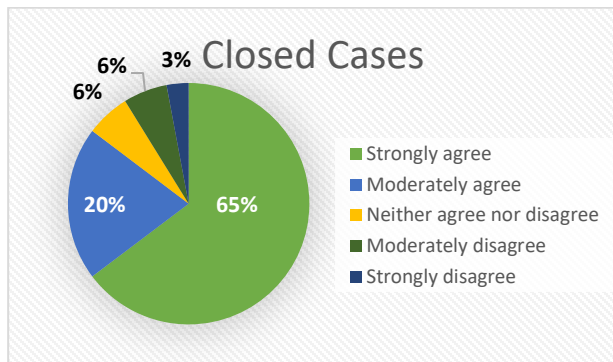
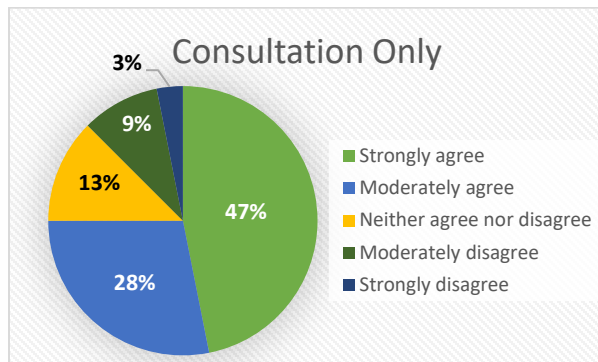
31.26% of Consultation Only clients and 20.58% of Closed Cases clients strongly/moderately agreed, “Without legal help, I would have considered leaving school.”



71.88% of Consultation Only clients and 73.53% of Closed Cases clients strongly/moderately agreed, “The services provided by SLS ... - Enhanced my ability to focus on my studies.”



59.38% of Consultation Only and 64.71% of Closed Cases clients strongly/moderately agreed, “The services provided by SLS ... - Allowed me to feel less stressed about my legal issue.”



GOALS FOR 2018-2019

1. Develop/research a method for *confidential* online scheduling of client appointments during intake process Metric: Work with IT on approaches and time frame for implementation and accessibility by students. Written progress updates shared with Dean of Students.
2. Develop protocols for remote consultation with clients via grueveo.com, skype.com, I-Phone Facetime, etc., where confidentiality is protected or the lack of confidentiality is waived by client. Metric: Staff attorneys will propose circumstances/conditions for protocol to Director who will draft an interim protocol for pilot use with a finalized protocol by July 1, 2019.
3. Review and revise where necessary office produced forms, brochures, educational PowerPoints. Metric: Count the number of pieces that need revision and prioritize those that are significantly legally outdated and revise or archive. This represents an ongoing initiative and ethical duty. Specific number of revised or archived pieces will be reported in 2019-2020 Annual Report.
4. Mobile compatibility for office website and intake forms. Metric: Again request to ODOS Media Communication that this accessibility be given priority.
5. Maintain/enhance quality consultation and representation through continuing to refresh and hone attorney knowledge in emerging areas of scientific evidence and advocacy, as well as in legal fields such as consumer issues in the Internet Age. Metric: Receipt of Continuing Legal Education Credits in Forensic Evidence, Consumer law, and in all areas required by the Illinois Supreme Court.

Goals and Initiatives from 2017-2018 that were unsuccessful or not fully achieved:

- Refine *Passport to Student Legal Service* to include a multi-lingual introduction. It was, however, translated into Chinese and made widely available.
- Provide in Hindi *Your Rights in Traffic Court* and *Misdemeanor Admonitions*. *Jury Wavier* was, however, translated and made available on the website.
- Collaborate with Center for Translation Studies in developing protocols. This effort will continue.
- Reconfiguration of *What to Consider When Reviewing Job Offers*. This is a major undertaking that is in early stages of becoming an online PowerPoint.

- Student Legal Service Program guide in Braille. This remains a worthy initiative but has not progressed.

Challenges

- The office is inadequate for internships and for multiple-client interviews and for any expansion of professional staff. No common confidential work area and inadequate intake area.
- There is a need for the addition of a fourth attorney and support staff given the volume of increasingly complex issues being addressed.

DIRECTOR'S REPORT

i. **Accomplishments and Challenges**

Student Legal Service Strategic Plan Section 6 Goal 6 Professional development was accomplished in myriad respects:

- **EMBRACING ASSESSMENT IN A STUDENTS' LEGAL ASSISTANCE CONTEXT**, Thomas E. Betz, Belinda De La Rosa, Jane M. Williams, June 2018, Illinois Pulse, <http://odos.illinois.edu/embracing-assessment/#appendix> This publication demonstrates how the program advances one of the University's four primary goals to "Foster Scholarship, Discovery and Innovation".
- Hosted Triple I (Indiana, Illinois, Iowa) annual Student Legal Services conference, April 2018.
- Participated as panelist, "Immigration: Representing Non-U.S Citizen Clients", NLADA Student Legal Services Section Conference, July 2017. Thomas E. Betz, Chelsea Flaherty, Don Heilman
- Mandatory Continuing Legal Education which is included in Section 6 was accomplished by each attorney earning license credits at Annual Forensic Science Seminar, NLADA Student Legal Service Section Annual Conference and United States Student Legal Service Association-Western Region winter conference. Each attorney earned 30 credits to satisfy Attorney Registration and Disciplinary Commission by June 30, 2018, reporting deadline.

Student Legal Service Strategic Plan Section 7 Goal 7 Provide practical experience for law students pursuing a legal career.

- Three international LL.M interns Fall 2017. Two from People's Republic of China who created a power point "Social Media for College Students" in English and Chinese. One translated into Chinese "Your Passport to Student Legal Service". One intern from Pakistan provide document translation and research and client consultations. Director certified each student's compliance with pro bono bar admission requirements.
- Two international LL.M interns Spring 2018. One from Brazil and one from People's Republic of China. Brochures and documents were translated into Portuguese. "Rights of International Students and Scholars" was translated into Chinese. Director certified each student's compliance with pro bono bar admission requirements.
- These internships are consistent with Student Affairs goal to foster co-curricular experiences which also aligns with the University aspiration to provide integrative co-curricular activities.
- The internships and the translations have been a resounding success for the program. The most **challenging** aspect of the internships is a lack of sufficient space for the interns to conduct research, writing, and interviews, in a confidential environment commensurate with their role.

ii. **Assessment**

Using Campus Labs, the office conducted six surveys of students who used one or more service provided by the office. Fall 2017 Consultation Only students received via e mail a 38 question survey

(9 demographic questions), cases that were opened and subsequently closed received a 38 question survey (9 demographic questions). Students who used the office for Ameren, Certification or Notarization, received a 13 question survey (9 demographic questions). These same surveys went out to a different cohort of Spring 2018 clients/users. A summary of results is found in appendix 7.

Staff believe that the Consultation Only and Closed Cases surveys need to be substantially reduced in size to increase willingness of students to answer. A timely mechanism for assessment pre- and post-appointment would be useful, but current space limitations make this impractical. Director will work to reduce substantive questions on future surveys to no more than 15 questions.

iii. Diversity

It has been over a decade since there has been a vacancy in a full time position in the office. The staff remains three females and one male. The office retained seven part time Student Office Assistants with one being African American and two being Hispanic.

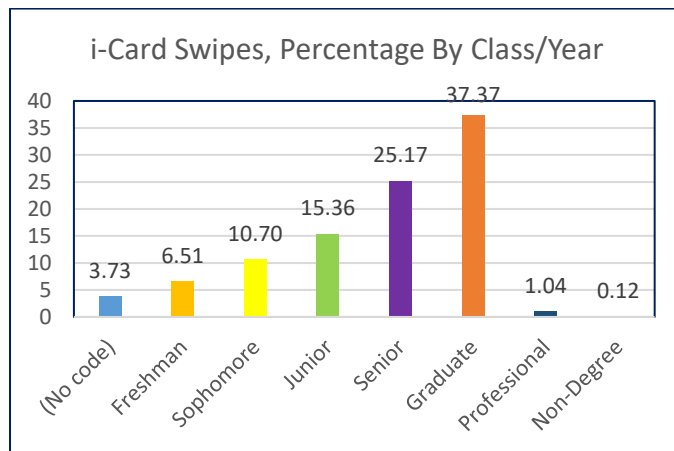
The office provides 48 brochures and flyers, and legal guides in 14 languages to assist our international students who have English as a second or additional language.

Staff attorneys took the following courses that concern issues of bias and diversity:

- Meeting the needs of the Transgender Community
- Eliminating Legal System Bias Encountered by Disadvantaged Students
- Mental Health for Lawyers
- Professionalism in the Multi-generational workplace
- Help is not a four letter word: Sidelining Stigma
- Combating Bias and increasing inclusion in the Legal Profession
- Overcoming Implicit Bias against non-citizens

iv. Change: This has been a year of stability in which the vast majority of goals and initiatives of 2017-2018 were achieved.

v. Facilities *There were no significant changes to the office space used by the program. However, the office began using i-card scanners in the office in July 2017.*



**Note: Not all students carry their i-card with them and office personnel do occasionally fail to scan an i-card. We estimate 80-90% of students accessing the SLS office are represented in this chart*

Student Legal Service Metrics - FY2018

OFFICE USAGE

Consultation Only	
Accident	24
Ameren	29
ADA	2
Auto Sales Tax	1
Application Qs	4
Certification	47
City Ordinance Violation	33
Civil	7
Collection	10
Consumer	73
Contract	17
Credit	3
CrimeVictim	7
Criminal	13
Cyberstalking	1
Damage Deposit	65
Discimination	3
Employment	31
Expungement	19
Fake ID	17
Family	20
Fraud /Internet Fraud	3
Harassment	4
Hazing	1
Health Care POA	1
Housing	292
Housing-Therapy Animal	10
ID Theft	4
Insurance	8
Interview	2
Misc. Qs - General	20
Misc. Qs - Driver License	7
Misc. Qs- Immigration	10
Misdemeanor	40
Name Change/Gender Change	11
Notarization	302
Parking Ticket	3
Post Judgment Issue	1
Post Plea Issue - Misdemeanor	10
Post Plea Issue - Traffic	4
Post Settlement Issue	1
Power of Attorney	22
Referral	107

Scam - Online/Email/Phone	3
Small Claims	5
Student Code Violation	18
Towing	6
Traffic	185
unpaid tolls	2
TOTAL	1508

Cases Opened	
Accident	2
City Ordinance Violation	9
Collection	1
Consumer	10
Contract	1
Criminal	1
Damage Deposit	48
Employment	3
Expungement	4
Fake ID	1
Harassment	1
Housing	71
Housing-Therapy Animal	1
ID Theft	2
Misdemeanor	50
Name Change/Gender Change	5
Notarization	1
Post Plea Issue - Traffic	1
Power of Attorney	1
Towing	2
Traffic	154
Victim	1
Witness	1
TOTAL	371

Consult+Open TOTAL 1879**

*** Notary figures for FY2018 are incomplete, making the TOTAL lower than it should be.*

Year	Raw Numbers		% of Total Combined
	Consult	Open	
Freshman	81	41	6.49%
Sophomore	155	51	10.96%
Junior	242	66	16.39%
Senior	336	82	22.25%
Graduate	598	116	38.00%
Professional	7	5	0.64%
Non-degree	4	1	0.27%
No Answer	85	9	5.00%

Gender	% of Total Combined		
	Consult	Open	Combined
Female	594	214	808
Male	821	137	958
Other	93	20	113

Social Status	% of Total Combined		
	Consult	Open	Combined
Single	1344	349	1693
Married/ Civil Union	145	21	166
Other	1	0	1
No Answer	18	1	19

U.S. Veteran 15

Have Dependents 36

	% of Total Combined		
	Consult	Open	Combined
U.S. Citizen	779	195	51.83%
U.S. Visa	667	157	43.85%
Permanent Resident	53	15	3.62%
None of the the Above	9	4	0.69%

Notary Services	
Students Served *	356
Number of Signatures	595

** Ameren, Certification and Notarization add up to 379; some must not have been recorded in the Notary Log book, and some incidental to intakes/open cases also must be missing.*

EIGHT-YEAR STATISTICAL SUMMARY			
YEAR	ALL INTAKES¹	CONSULTATION ONLY¹	OPENED CASES
2017-2018²	1879	1508	371
2016-2017²	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
8 year average	2405.63	1874.88	530.75

¹ Figure includes notary service. Notary figures for FY2018 are incomplete, making the figures lower than they should be.

² The decrease intakes in the past two years is likely due to change in Marijuana law, making it a small fine with charge automatically expunged in six months, together with a highly effective online payment system for City Ordinance Violations, e.g., "minor in possession", "underage consumption", etc.

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:	54.81%	$(2782-1797)/1797$
Consultation Only:	58.59%	$(2114-1333)/1333$
Opened Cases:	119.94%	$(695-316)/316$

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

2009-2010	1731	1321	410
	<i>FY2018 - 8.55% increase</i>	<i>FY2018 - 14.16% increase</i>	<i>FY2018 - 9.05% decrease</i>

SLS OUTREACH EVENT, PRESENTATIONS AND OTHER EVENTS, FY2018

Date	Event	# Participants	Attorney(s)
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Presentation

8/17	ISSS Graduate New Student Orientation #1	100	MAM, SYH
8/22	ISSS Graduate New Student Orientation #2	140	TEB
8/22	International Parent/Guest Event	160	TEB
8/24	ISSS Undergraduate Orientation	250	SYH, MAM
10/4	Shanghai Jiao Tony University visitors	4	TEB
10/13	CCSS Community Liaison Graduate Student Training	3	TEB

Tabling / Fair

7/28	Specialized Masters Mix & Mingle Information Fair	45	MAM
8/18	Paraprofessional Resource Fair	150	SYH, TEB
8/27	Quad Day	3,000	All Attys+ 3 student empl
10/17	McKinley Special Populations Student Health Concerns	175	MAM
1/10	Illinois International Incoming Exchange Students Resource Fair	200	SYH + MAM
1/12	ISSS Spring Orientation Resource Fair	97	MAM
2/19	Admitted Students Days Campus Resources Fair	150	MAM
3/5	Admitted Students Days Campus Resources Fair	35	TEB
3/9	Admitted Students Days Campus Resources Fair	100	SYH
3/26	Admitted Students Days Campus Resources Fair	40	MAM
4/2	Admitted Students Days Campus Resources Fair	35	MAM
4/6	Admitted Students Days Campus Resources Fair	100	SYH
4/9	Admitted Students Days Campus Resources Fair	35	MAM
4/13	Admitted Transfer Students Day Campus Resources Fair	35	SYH
4/16	Admitted Students Days Campus Resources Fair	60	MAM
4/20	Admitted Students Days Campus Resources Fair	120	SYH
6/8	ISSS Summer New Student Orientation Fair	60	SYH

Other

8/28	Graduate College Welcome Reception	125	MAM
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SLS OUTREACH: MATERIALS REQUESTS, FY2018

Date	Department/Organization	Materials Requested
10/11	Judge, Courtroom E (Misdemeanor)	50 Student Legal Service Program brochure
10/17	OISSS	100-200 "Your Passport to Student Legal Service", "Rights of International Students and Scholars in the United States" for Spring Orientation in January, possible more materials.
12/5	Engineering International Student Programs	100-200 "Your Passport to Student Legal Service", "Driving in Illinois" - - 20 English, 10 Chinese, "Student Legal Service Program" -- 50 English, 25 Chinese
2/1	ISSS	"Your Passport to Student Legal Service" 100 ea. English and Chinese translation
2/1	ODOS	"Your Passport to Student Legal Service" 50 English and 30 Chinese translation
4/30	Judge, Courtroom L (Traffic)	"Student Legal Service Program", 50 English, 30 Chinese
6/14	Judge, Courtroom L (Traffic)	"Student Legal Service Program", 50 English

SLS OUTREACH: LISTINGS, FY2018	
Department/Organization	Details
Illini Union Parent and Family Program Office, University Guide A - Z	union.illinois.edu/get-involved-/Illini-Union-parent-and-family-programs/ ; "Legal Services "
Illinois Social Media List	illinois.edu/ds/socialMedia/ ; link to SLS facebook page
LAS 101 Handbook	One page listing in printed guide
New Student Programs, "New Beginnings"	Listing in services section

ARTICLE, FY2018		
Publication Date	Medium	Details
10/18	The Chronicle of Higher Education	When Colleges Use Their Own Students to Catch Drug Dealers

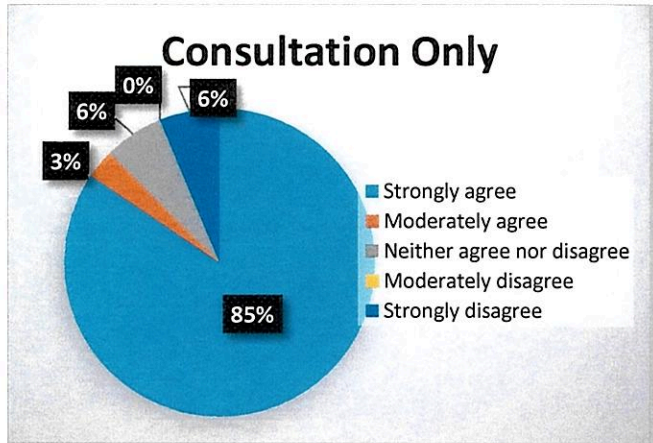
WEBSITE USAGE FY2018		
		Pageviews
TOTAL PAGEVIEWS		38,810
SLS Home/Index Page		10,008
Schedule Appt./Intake Page + Online Intake Index		11,713
Online Intake Form Pages		3,375
Housing / Damage Deposit Intake	959	
General Intake	760	
Traffic Intake	575	
Certification or Notarization Intake	456	
Misdemeanor Intake	199	
City Ordinance Violation Intake	128	
Ameren Intake	117	
Power of Attorney Intake	100	
Health Care Power of Attorney Intake	43	
Name Change Intake	38	
Especially For International Students		3,429
General Information Pages		1,926
Attorney Bios		1,649
Housing/Tenant Pages		1,589
Contact + Email Information		1,404
Court + Court Forms		969
Brochures/Presentations		684
Community Resources & Immigration Referrals		358
Attorney-Speaker Service		288
Engagement		240
Other Links:		1,178
Maps	524	
Legal Links	237	
Annual Reports Index	116	
SLS History	93	
Legal Disclaimer	79	
Archives	66	
Spring Break	46	
Other (mostly unidentified pages)	17	
		38,810

SATISFACTION

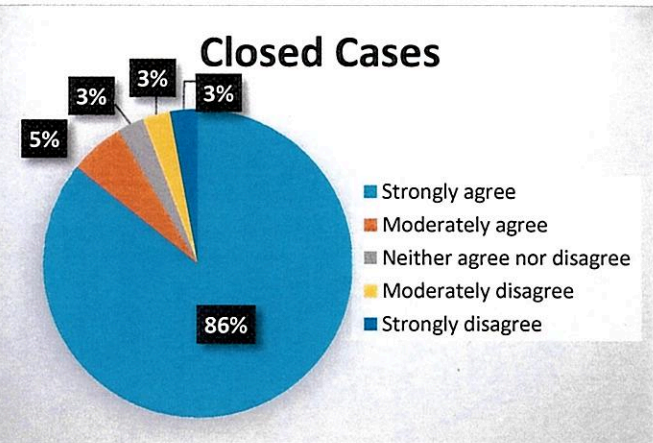
Please indicate your level of agreement with the following statements:

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

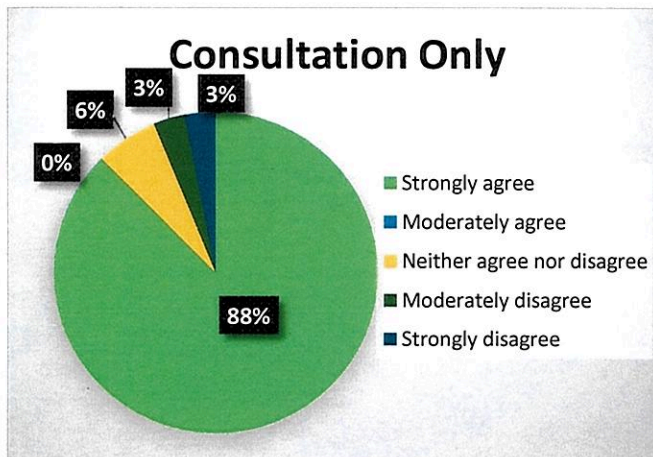
Q20.



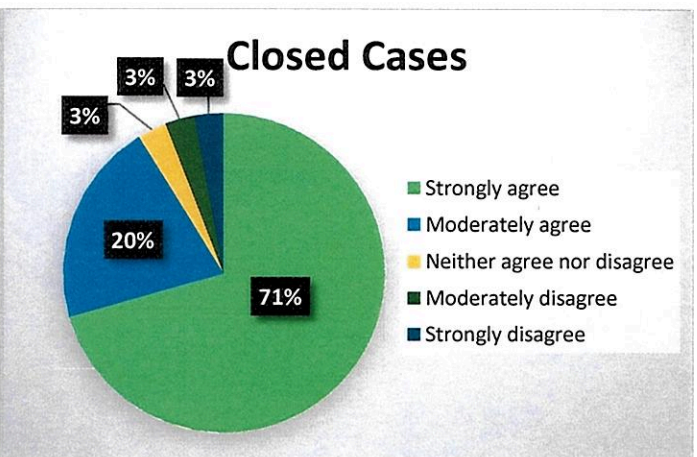
Q23.



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

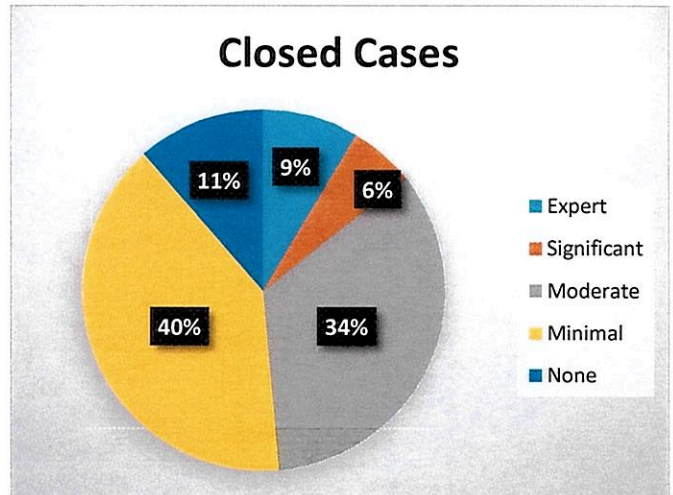
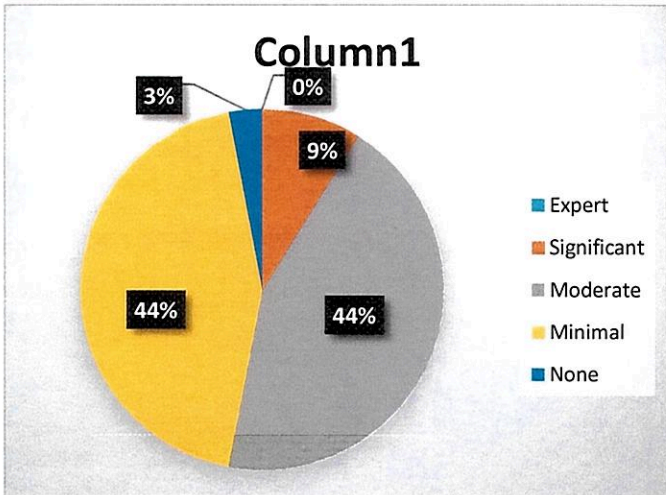


Q28. *I feel that without Student Legal Service, I would have had greater difficulty in resolving my problem.*

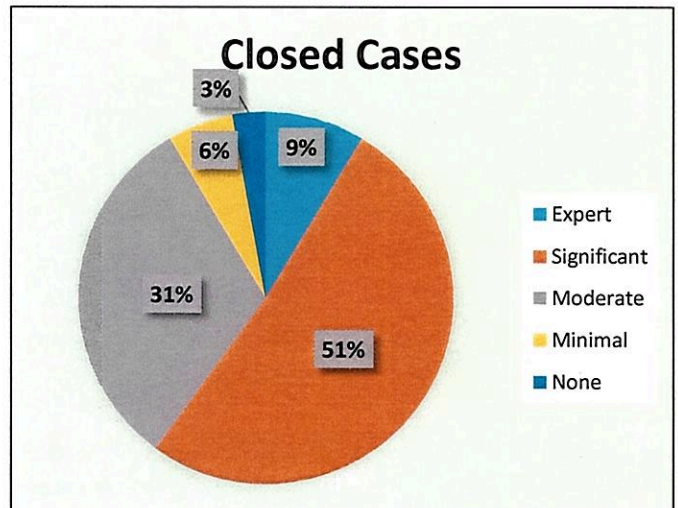
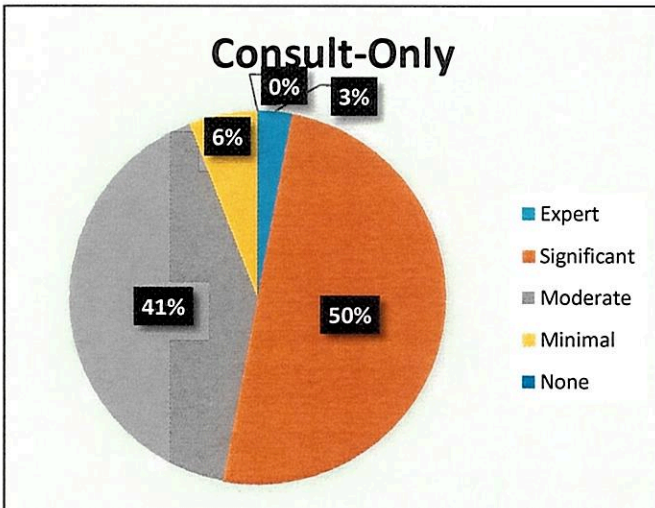


LEARNING OUTCOMES

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



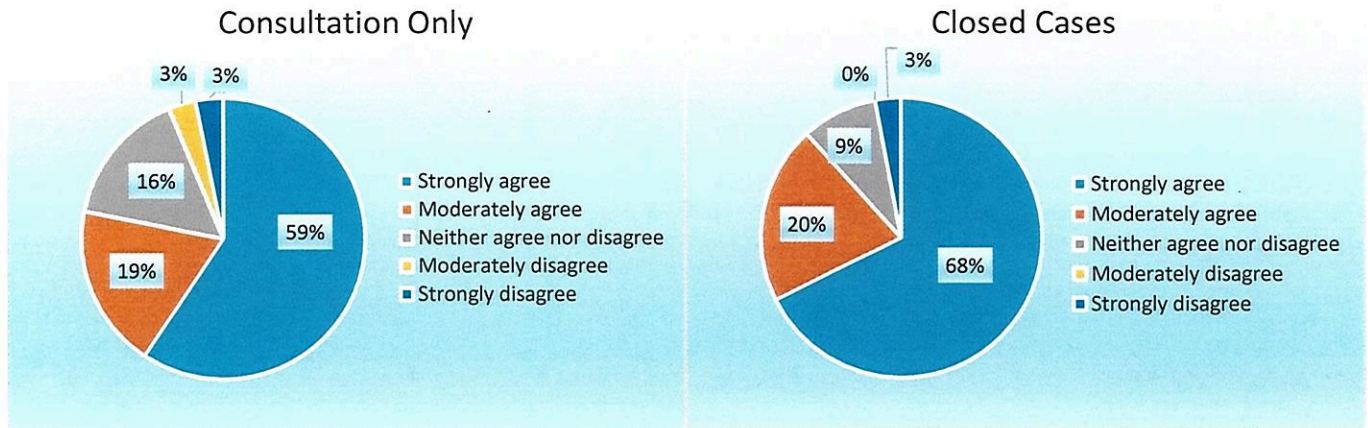
Q15/17 What is your current level of understanding/knowledge regarding your legal situation (*after meeting with SLS attorney*)?



LEARNING OUTCOMES

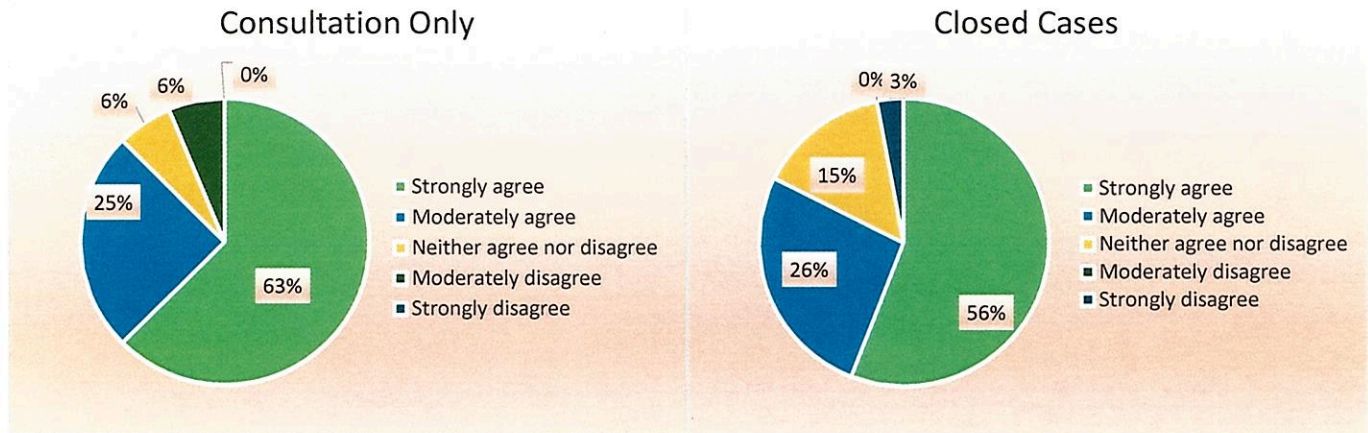
Q27. *After consulting with Student Legal Service, I feel better equipped to handle similar situations in the future.*

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



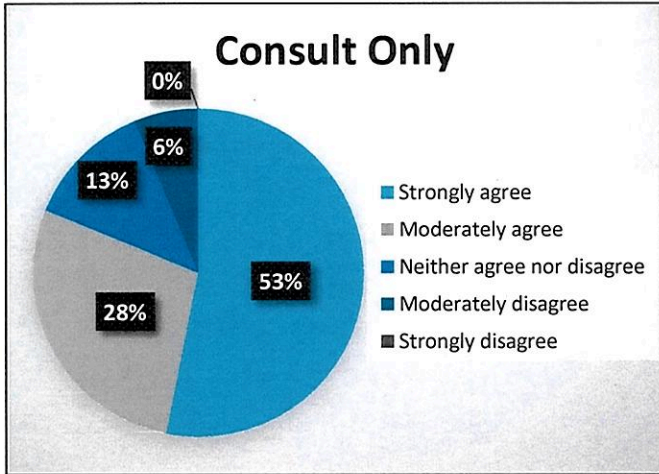
Q28. *As a result of my experience with SLS, I am more aware of resources available at the university.*

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.*



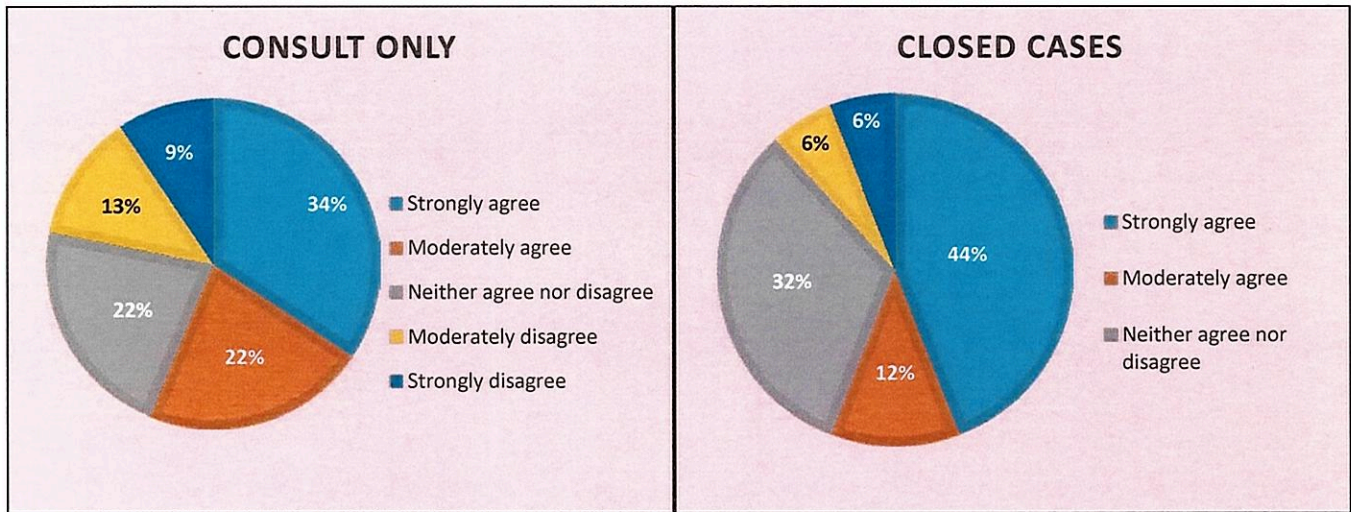
LEARNING OUTCOMES

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.*



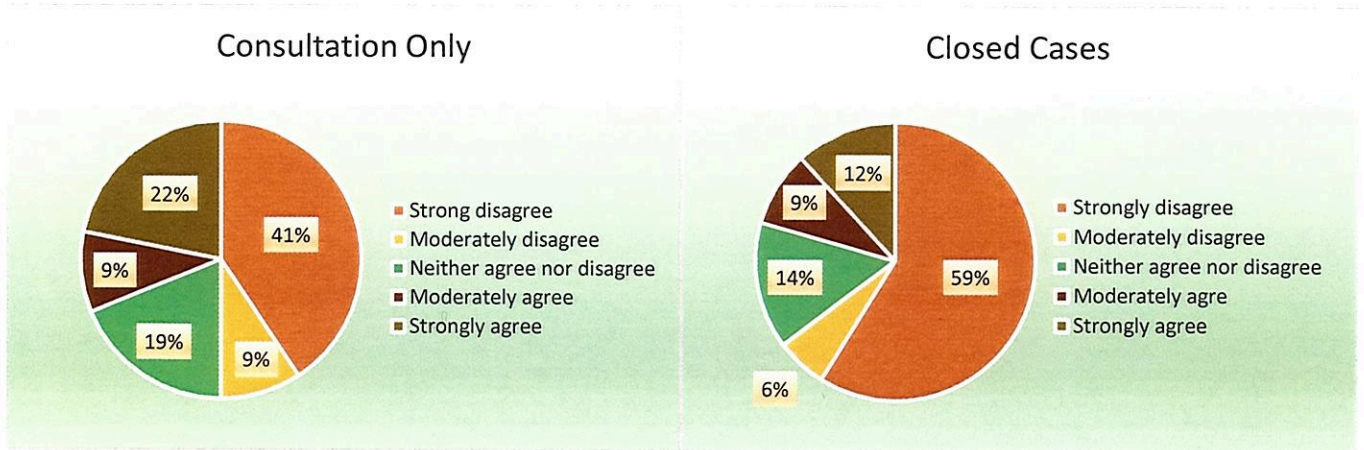
(No cognate in "Closed Cases".)

Q25/27. *Through my experience in the legal process and because of the particular way Student Legal Service operated, I have... Been motivated to take a greater interest in the law and current legal issues.*

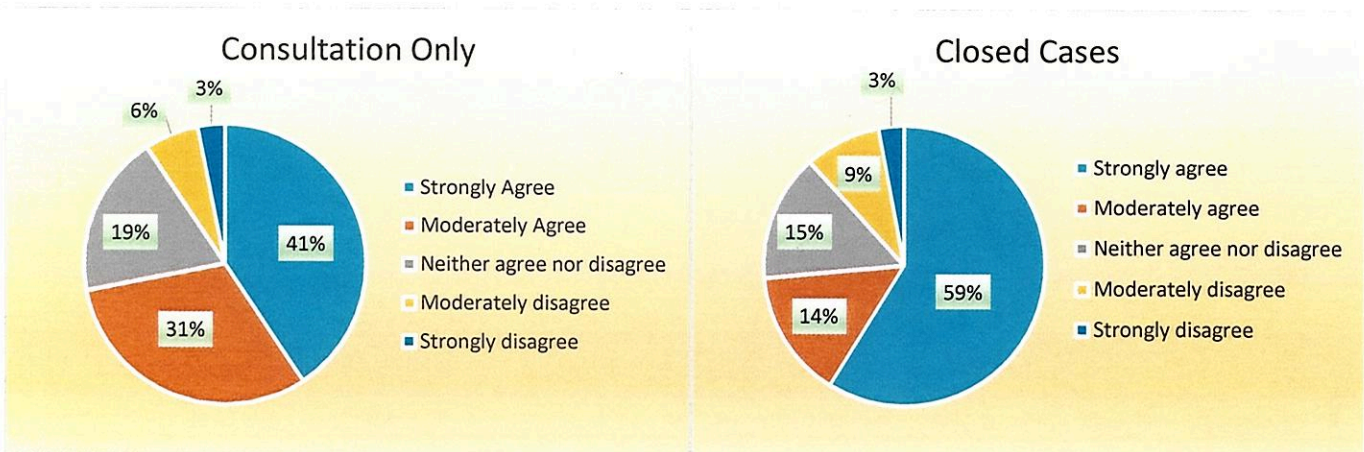


RETENTION

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

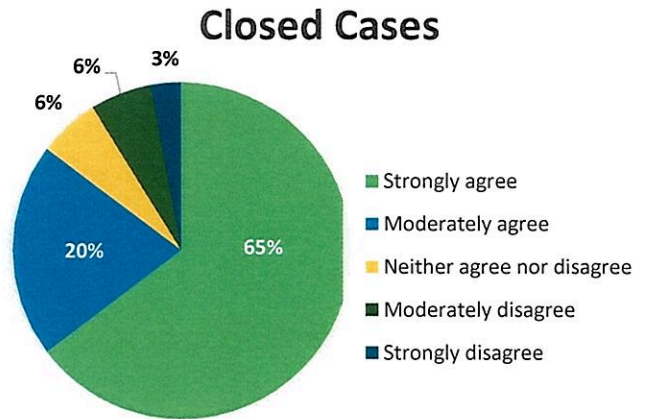
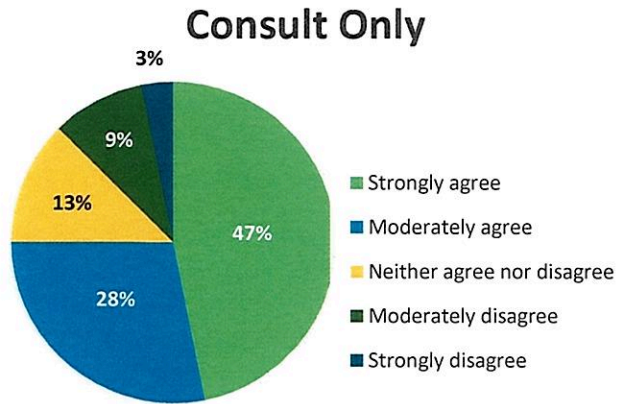


Q30. The services provided by SLS ... - Enhanced my ability to focus on my studies.



RETENTION

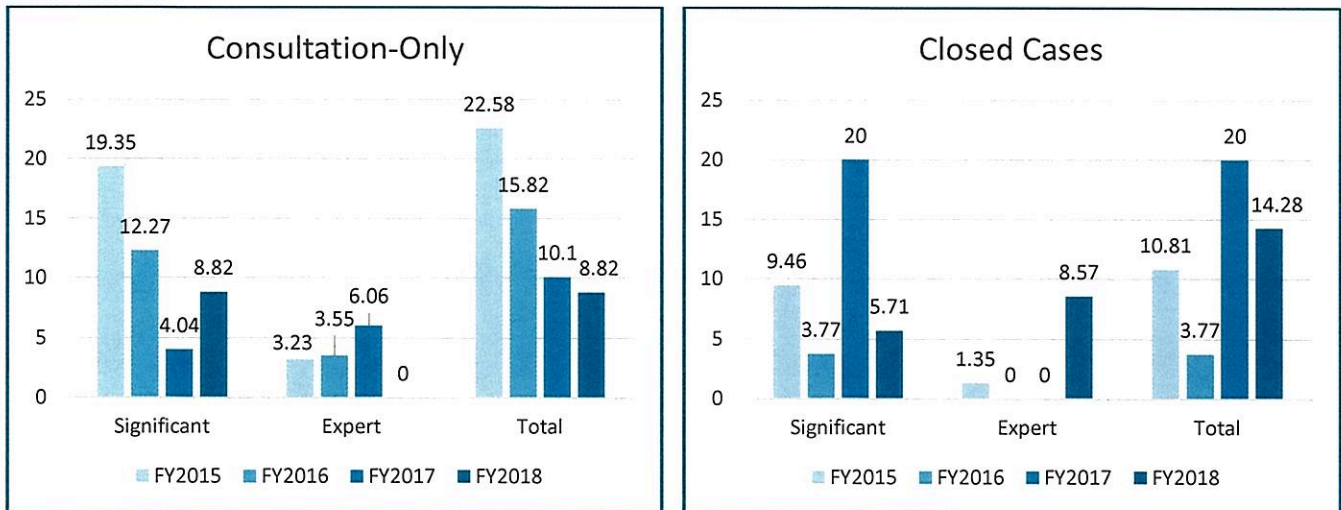
Q33. The services provided by SLS ... - Allowed me to feel less stressed about my legal issue.



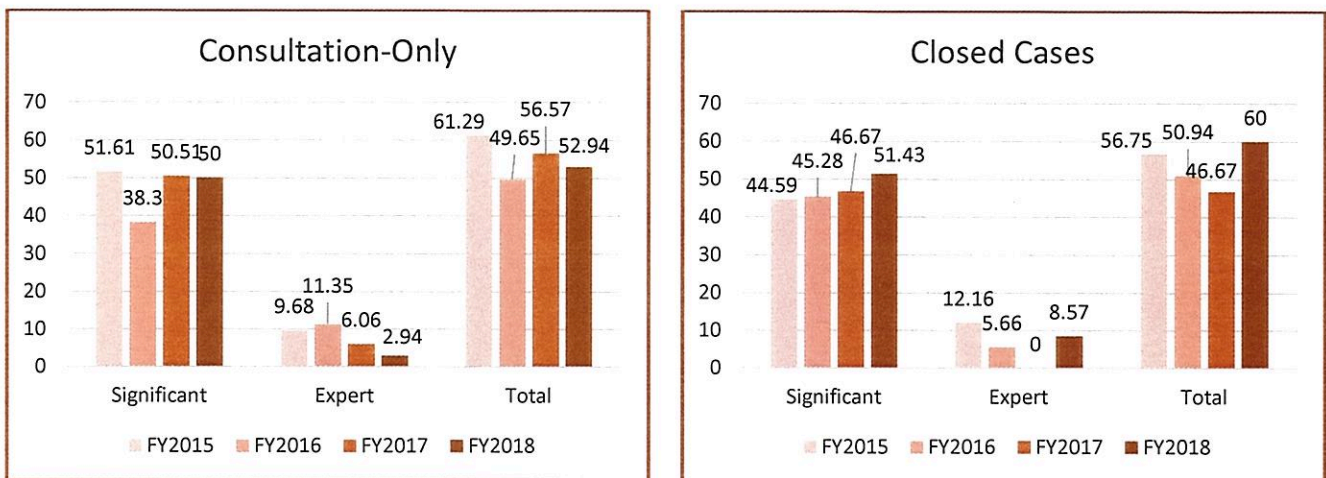
Four Year Analysis of Assessment Data and Trends

Learning Outcomes

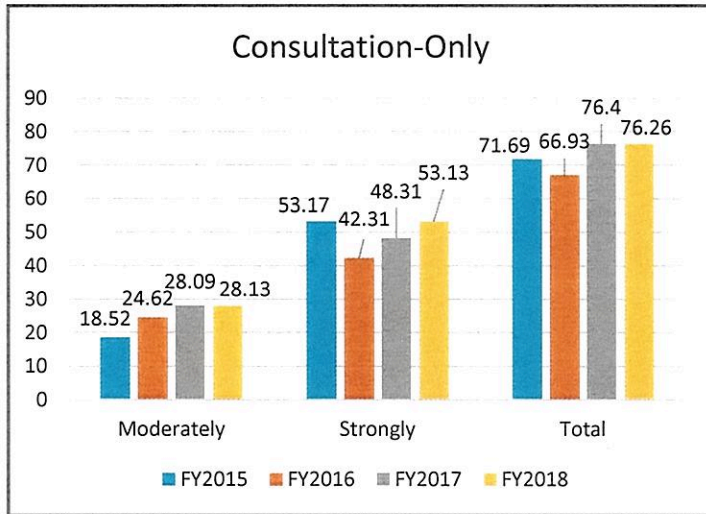
Q10. *What was your level of understanding/knowledge regarding your legal situation (prior to meeting with SLS attorney)?*



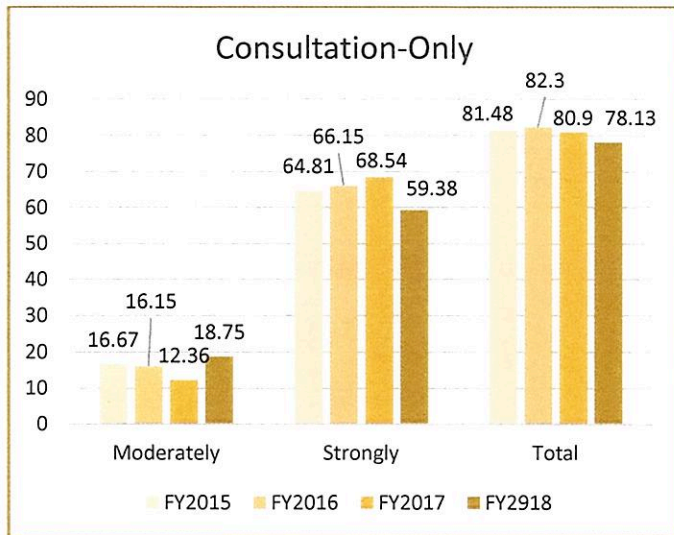
Q 15/17. *What is your current level of understanding/knowledge regarding your legal situation (after meeting with SLS attorney)?*



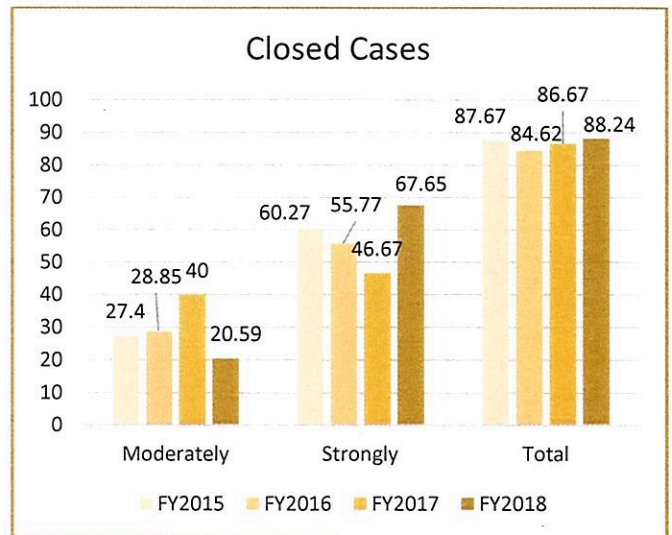
Q24. *Through my experience in the legal process, and because of the particular way Student Legal Service operated, I have a clear idea of the next step to take, if any, in my matter. Agree:*



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

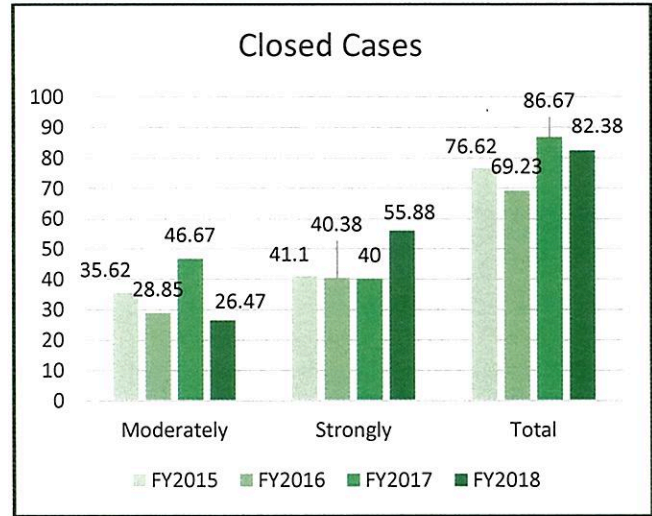
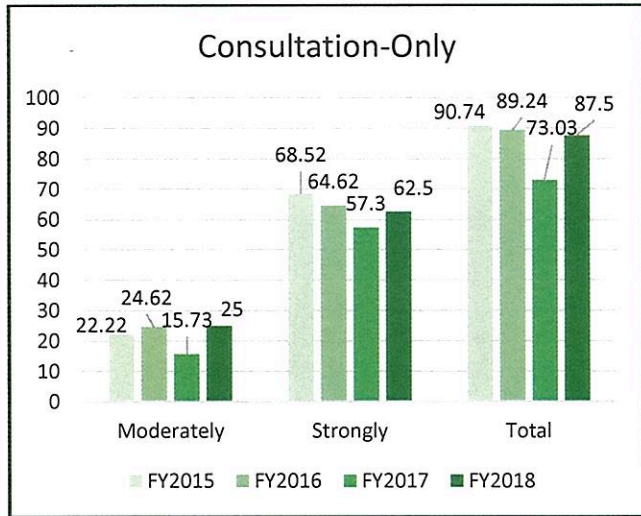


Q26. *As a result of my experience with SLS, I feel better equipped to handle a similar situation in the future. Agree:*



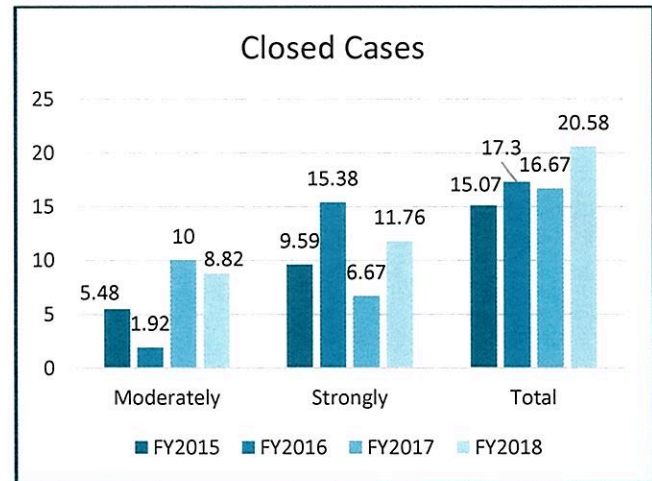
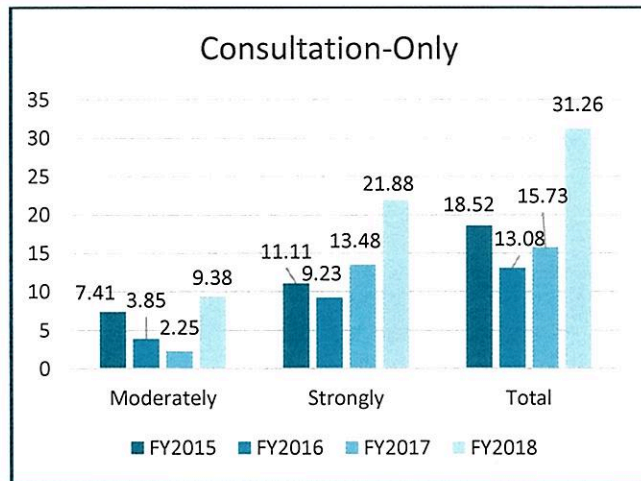
Q28. As a result of my experience with SLS, I am more aware of resources available at the university. Agree:

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:

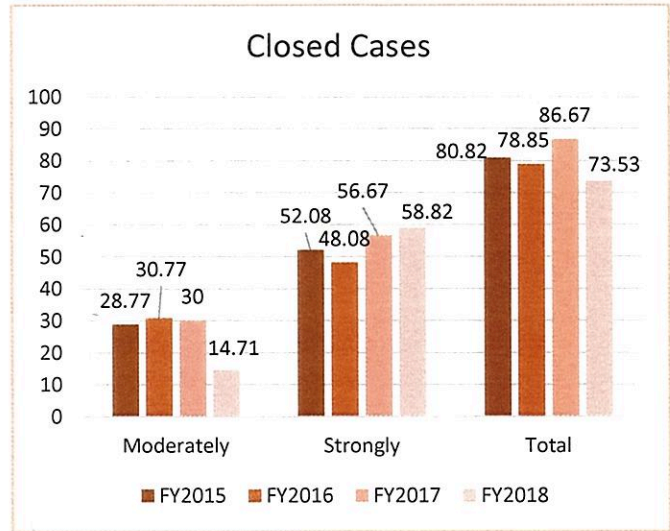
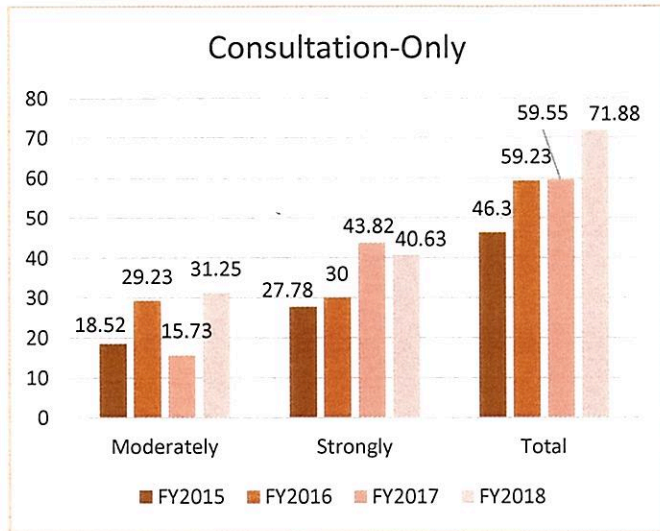


Retention

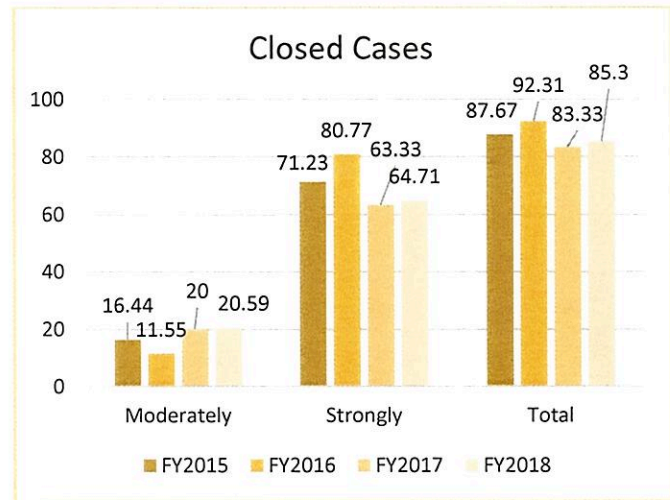
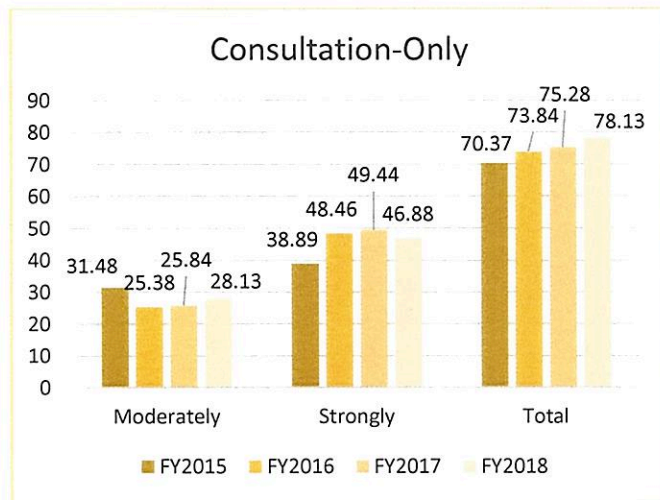
Q29. Without legal help, I would have considered leaving school. Agree:



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

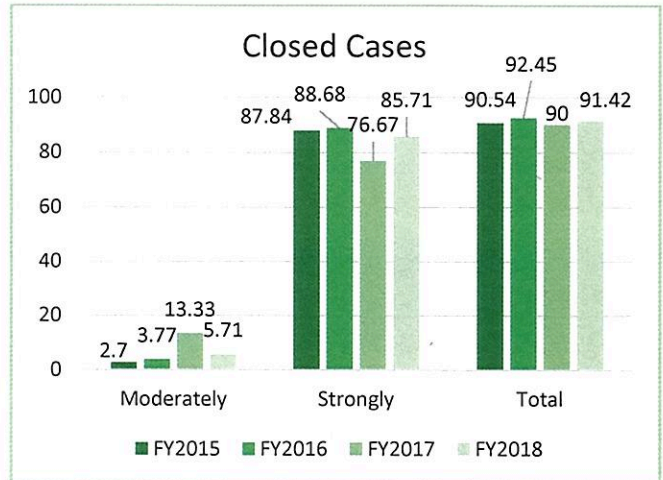
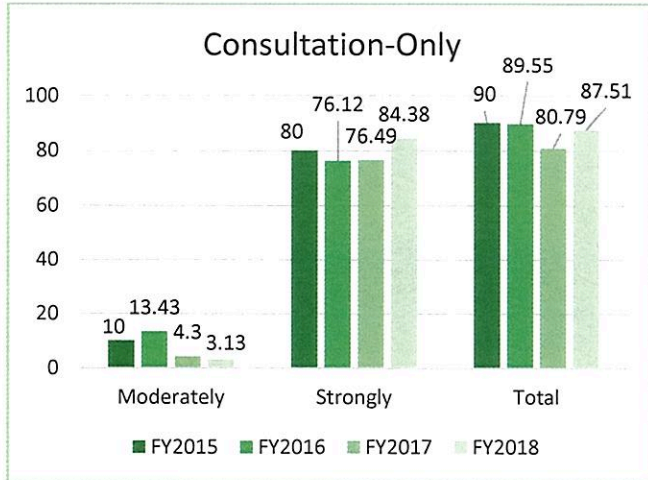


Q35. The services provided by SLS allowed me to feel less stressed about my legal issue. Agree:

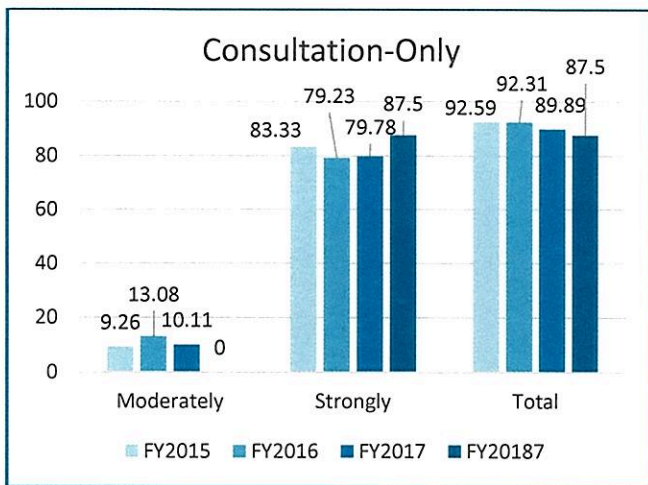


Satisfaction

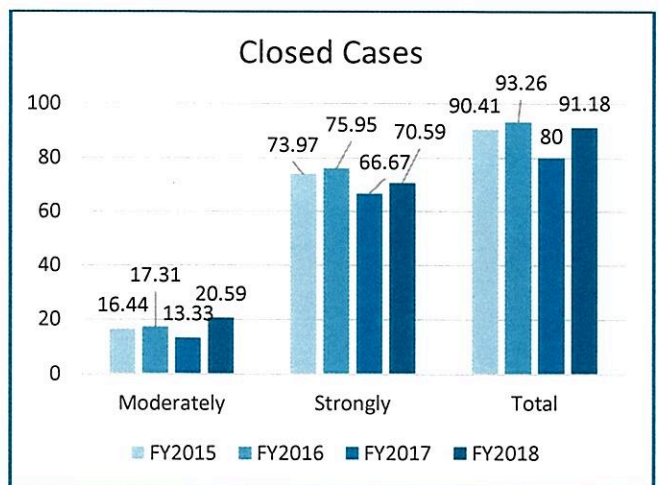
Q20/23. *I would use Student Legal Service again if I had a qualifying legal problem. Agree:*



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:*



Student Legal Service Strategic Plan*

Mission Statement:

The mission of the Student Legal Service is to:

- Provide preventive legal education
- Provide legal counseling and advice
- Provide individual legal representation
- Positively impact student retention

The underlying premise of the mission is to “enhance student life and student knowledge of their rights and responsibilities” through the provision of the first three services.

For purposes of the Student Legal Service Strategic Plan the Proposed Standards for College or University Student Legal Services Programs (CAS) of 2013 are being used.

The Student Legal Service Strategic Plan below has seven sections with each section / Student Legal Service Unit Goal being aligned to CAS Standards for Student Legal Service Programs, University of Illinois Strategic Plan, Student Affairs Strategic Plan, and Office of the Dean of Students Strategic Plan.

SECTION 1

Unit Goal 1: 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.

CAS Standard: The unit goal is consistent with Part 2. “Practical competence” and “knowledge acquisitions....application”

Student Affairs Goal: The unit goal is aligned with Goal 2, initiative 2.1 (b) (d) and (i).

University Goal: The unit goal is consistent with Goal II (a) iv, that envisions transformative learning through provision of support services that help students fulfill their academic promise.

ODOS Goal: Unit goal 1 is consistent with ODOS Goal #2 and the objective of developing student learning outcomes for programs or services.

Objective: Students will learn appropriate legal information regarding the legal issue for which they sought consultation.

Initiative: Continue to provide one-on-one legal counseling services in eligible service categories to qualifying students using the experienced staff attorneys.

Criteria for Success: Success regarding the provision of advice and counseling to students will be measured by survey responses. If 75% of those surveyed indicate that the knowledge gained from counseling regarding their legal issue(s) helped them to resolve or clarify their problem with knowledge of next steps that should or can be taken this goal will be deemed successful.

Assessment Plan: Each student who has received counsel and advice will receive via email a comprehensive survey which will ask on a Likert scale how the counseling met their needs. Staff will generate a report for Student Legal Service Advisory Board and the Annual Report that quantifies these results.

SECTION 2

Unit Goal 2: Provide students with quality preventive legal educational programming that educates students about their legal rights and responsibilities.

CAS Standard: The unit goal is consistent with Part 1. Mission, “to provide.....education to students to assist students to resolve legal issues” and the CAS goal statement to “Educate the campus community about relevant legal issues.”

Student Affairs Goal: The unit goal is aligned with Goal 2, 2.1 (d) (f) (i) and (j)

University Goal: The unit goal is aligned with Goal II (iv)

ODOS Goal: Unit Goal 2 is consistent with the ODOS Mission to educate students through services, advocacy, and opportunities designed to maximize lifelong learning and success and more specifically ODOS Goal 2, Objective 2. ODOS Goal 3 which has an objective of a consistent message around the concept of ethical engagement is also implicated.

Objective: Students attending preventive legal education workshops/presentations will learn about legal resources on and off-campus, and gain enough legal information to assist in making ethical/legal decisions.

Initiative: Create, revise and/or expand educational power points in topical areas e.g., Consumer Rights, New Alcohol Laws, Traffic Law Issues, etc., for presentation to student groups

Criteria for Success: Success of the educational programming will be measured by survey responses of those who attend events. If 75% of those surveyed indicate that the knowledge they gained from attending a legal education seminar, workshop, or special presentation will be beneficial in their future or acknowledge learning about at least one legal issue or what they would do differently as a result of the experience; the event will be deemed successful.

Assessment Plan: Use paper based “Student Legal Service Presentation/Event Evaluation” form at the conclusion of each event to capture data regarding utility of program, assess skills/knowledge obtained, and suggestions for other topics or improvements. A report will be generated and shared with the Student Legal Service Advisory Board and in the Annual Report.

SECTION 3

Unit Goal 3: Increase the availability of preventive education materials in online, downloadable form, rather than office printing in paper form, which will facilitate/enable large numbers of students to have access to the resources of Student Legal Service and to provide translations in other languages to reach students who have English as a second language more effectively.

CAS Standard: Part 7. Equity and Access. Unit goal amplifies access through translations that are responsive to linguistic needs of student population. Part 3 mandates that programs, “incorporate sustainability practices in the management and design of programs, services, and facilities.”

Student Affairs Goal: Goal 2, 2.4 “enhance programming and services that support international students” is advanced through the unit goal. Goal 4,4.1 is also enhanced through reduction of paper while retaining informational accessibility.

University Goal: Unit goal is consistent with Goal IV (a) (1) which encourages conservation of resources and Goal II (c) in the broadest sense of enhancing accessibility for International students who are non-native speakers of the English language.

ODOS Goal: Unit Goal 3 is consistent with enhancement of sustainability, ODOS Goal 4.

Objective 1: Reduce the number of paper office- produced brochures from 47 to no more than 4 with remaining or additional brochures and power points being available only in downloadable form on the website.

Objective 2: Increase the number of brochures/ power points that are translated into other languages from 2 to 5 by June 1, 2016.

Initiative 1: The office will no longer print brochures in paper form except for the most widely called for /distributed pieces i.e. Arrest Cards, Student Legal Service Program, Your Court Appearance, and Rights of International Students and Scholars in the United States. Office will phase out current supplies.

Initiative 2: With the translation skills of International LL.M Students who intern with the office and through using language skills of work-study students the following brochures will be translated: Your Court Appearance, Driving Related Issues (power point), and Student Legal Service Program.

Criteria for Success: The objective will be to update legal material and publications routinely and produce new materials based on evolving student needs and issues.

Assessment Plan: Annually review brochures, publications, power points, alerts posted on the website and/or in paper form to determine if updates are required due to changes in law. Use office intake data to determine the issues of most concern to students and tailor preventive materials accordingly. Count the number of brochures/power points translated and available as the metric of success of having a total of 5 pursuant to Objective 2.

SECTION 4.

Unit Goal 4: Provide quality legal representation in court or through settlement/resolution which ethically resolves or significantly assists in the resolution of an individual student's legal issue, thus removing barriers to academic success and enhancing the ability of students to become their own advocate in/handle similar matters in the future.

CAS Standard: Part 1, goals: "Assure student's equal access to justice, protect rights of students, facilitate and encourage respect for the rule of law."

Student Affairs Goal: Unit goal correlates to Goal 3, 3.1 "ethical reasoning" and more directly to Goal 2, 2.2(j) "propensity for lifelong learning".

University Goal: Goal II, is broadly implicated.

ODOS Goal: Consistent with the Mission to educate students through services and Goal 2, objective of learning outcomes for services and assessment of the services.

Objective 1: Continue to provide quality in-court representation/settlement/legal assistance to students in categories of service consistent with the Student Legal Service Plan and the expertise/competency of attorneys.

Objective 2: Where appropriate, make referrals to qualified legal counsel or sources for making such a selection and/ or for other resources on or off campus.

Initiative 1: Continue to provide sufficient qualified staff to resolve matters in court or through negotiation/settlement of student legal issues in a timely and ethical manner.

Initiative 2: By 2018, develop a systematic method for making attorney referrals or other referrals where the student issue is outside the parameters of the program or competency of the staff.

Criteria for Success: Success regarding quality legal representation will be measured by survey responses. If 75% of those surveyed indicate that they were satisfied with the case outcome/process, attorney competency, and analogous assessment measures, representation will be deemed a success. If 15% agree that services impacted their retention and/or positively

reduced issues related to academic success, the representation will be deemed successful. The survey respondents acknowledge obtaining knowledge about other legal or non-law related resources. By 2018, creation of a consistent resource for attorney and other referrals that can be made available to students, means of distribution/availability to students being undecided at this time.

Assessment Plan: Each student who has an open/representation case will receive an email via campus labs with a comprehensive survey giving them an opportunity to evaluate the quality and success of representation on a Likert scale. Results will be compiled and shared with the Student Legal Service Advisory Board and in the Annual Report.

SECTION 5.

Unit Goal 5: Create and enhance partnerships and collaborations with the internal/external community to build community knowledge of the program, legal issues, and enhance common goals.

CAS Standard: Part 10. Coordinate and collaborate, where appropriate, in offering programs and services to meet the needs of students and promote their achievement.

Student Affairs Goal: Goal 1, 1.1 establish intentional collaborations internally and externally.

University Goal: Goal III (d) “educate broader public” and (b) “coordination of outreach efforts”.

ODOS Goal: Goal 1. Foster scholarship, collaboration.

Objective: Identify natural stakeholders such as Career Center and Financial Aid office, University of Illinois Extension (Money Smart) to market educational efforts surrounding Student Loan repayment issues more collaboratively and consistently.

Initiative 1: Obtain final support by June 1, 2016, for Financial Aid to take lead in presenting Student Legal Service created materials during Money Smart Week on “Federal Student Loan Repayment”.

Initiative 2: By June 1, 2017, establish a framework with University of Illinois Career Center for “Legal Issues in Employment Contracts/Others” that can be jointly marketed and linked to each office’s website and at presentations, as a power point or condensed into a brochure or flyer.

Criteria for Success: Success is measured through internal/external partnerships, presentations, and collaborations that enhance or have the potential to enhance the services and mission of Student Legal Service.

Assessment Plan: Success can be measured by the number of such efforts and a qualitative analysis by professional staff.

SECTION 6.

Unit Goal 6: Professional development including journal/bar publication as well as presentations at regional and national legal conferences where continuing legal education credits for Student Legal Service staff can be earned.

CAS Standard: Part 4 requires appropriate professional development opportunities to improve competency and skills. Attorney staff member must hold an earned Juris Doctorate degree, must be in good standing, and must be licensed.....to practice law in the jurisdiction in which institution is located. (In Illinois continuing legal education is mandatory to maintain license). Part 3 states that student legal service programs must: “encourage and support scholarly contribution to the profession”.

Student Affairs Goal: Goal 3, 3.3 enhance professional development, is aligned.

University Goal: Goal I, fostering scholarship is aligned.

ODOS Goal: Goal 1, create/support opportunities to engage in scholarship

Objective: Maintain licensure of staff attorneys and inculcate scholarship and professional education through both teaching and engagement as learners.

Initiative: By June 30, 2018, each attorney will provide evidence that s/he has either published an article germane to Student Legal Service, the Legal Profession or has taught or co-presented continuing legal education materials that are accredited by the profession.

Criteria for Success: Each professional staff member shall have a professional development plan/continuing legal education plan, to be reviewed annually by the Directing Attorney, which meets Rule 1.1 of the Illinois Rules of Professional Conduct and Mandatory Minimum Continuing Legal Education requirement of the Illinois Supreme Court. During the time frame of the ODOS Strategic Plan, each staff attorney will either present or co-present one Continuing Legal Education session at a regional or national conference or publish an article on a legal topic germane to the mission of the program.

Assessment Plan: The Directing Attorney will review the plan to insure sufficient credits to meet requirements and will recommend sufficient money in annual budget to insure ability of licensed staff to meet mandatory requirements that insure competency pursuant to Rule 1.1 of the Illinois Rules of Professional Conduct. Any published articles or presentations will be noted in the annual report and the report to the Student Legal Service Advisory Board.

SECTION 7.

Unit Goal 7: Provide mentoring and or practical experience for law students who are pursuing a legal career.

CAS Standard: Part 4. Interns must be trained and supervised adequately by attorney staff members. Interns must be trained in ethical and confidentiality obligations that pertain to working in the legal profession

Student Affairs Goal: Goal 1, 1.2 “foster co-curricular experiences with innovative academic partnerships”

University Goal: Goal II (a) (iv) “aspire to provide integrative co-curricular activities...”

ODOS Goal: Goal 2 is directly aligned as it has an objective of “creating co-curricular.....opportunities”

Objective: Continue and expand internship opportunities with College of Law International Student LL.M program.

Initiative: Add one additional international LL.M student for a total of three by June 30, 2018.

Criteria for Success: Success is measured by LL.M International Students acquiring the following skills: practical/observational knowledge of legal process and procedures, observation and analysis of client interview techniques, interpersonal communication with clients and staff attorneys, knowledge of confidentiality and the professional code of conduct, and the ability to critique the learning experience.

Assessment Plan: Each intern must provide a minimum of 50 hours of work for the office which will be evaluated by the Directing Attorney with input from other staff attorneys with the written evaluation being given to the student and the College of Law LL.M internship liaison.

* *Student Legal Service Strategic Plan 2016-2019 was approved by unanimous vote of the Student Legal Service Advisory Board, November 18, 2015.*