

Student Legal Service

Annual Report FY2019

June 7, 2019

Mission Statement

The mission of the Student Legal Service program 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. The program's mission helps fulfill the University mission to "transform lives and serve society by educating, creating knowledge, and putting knowledge to work..." The provision of the three key prongs of legal services removes barriers to student success on a daily basis. Our Assessment (see pg. 16-17) demonstrates that services increase student ability to focus on academic and personal achievement which is in accordance with the Student Affairs mission to provide services which empower students to achieve the greatest potential in their personal and academic development.

Executive Summary

This is a year in which two long term goals have either been achieved or are nearing achievement; expanded office space and the addition of a fourth full time attorney. Each of these accomplishments will greatly enhance the three major purposes of the program. All metrics in this report will reflect the period July 1, 2018 to April 30, 2019.

REPRESENTATION Student Legal Service Strategic Plan Section 4 (hereafter, SLS Strategic Plan) (see Appendix 8, page 23) addresses representation in court, settlement, and alternative means of resolving student legal issues. At its core it is designed to remove barriers to academic success and enhance student's ability to acquire advocacy skills for future life issues.

- 305 students' cases were formally opened within 15 categories, including 119 housing-landlord/tenant, 122 traffic, 43 misdemeanor, and 20 general civil including consumer.
- 176 were domestic students and 123 were international students.
- Disproportionate use of office by international students in relation to their population on campus will be reflected in the metrics for many services provided by the office. We believe that international students are less acquainted with the many legal issues that are commonplace for domestic students thus the greater use and reliance on key services. Assessment results infra validate significant impacts on retention for both domestic and international students with there being a higher perceived impact for international students.
- Learning Outcomes: See Appendix 7-p1, page 14, Q10 and Q17. *What was your level of understanding/knowledge regarding your legal situation... (prior to meeting with SLS attorney)? (Closed Cases) and (after meeting with SLS attorney)? (Closed Cases)*
- Retention: See Appendix 7-p3, page 16, Q21. *Without legal help, I would have considered leaving school. (Closed Cases).*

CONSULTATION SLS Strategic Plan Section 1 Goal 1 "Provide quality legal advice and counseling to students regarding their legal rights and responsibilities, with students having knowledge of direction for practical and ethical decisions..." This is consistent with the University and Division goal for provision of services that support students to fulfill their academic promise.

- 1,002 students received in-office consultation or services; 277 students were referred to other offices or services.
- 604 were international students and 661 were domestic students.
- 82.23% of consultation only students in assessment agreed that as a result of consultation they felt better equipped to handle similar situations in the future.
- 80.0% had a clear idea of next steps to take in dealing with their legal issue.
- Learning Outcomes: See Appendix –7-p1, page 14, Q10 and Q13. *What was your level of understanding/knowledge regarding your legal situation... (prior to meeting with SLS attorney)? (Consult Only) and (after meeting with SLS attorney)? (Consult Only).*
- Retention: See Appendix 7-p3, page 16.

PREVENTIVE EDUCATION SLS Strategic Plan Section 2 “Provide students with quality preventive legal educational programming that educates students about their legal rights and responsibilities.”

- Our website at www.odos.illinois.edu/sls is a portal to access to the services provided by the office but is also a major portal to 14 preventive power points, plus one translated into Chinese, and 48 brochures and flyers, with 11 in at least one language other than English, 5 in two or more languages. There were 5,385 pageviews of these and other preventive legal education materials using the website.
- The office provided 5 special topical panes/notice windows on the site including: “Don’t turn off the heat” for fall break and for winter break; “Bicycle Rules of the Road”; “Credit Freeze/Fraud Alert on Your Credit Report”, and “Graduating? Subleasing?”.
- The office posted on the website major issues impacting DACA students as of 1-8-19 with a chronology of court decisions that may impact status. Supreme Court is unlikely to hear oral argument until October 2019 which leaves current DACA students temporarily protected.
- 18 campus preventive education or awareness programs were provided. Assessment:

Question	Agree	Strongly Agree	Total
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.	46.77%	50.00%	96.77%
3. During the presentation/event, I learned about my legal rights and how to assert these rights properly.	50.00%	48.39%	98.39%

- 5 International student orientations on key legal issues that international students are likely to confront were conducted.

STRATEGIC GOALS 2019-2020

- Maintain/enhance quality consultation and representation through continuing education in areas of electronic and other forms of scientific evidence, ever changing rules of consumer law in the age of the worldwide web, and keeping abreast of basic immigration laws that daily impact our students. Metric: Receipt of Continuing Legal Education Credits in Forensic Evidence, Consumer Law, and Immigration Law and all areas required by the Illinois Supreme Court.
- Once online intake scheduling has been fully implemented, staff will formalize into a protocol the rules governing remote consultations/appointments via Skype and other media. Current informal policy favors first appointments being in office except where student is incapacitated or at an extreme distance, such as internship or study abroad. Metric: Written protocol drafted in consultation with staff, reviewed by advisory board.
- The 2015-2019 Student Legal Service Strategic Plan (see Appendix 8) is set to expire this year. The current plan will be evaluated for successes, failure, and revisions with staff and advisory board. Metric: Update / draft 2020-2024/5 Strategic Plan.
- Explore providing a service for electronic background checks for students before they enter the job market so they can be aware of potential issues and cure them by expunction, correction of error, or explanation. Possible collaboration with Career Services. Metric: enter into a pilot program with a service and review usage after six months.

Accomplishments and Challenges

- Developed and adopted formal Preservation and Shredding Protocols.
- Fall 2018, a new “skin” was applied to the office website, making it more user friendly and consistent with University branding.
- Retained a fourth staff attorney.
- 20 brochures and flyers were revised, updated, archived or translated into a language other than English pursuant to goal 3 of 2018 and SLS strategic Plan Section 2.
- One international LL.M intern in fall 2018 and two in spring 2019; two certified for New York Bar. SLS Strategic Plan Section 7 and Goal 2 E. i of University Strategic Plan.
- Staff attorneys were certified by Illinois Supreme Court as meeting their mandatory continuing legal education requirement by June 30, 2018 with substantial credits earned for next reporting period. SLS Strategic Plan Section 6.

Assessment

The office conducts an electronic assessment once each semester in three usage categories: Consultation Only matters, Closed Cases, and matters not requiring formal use of an attorney, e.g., Ameren, Certification, and Notarization. In an effort to increase completion of surveys by clients beginning fall 2018, the total questions went from 38 to 26 with 16 questions focused on satisfaction, learning and retention. The format and number of questions remained for matters not requiring formal use of an attorney. As a result of reducing the number and thus the time to answer the survey, completion of the three surveys, combined, increased to 16.57% in FY2019 from 10.10% in FY2018. Among those whose open cases were closed, the participation increased to 23.71% in FY2019 from 13.17% in FY2018.

SLS Strategic Plan Section 1 (Consultation) has a metric of 75% for those surveyed deemed successful for knowledge, issue clarification and next steps. The results this year were 79% which is above the metric of success.

SLS Strategic Plan Section 4 (Representation) sets a metric of success at 75% of survey respondents being satisfied with outcome/process, attorney competency. This year 87% were satisfied with 85% saying that services resolved their legal concerns.

Diversity

The Student Affairs goal to enhance intercultural competencies and the mandates of *Illinois Supreme Court Rule 794* (mandatory continuing legal education in Diversity) are complimentary. The staff attorneys took the following courses:

- Riffing on Race; De-Selecting for Bias
- Understanding and Overcoming Our Implicit Biases to Become Better Lawyers and Humans
- Overcoming Implicit Bias Against Non-Citizen Defendants
- Racial Bias in the Legal Profession
- Implicit Bias: What Attorneys Need to Know
- Micro-aggression and Implicit Bias in the Legal Workplace

- How to Recognize and Manage Unconscious Bias in Your Legal Practice
- Disability Discrimination in Employment

As a part of our continuing commitment to the significant role of International Students and their cultural and linguistic diversity on campus and the *Illinois Supreme Court Access to Justice Initiative of 2012* and SLS Strategic Plan, Section 3, three more brochures were translated in this reporting period

- Student Legal Service Program—Twi
- The Rights of International Students and Scholars in the United States—Chinese
- (What is a) Misdemeanor - Chinese
- In total we have 11 brochures, 3 flyers, and 2 presentations/guides in languages other than English, with 5 brochures translated into 2 or more languages other than English.

Innovation and Change

- Fall 2018 the office began working with I.T. staff to develop an online appointment scheduling system. A number of parameters had to be developed including guarantees of confidentiality, attorney and office manager accessibility as well as policies that would be a part of the scheduling system, e.g., each client could schedule one appointment each week with one attorney, which avoids students scheduling “just in case” berths which blocks usage by others. Tremendous progress has been made in the development of the program. A trial run is likely in mid-June, 2019. We believe this online scheduling program is advantageous to students; they will not have to come into the office to schedule an appointment on a different day after filling out the intake form online. This will reduce office traffic and may result in reducing the number of student intake workers. The goal is to have this program fully operational for Fall 2019 semester.
- As of fall 2018, almost all consultation appointments are one hour rather than the previous half hour format. This allows for greater research and development of facts without the need for excessive follow-up appointments. This should result in less attorney fatigue due to the increasingly complex nature of legal issues and clientele.
- Authorization for front desk Student Notary. This should reduce time for students seeking signature notarizations from staff attorneys and Office Manager. This will result in fewer staff interruptions.

Facilities

- The office was able to greatly expand its 706 square foot space in Suite 324 with an additional 491 square feet by annexing the three offices formerly occupied by the Tenant Union, Suite 326. This new facilities configuration allows for provision of an office for the addition of a fourth attorney, greater confidentiality, a proper waiting area, and creation of a semi-private space for LL.M. interns in the work room by partitioning off almost half of the room. Shredder, copier, and educational materials storage in wall cabinets as well as a student work station remain in the other portion of the room.

- It is projected that the entire office will be temporarily relocated to 268 Illini Union while the carpet is replaced and asbestos abatement occurs in the entire space. The disruption will be brief during the move to temporary quarters where office will be located for up to three weeks. Signage and relocation notices on the website and in the Illini Union will be used so students can locate the office. Services should only be minimally disrupted.

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** FY2019 in this report includes data from July 1, 2018, through April 30, 2019, only.*

Student Legal Service Metrics - FY2019 (July 1, 2018 - April 30, 2019)

OFFICE USAGE

Consultation Only	
Accident	15
Ameren	36
Auto Sales Tax	4
Application Qs	5
Certification	24
City Ordinance Violation	28
Collection	1
Consumer	32
Contract	12
Credit	3
Criminal	4
Cyberstalking	1
Damage Deposit	15
Discrimination	1
Employment	15
Expungement	19
Fake ID	8
Family	15
Fraud /Internet Fraud	3
Harassment	6
Hazing	1
Housing	198
Housing-Therapy Animal	3
ID Theft	2
Insurance	5
Interview	2
Jury Duty letter	1
Misc. Qs - General	3
Misc. Qs - Driver License	2
Misc. Qs- Immigration	1
Misdemeanor	19
Name Change/Gender Change	5
Notarization	268
Parking Ticket	3
Post Plea Issue - Misdemeanor	4
Post Plea Issue - Traffic	2
Post Settlement Issue	1
Power of Attorney	10
Referral	68
Scam - Online/Email/Phone	2
Small Claims	3
Student Code Violation	22

Towing	3
Traffic	115
Translation of PRC DL	5
Unpaid tolls	1
Victim of Crime	5
Witness	1
sub-TOTAL	1002
Ineligible (most st-v-st)	60
No Appointment Made	191
No Show at Appointment	26
TOTAL	1279

Cases Opened	
Accident	3
City Ordinance Violation	4
Collection	1
Consumer	2
Credit	2
Damage Deposit	19
Harassment	1
Housing	99
Housing-Therapy Animal	1
Insurance	2
Misdemeanor	43
Name Change/Gender Change	8
Small Claims	1
Towing	1
Traffic	118
TOTAL	305

Consult+Open TOTAL* 1,706

* Notarization and Certification clients served with notary services, leaving 122 clients. Added to combined Consult Only and Open totals for overall total of 1,706.

Notary Services **	
Students Served	344
Number of Signatures	424

** July, 2018 - April, 2019

Year	Raw Numbers		% of Total Combined
	Consult	Open	
Freshman	35	16	3.22%
Sophomore	102	28	8.21%
Junior	192	54	15.53%
Senior	404	102	31.94%
Graduate	529	100	39.71%
Professional	13	3	1.01%
Non-degree			
No Answer	4	2	0.38%

Gender	Consult	Open	Combined
Female	563	115	678
Male	708	159	867
Other	6	1	7
No Answer	4		4

Social Status	Consult	Open	Combined
Single	1110	272	1382
Married/ Civil Union	122	21	143
Other			
No Answer	47	12	59

U.S. Veteran 11

Have Dependents 49


	Raw Numbers		% of Total Combined
	Consult	Open	
Adjustment of Status	3		0.19%
Asylee	1	1	0.13%
Citizen	617	176	50.06%
Non-Citizen, Illinois schooled	5		0.32%
Non-Citizen-other	4	1	0.32%
Non-Resident Alien	535	109	40.66%
None of the Above	1		0.06%
U.S. Permanent Resident	44	4	3.03%
U.S. Visa	69	14	5.24%

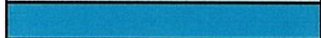
NINE-YEAR STATISTICAL SUMMARY			
YEAR	ALL INTAKES¹	CONSULTATION ONLY¹	OPENED CASES
2018-2019^{2, 3}	1706	1401	305
2017-2018³	1879	1508	371
2016-2017³	2270	1954	316
2015-2016	2782	2236	546
2014-2015	2774	2079	695
2013-2014	2570	1917	653
2012-2013	2773	2114	659
2011-2012	2400	1858	542
2010-2011	1797	1333	464
9 year average	2327.89	1822.22	505.67

¹ Figure includes notary service.

² Figures include only first 10 months of the Fiscal Year (July, 2018, through April, 2019)

³ The decrease in intakes in the past 3 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 nine-year period ².

 Highest Figures, in each category, of the nine-year period.

Percentage increase from Lowest to Highest

All Intakes: 63.07% $(2782-1706)/1706$

Consultation Only: 58.59% $(2236/1333)/1333$

Opened Cases: 127.88% $(695-305)/305$

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

2009-2010	1731	1321	410
	<i>FY2019 - 1.44% decrease</i>	<i>FY2019 - 6.06% increase</i>	<i>FY2019 - 25.61% decrease</i>

SLS OUTREACH EVENT, PRESENTATIONS AND OTHER EVENTS, FY2019 *

Date	Event	# Participants	Attorney(s)
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Presentation

8/17	ISSS International Graduate Student Orientation	70	TEB + MAM
8/17	ISSS International Undergraduate Student Orientation #1	120	SYH + TEB
8/23	ISSS International Undergraduate Student Orientation #2	100	TEB + SYH
8/23	ISSS Parents and Guests of New Students Program	150	TEB + SYH
11/9	Global Engagement Lounge: Ten Myths about Traffic Laws with Student Legal Service	8	SYH
4/7	Phi Kappa Psi Fraternity	120	SYH
4/9	Off-Campus Community Living Staff (Safe Homes Act)	4	SYH
4/15	Engineering Career Services (Employment Contracts)		MAM and Intern, Ryan Jiao

Tabling / Fair

8/26	Quad Day	3000	All Attys + 3 student empl.
8/27	New International Graduate Student Resource Fair	400	SYH + TEB
9/12	Explore Our Hidden Treasures (SLS-LGBT-TU collaboration)	40	2 Student empl.
10/16	McKinley Health Center Special Populations: Effects of Alcohol Use	100	MAM
1/9	Incoming Exchange Student Resource Fair	180	SYH
2/18	Illini Days / Admitted Students Days Resource Fair	65	TEB
3/8	Illini Days / Admitted Students Days Resource Fair	50	2 Student empl.
3/11	Illini Days / Admitted Students Days Resource Fair	60	MAM
3/25	Illini Days / Admitted Students Days Resource Fair	75	Office Mgr.
3/29	Illini Days / Admitted Students Days Resource Fair	50	Student empl.
4/1	Illini Days / Admitted Students Days Resource Fair	50	MAM
4/5	Illini Days / Admitted Students Days Resource Fair	50	Student empl.
4/8	PAP Program Resource Fair	50	MAM
4/12	Admitted Transfer Day Resource Fair	60	Office Mgr.
4/15	Illini Days / Admitted Students Days Resource Fair	60	SYH
4/19	Illini Days / Admitted Students Days Resource Fair	60	TEB

Other

2/26	Interview with UI-7 TV	n/a	TEB
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* From July 1, 2018 through April 30, 2019, only.

SLS OUTREACH: MATERIALS REQUESTS, FY2019

Date	Department/Organization	Materials Requested
8/6	Office of the Dean of Students	3,500 Arrest Cards
8/8	LGBT Resource Office	85 Chip Clips
8/13	iSchool	300 SLS Program Brochures
8/14	Department of Economics	50 SLS Program Brochures
11/16	ISSS - Orientation planning staff	150 each SLS Passports, Rights of International Students and Scholars in the United States, 50 Ameren flyers
1/7	ISSS - Graduate Student Resource Fair	100 "Passport to Student Legal Service" in English, 100 in Chinese

SLS OUTREACH: LISTINGS, FY2019	
Department/Organization	Details
Illini Union Parent and Family Program Office, University Guide A - Z	https://union.illinois.edu/get-involved/illini-union-parent-and-family-programs/university-a---z-guide ; See "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" Publication, FY2019	Listing in services section

ARTICLES, FY2019

Publication Date	Medium	Ad (Special Issue/Edition)
10/10	<i>The News Gazette</i>	"Legally Speaking"
10/10	news-gazette.com	Mary Schenk Legally Speaking with attorney Tom Betz
		news-gazette.com/news/local/2018-10-10/mary-schenk-legally-speaking-with-attorney-tom-betz.html
4/25	<i>The News Gazette</i>	Housing middleman's default on leases leaves many UI students in lurch
10/10	news-gazette.com	Housing middleman's default on leases leaves many UI students in lurch
		news-gazette.com/news/local/2019-04-25/housing-middlemans-default-leases-leaves-many-ui-students-lurch.html

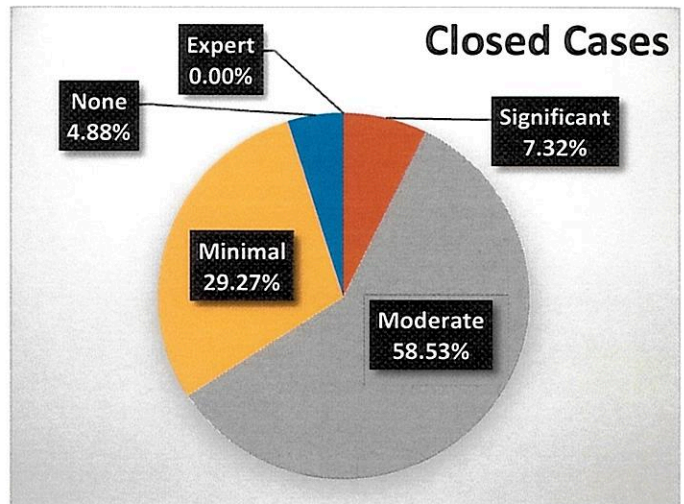
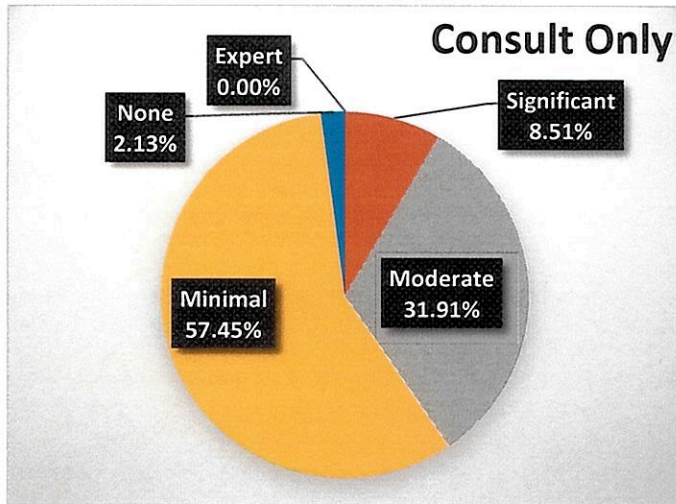
Student Legal Service Metrics - FY2019 (July 1, 2018 - April 30, 2019)

WEBPAGE USAGE

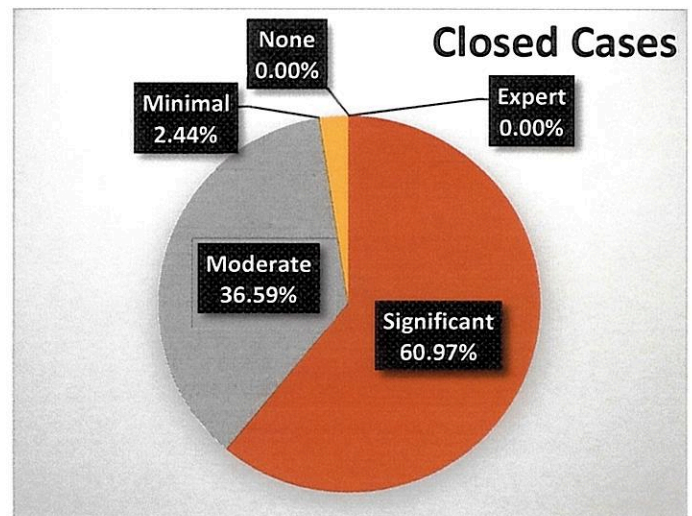
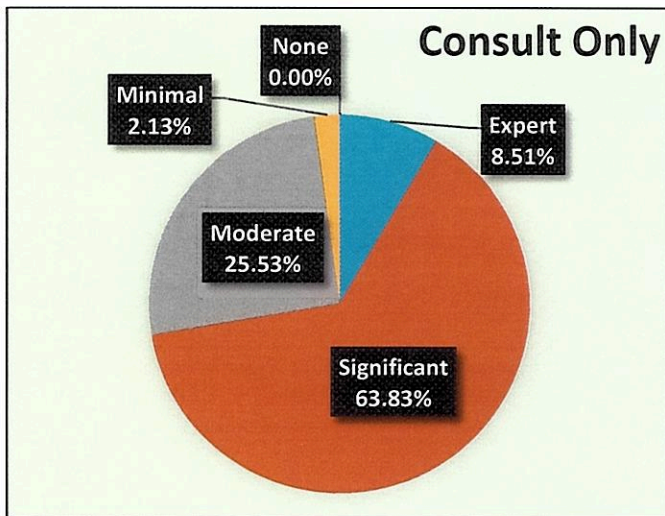
Page	Subtotal	Total	Page	Subtotal	Total
SLS Home/Index Page		11,109	Re-organized Website section designations		
Online intake forms		13,312	Intake Forms		2,781
Index page	10,271		Index page	2,781	
General intake form	884		<i>(url of actuals forms did not change)</i>		
Housing or Damage Deposit intake form	512		Services		1,999
Traffic Ticket or Accident intake form	529		Index page	403	
Certification or Notarization intake form	535		How to use SLS	551	
Misdemeanor intake form	177		Speaker Service	95	
City Ordinance Violation intake form	115		Eligibility	950	
Ameren intake form	54		About		1,615
Power of attorney intake form	141		Index page	182	
Name Change intake form	36		Contact	738	
Translation of PRC Driving License intake form	33		Staff	428	
Health Care Power of Attorney intake form	25		Purpose	102	
Especially for International Students section		2,519	Annual Reports	59	
General information pages		613	Engagement	39	
Attorney biography page		585	Maps	29	
Housing / Tenant information pages		751	History	28	
Contact SLS and Email information page		484	Archives	10	
Court and Court forms pages		342	Resources		1,896
Brochures and Presentations		257	Index page	293	
Community Resources & Immigration Referral page			Brochures	448	
Attorney Speaker Service page		108	Forms	238	
Engagement page		82	Housing	264	
Other Links:		472	Community Resources & Immigration Referral page	114	
Maps	158		Links	135	
Legal Links	60		Court Appearance	134	
Annual Reports	56		Immigration Referral page	121	
SLS History	41		Presentations	97	
Archives	33		Announcements	52	
Legal Disclaimer	32		Total Hits on Website from Outside		38,925
Spring Break	11		Programmers working on future online appointment scheduling		25,064
Other (unidentified search/landing pages)	81		Total Hits on Website for this Period		63,989

LEARNING OUTCOMES

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



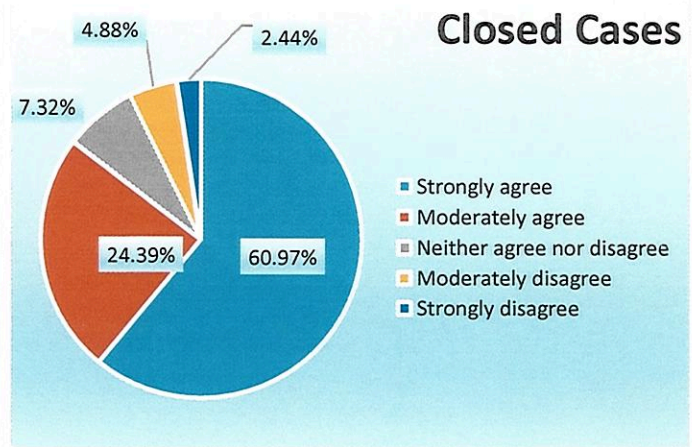
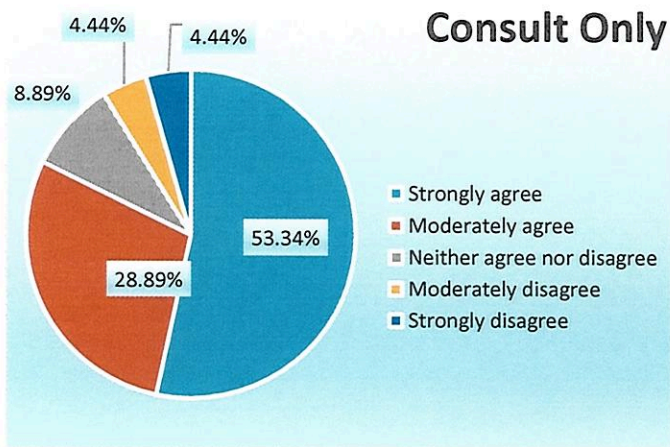
Q13/17 What is your current level of understanding/knowledge regarding your legal situation (*after meeting with SLS attorney*)?



LEARNING OUTCOMES

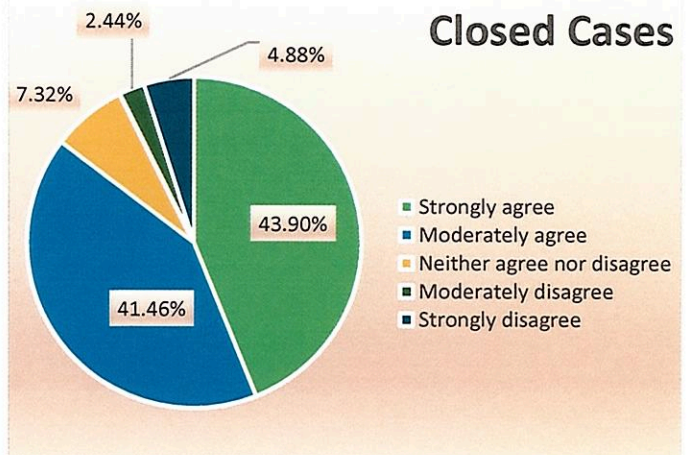
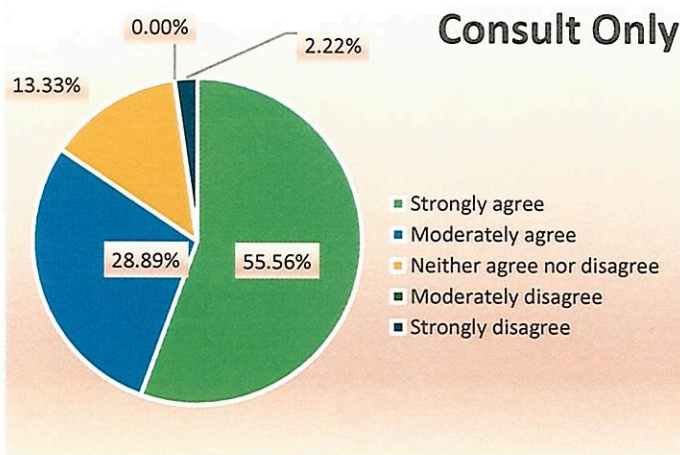
Q17. After consulting with Student Legal Service, I feel better equipped to handle similar situations in the future.

Q19. As a result of my experience with SLS, I feel better equipped to handle a similar situation in the future.



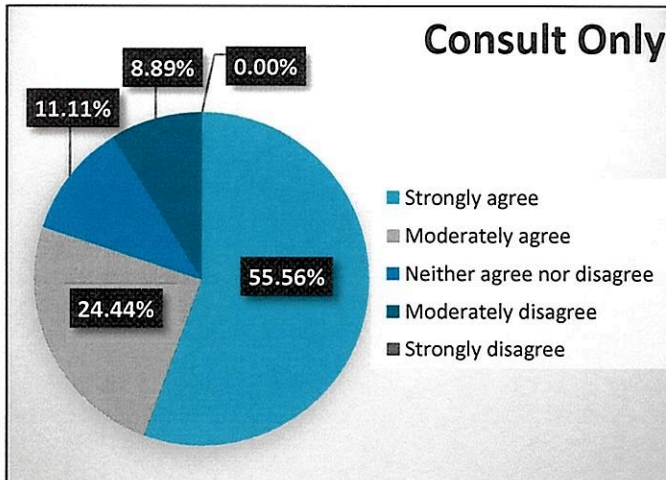
Q18. As a result of my experience with SLS, I am more aware of resources available at the university.

Q18. 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

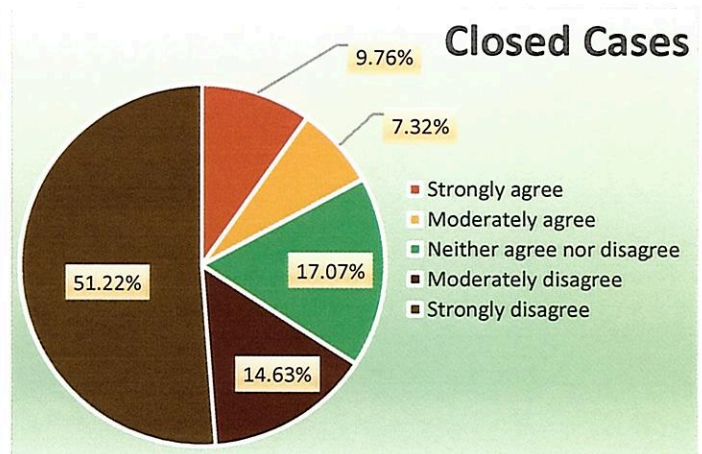
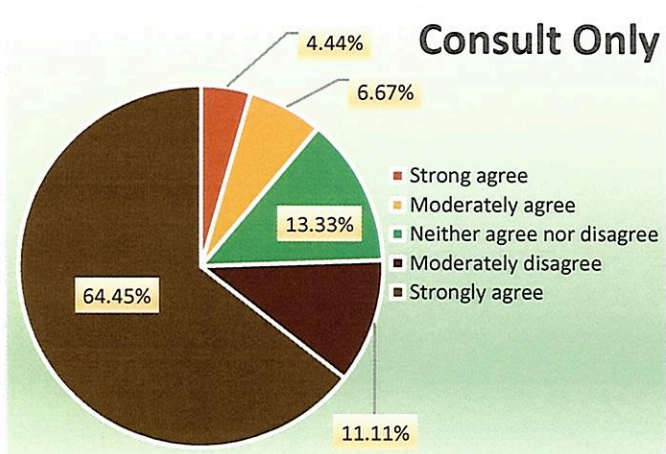
Q16. *Through my experience in the legal process and because of the particular way Student Legal Service operated, I have... A clear idea of the next step to take, if any, in my matter.*



(No cognate in "Closed Cases".)

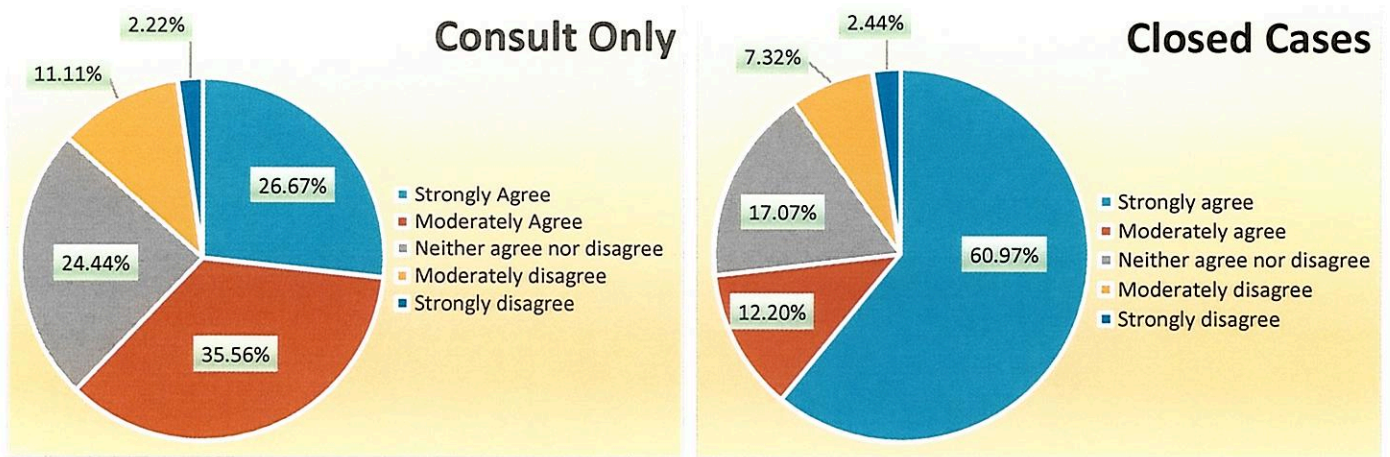
RETENTION

Q19/21. *Without legal help, I would have considered leaving school.*

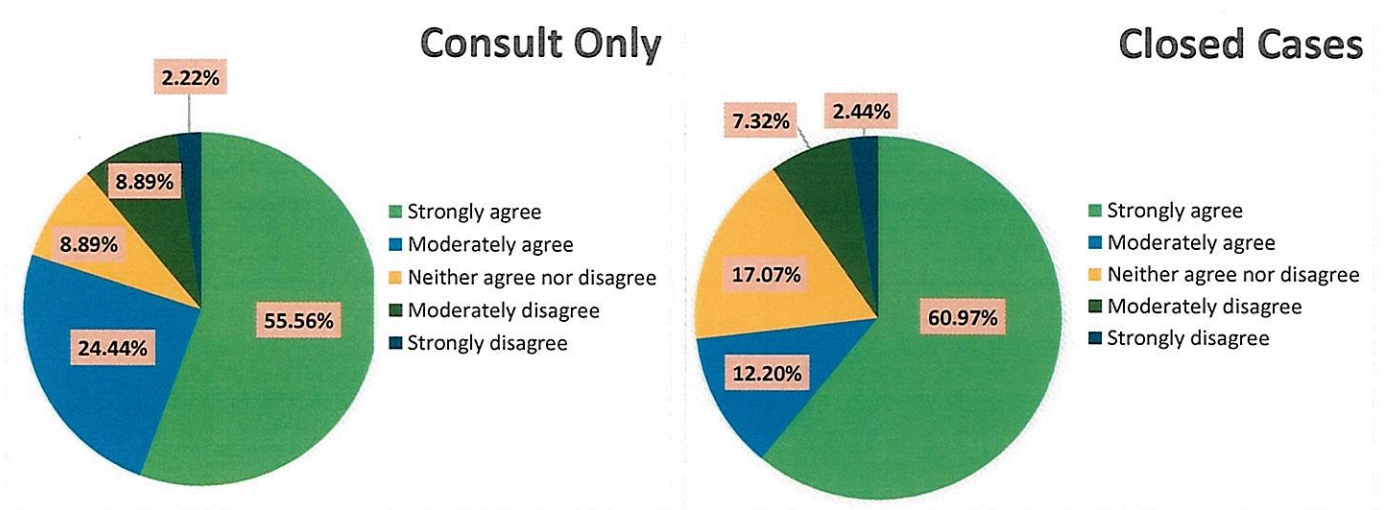


RETENTION

Q20/22. The services provided by SLS ... - Enhanced my ability to focus on my studies.



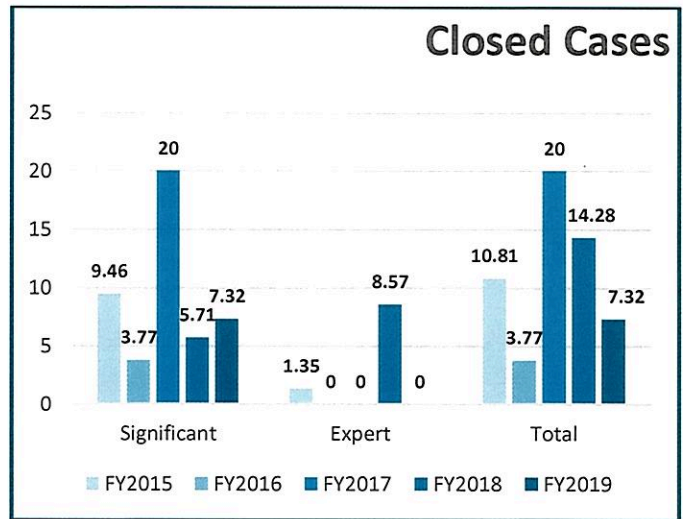
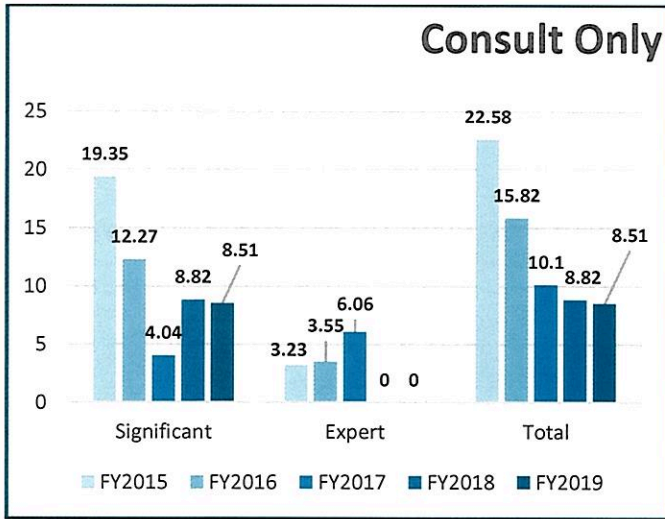
Q23. The services provided by SLS ... - Allowed me to feel less stressed about my legal issue.



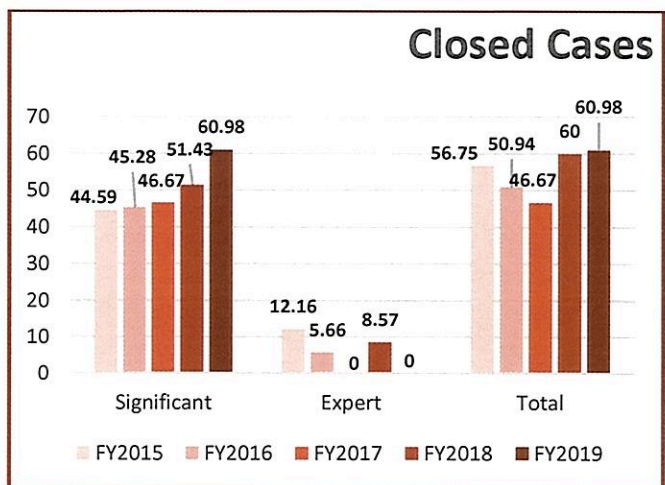
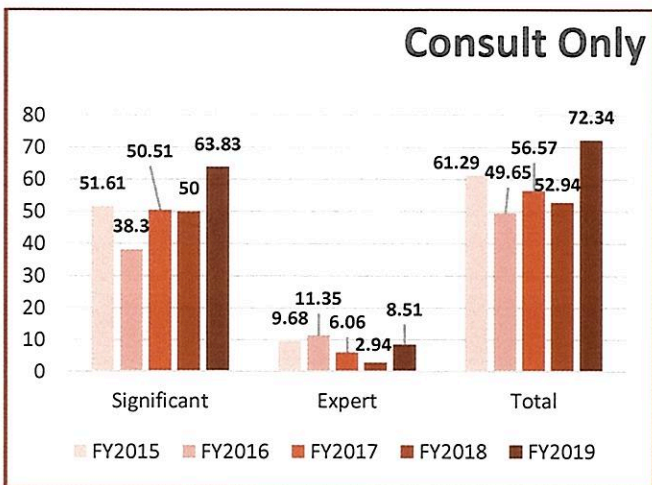
Five Year Analysis of Assessment Data and Trends

Learning Outcomes

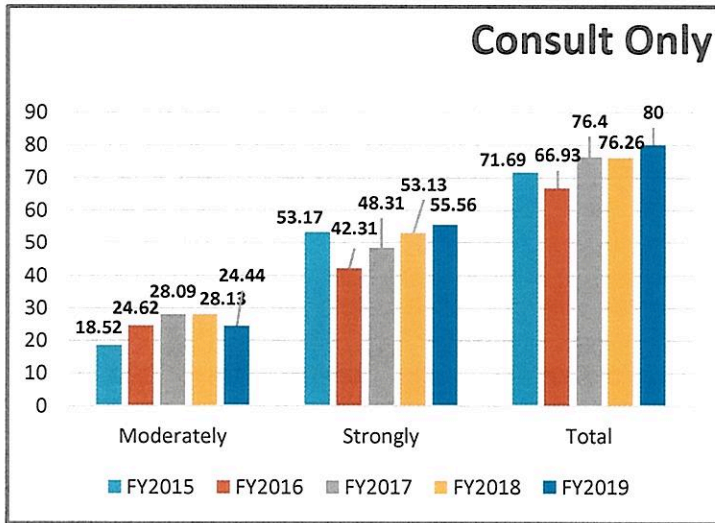
Q10. What was your level of understanding/knowledge regarding your legal situation (prior to meeting with SLS attorney)?



Q 13/15. What is your current level of understanding/knowledge regarding your legal situation (after meeting with SLS attorney)?

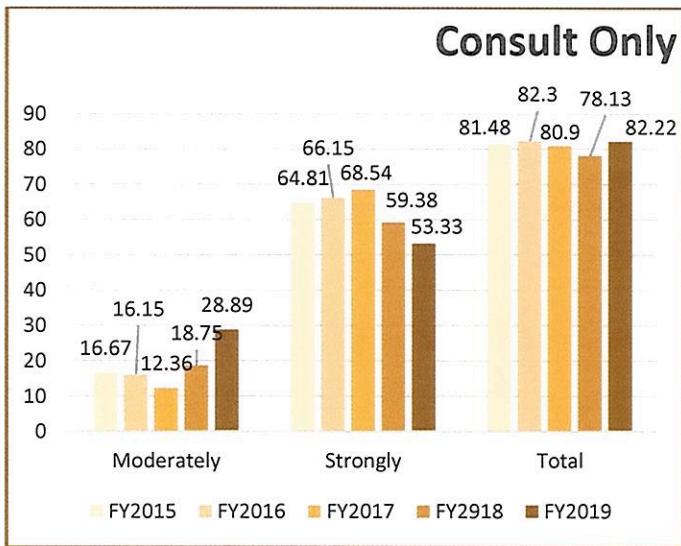


Q16. *Through my experience in the legal process, and because of the particular way Student Legal Service operated, I have a clear idea of the next step to take, if any, in my matter. Agree:*

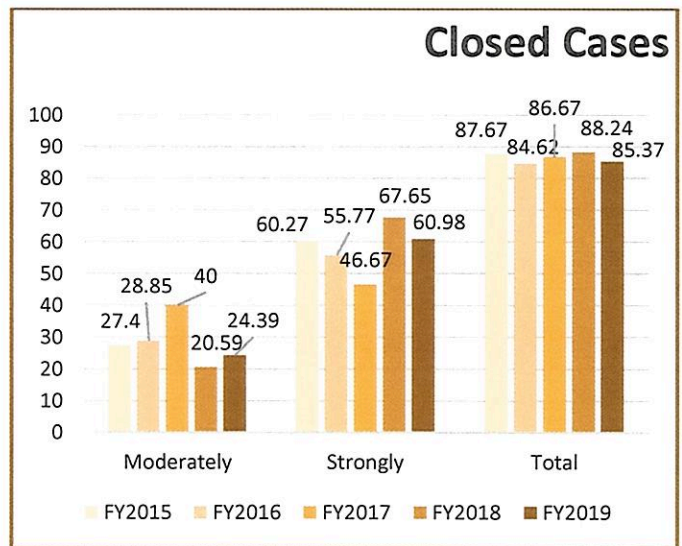


(No cognate in "Closed Cases".)

Q17. *After consulting with Student Legal Service, I feel better equipped to handle similar situations in the future. Agree:*

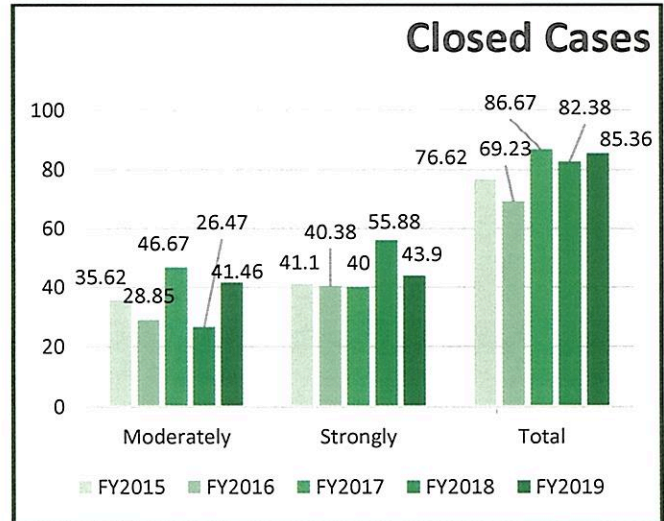
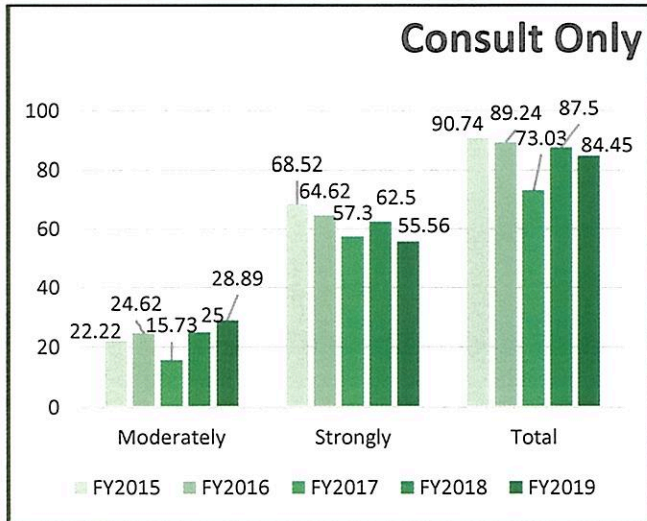


Q19. *As a result of my experience with SLS, I feel better equipped to handle a similar situation in the future. Agree:*



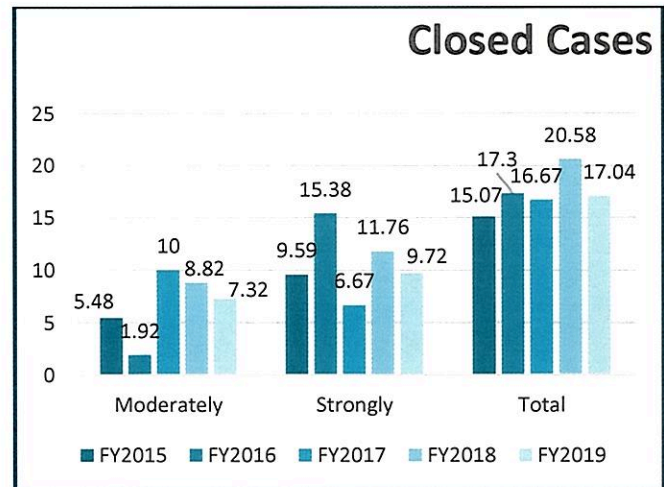
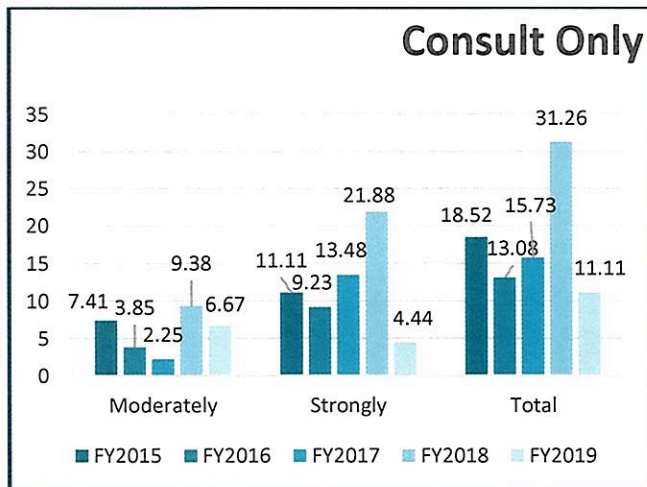
Q18. As a result of my experience with SLS, I am more aware of resources available at the university. Agree:

Q18. 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:

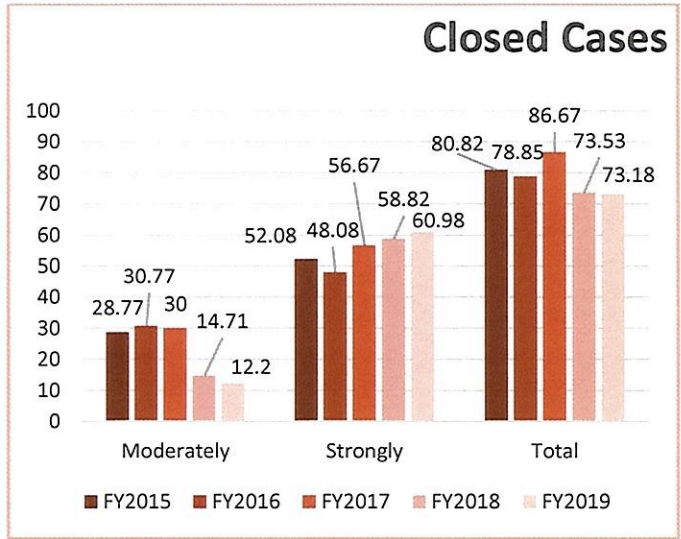
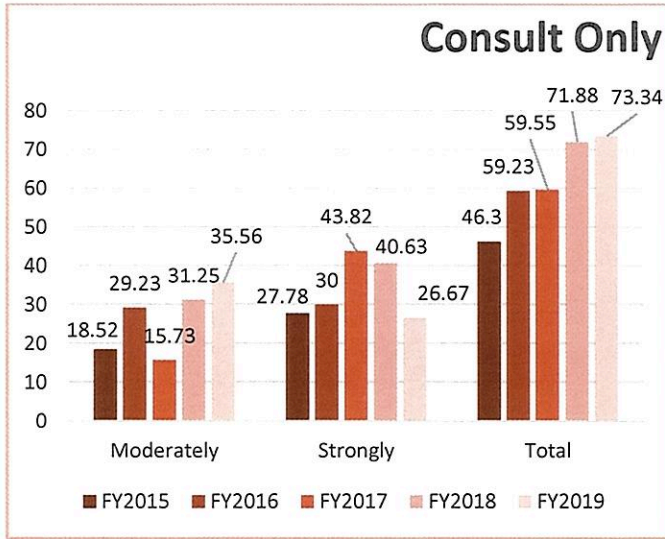


Retention

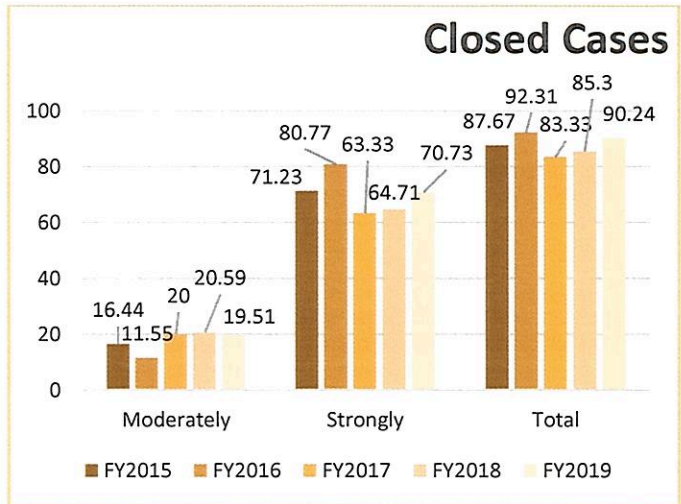
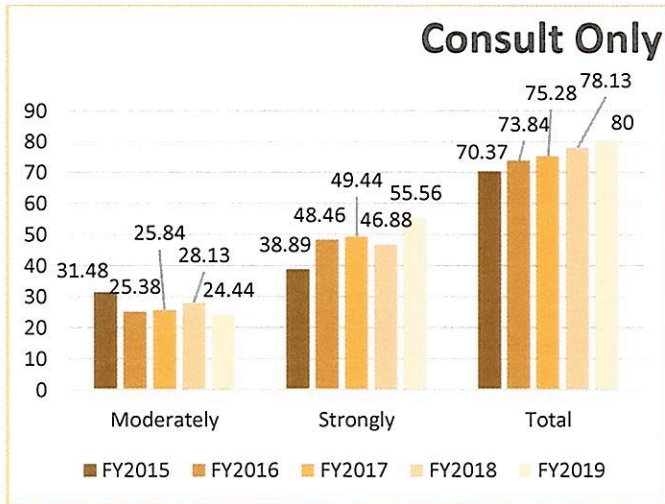
Q19/21. Without legal help, I would have considered leaving school. Agree:



Q20/22. *The services provided by SLS enhanced my ability to focus on my studies. Agree:*



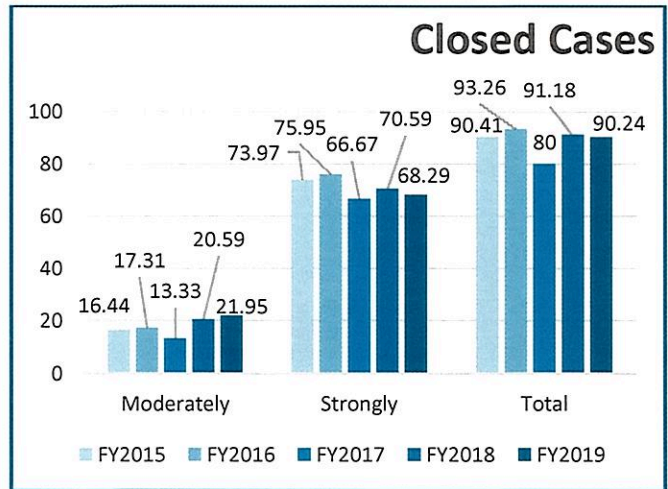
Q23. *The services provided by SLS allowed me to feel less stressed about my legal issue. Agree:*



Satisfaction

Q20. *I feel that without Student Legal Service, I would have had greater difficulty in resolving my problem. Agree:*

(No cognate in "Consultation Only".)



Student Legal Service Strategic Plan*

2015-2019

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 University of Illinois Strategic Plan, Student Affairs Strategic Plan, Office of Dean of Students Strategic Plan and CAS Standards for Student Legal Service Programs.

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.

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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 e mail 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

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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 more effectively reach students who have English as a second language.

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 have English as a second language.

ODOS Goal: Unit Goal 3 is consistent with enhancement of sustainability, ODOS Goal 4. It is also consistent with ODOS guiding values of inclusion and diversity.

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 routinely update legal material and publications 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/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 x% 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 e mail 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 more collaboratively and consistently market educational efforts surrounding Student Loan repayment issues.

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/Offeres" that can be jointly marketed and linked to each office website and at presentations.

Criteria for Success: Success is measured through internal/external partnerships, presentations, 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 he/she 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 which will 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 present or co-present either 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.*