

STUDENT LEGAL SERVICE

Annual Report FY2020

June 7, 2020

Mission Statement

The mission of the Student Legal Services program is to provide preventive legal education, representation and counseling that 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 p. 16-24) 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. All metrics in this report will reflect the period May 1, 2019, to April 30, 2020.

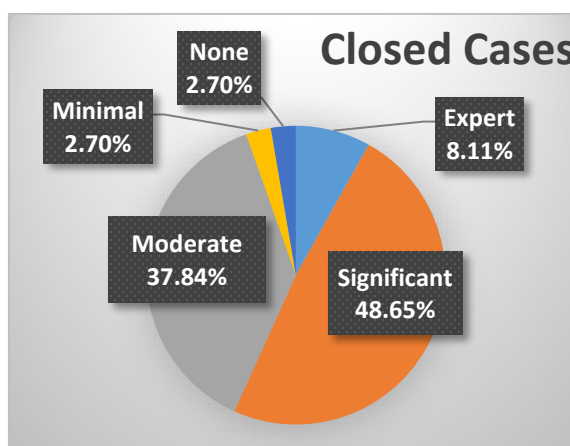
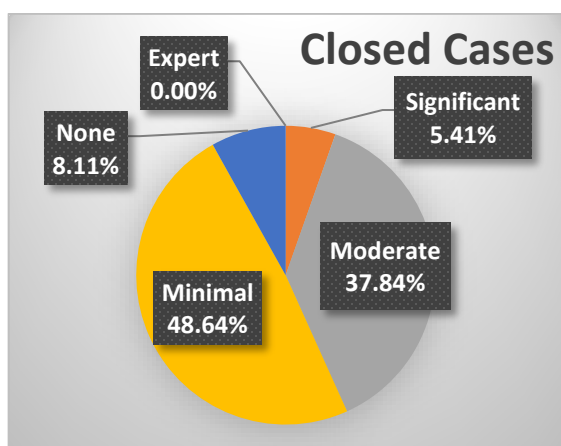
EXECUTIVE SUMMARY This has been a year of positive accomplishments with implementation of a four-attorney office in an adequate space. Despite the untoward impacts of Covid-19 and the creation of a virtual law office in spring 2020, all three prongs of the mission were fulfilled because of the resiliency of staff and available technology. The office was able to make a nimble if not entirely seamless transfer to remote services.

REPRESENTATION Student Legal Service Strategic Plan, 2020-2025 (hereafter, SLS Strategic Plan, 2020-2025) Section 2 (see Appendix 8) 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.

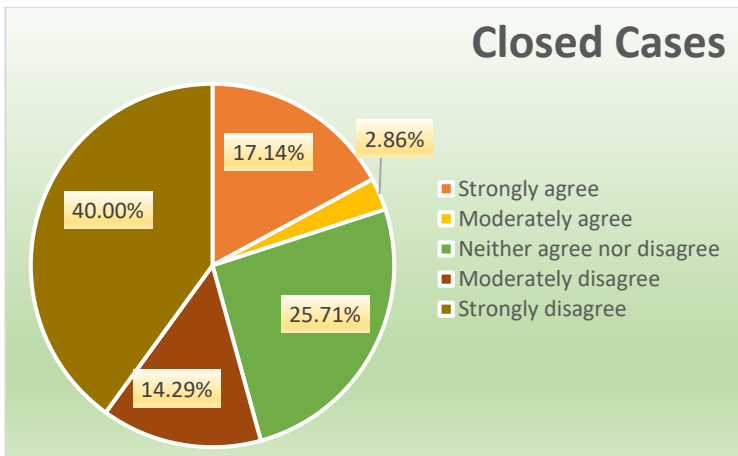
- 257 students had cases that were formally opened within 18 categories with 63 housing-landlord/tenant, 136 traffic, 27 misdemeanor, and 29 general civil including consumer and city ordinance violations.
- 127 were domestic students and 124 were international students, with 6 in other categories.
- 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. International students are less acquainted with the many U.S. 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.

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

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



Q21. Without legal help, I would have considered leaving school.

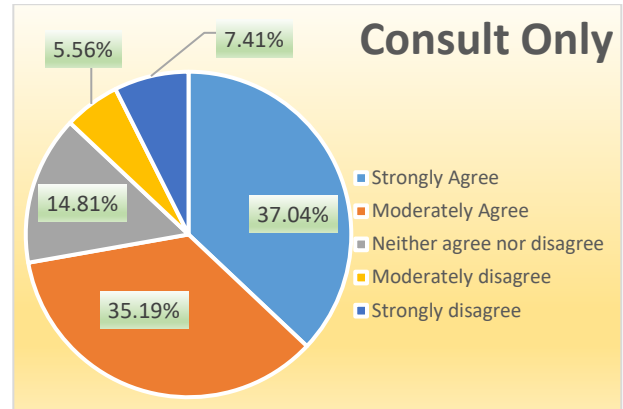
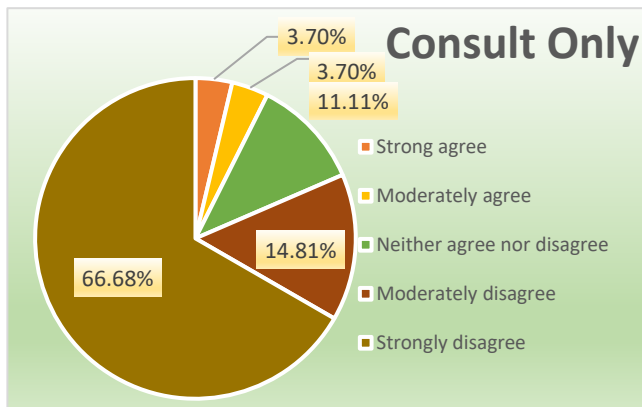


CONSULTATION SLS Strategic Plan, 2020-2025, Section 1 Goal 1 (see Appendix 8) “Provide quality legal advice and counseling to students regarding their legal rights and responsibilities, with students having knowledge of direction for practical and ethical decisions...” This is consistent with the University and Division goal for provision of services that support students to fulfill their academic promise.

- 1,487 students received in-office consultation services, notary and certification services, etc.
- Beginning April 1, 2020 as a result of sheltering in place, usage statistics were captured as contacts in the following categories: 15 criminal, 57 traffic, 70 housing/landlord tenant, 12 student code violation issues, 14 name change issues, 3 consular letters for re-entry to U.S., 18 Consumer/Civil, and 3 virtual notarizations, for a total of 192 contacts in that final month for this report. These metrics are included in internal consultation totals but may not be part of future assessment nor are their demographics included below.
- 607 were international students, 787 were domestic students, and 29 in other categories.
- 88.89% of consultation-only students in assessment agreed that they feel better equipped to handle a similar situation in the future.
- 90.74% had a clear idea of next steps in dealing with their legal issue.

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

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



PREVENTIVE EDUCATION SLS Strategic Plan, 2020-2025, Section 3. “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 18 preventive power points, 43 brochures and 6 information sheets, with 24 translations into languages other than English. 3,282 web hits were recorded for preventive legal education materials in the “Resources” tab of the website. An additional 3,384 hits were recorded for the information in the “International Students” tab. Upon office going remote, we were able to update the website quickly to reflect pressing issues such as Covid-19 not being a basis to end leases, FHA rules regarding evictions, Scams students may face, Recovery Tax Rebates, and Mistaken Tax Rebates, with 1,447 web hits on special notices.
- The office provided at least 19 special topical panes/notice window on the site including: notices of 3 different changes in Ameren policy to set up a new account; Legal Marijuana as of 1/1/20; “Don’t turn off the heat” for fall, winter, and spring breaks; Eligibility to use SLS for Summer and Fall 2019, after partial refund of Service Fee in spring 2020, and Summer 2020; Spring Break; COVID-19 and leases, FAQs, CARES Act, Fannie Mae Disaster Response Network notice, Recovery Tax Rebates and Mistaken rebates; Champaign County Courthouse closure; Scams and Fraud; and availability of Virtual SLS Appointments.
- The office posted on the website issues impacting DACA students.
- Three campus preventive education or awareness programs were provided. 144+ students served. 7 tabling events were staffed by SLS, including Quad Day 2019; contact with 3,885 students. In-person events were cancelled spring semester due to closure of the university. Two SLS attorneys in collaboration with OCCL provided a Zoom live event on COVID-19 and housing; more than 30 students attended.
- Three International student orientations were provided on key legal issues that international students frequently confront, serving 795 students.

Accomplishments and Challenges

- Successfully transitioned a new attorney to replace a longtime staff attorney March, 2020, and retained fourth full time staff attorney June, 2019 .
- Developed and implemented in Fall 2019 an advertising program in collaboration with College of Media AdBuzz Team for Facebook, Instagram and Twitter, and posting on Campus MTD route buses, University digital Kiosks in Housing facilities, Recreation facilities, the Illini Union and Lincoln Hall.
- Fall 2019 rollout of online intake appointment scheduling with relatively minor glitches. This system has proven invaluable with the office going virtual in March 2020 as a result of Covid-19. A near seamless transition.
- Created tentative Student Legal Service Strategic Plan, 2020-2025 (see Appendix 8), which will, upon adoption, guide the program for five years.
- Eight brochures were revised, updated or archived pursuant to SLS strategic Plan, 2020-2025, Section 4. Brochure translations were added in three new languages, Vietnamese, Lao and Luganda. 3 information sheets were revised and 3 new ones were added.
- One new webinar, “Student Tenants and COVID-19”, and 6 new and 2 revised PowerPoints.
- Fall 2019, in light of legalization of recreational marijuana on January 1, 2020 the office undertook a thorough PowerPoint on aspects of the new law; student use on campus, in private property, remaining penalties etc. which we featured prominently on website and topic pane.
- Two international LL.M intern in Fall 2019, from Uganda and Vietnam and two spring 2020 from Nigeria and Laos. SLS Strategic Plan, 2020-2025, Section 7. Due to limited space and social distancing, this long-term collaboration with the College of Law will face a reduction to one intern in Fall 2020.
- The major challenge has been operating a virtual/remote law office fully accessible to students since the closure of the University. Not all services can be provided remotely, e.g., certification of documents; however, the office was one of the very few offices that transitioned into doing virtual notarizations.

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., Certification, Notarizations. Questions are focused on satisfaction, learning and retention. 14.8% responded to the closed case survey, 11.58% responded to the consultation survey and 24.3% responded to the certification/notarization survey.

SLS Strategic Plan, 2020-2025, 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 97.27%, 89.09%, and 90.74”, respectively, which is above the metric of success.

SLS Strategic Plan, 2020-2025, Section 2 (Representation) sets a metric of success at 75% of survey respondents being satisfied with outcome/process, gaining knowledge/understanding and feeling capable of handling similar issues in the future. This year 89.19% said that services resolved their legal concerns, 91.43% said they felt they could handle similar issues in the future, and 94.6 indicated knowledge of their issue.

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 complementary.

The staff attorneys took the following courses:

- Discrimination and the Practice of Law: Guess who's coming to Court
- The value of Diversity and Inclusion in Law Departments
- Walk the Talk: Moving the Diversity and Inclusion Needle Forward
- How time management and work-life balance issues uniquely impact female attorneys
- Women Lead with Illinois Law Summit
- The State of LGBTQ Rights in Employment Law
- Recognizing Unconscious Bias in the Practice of Law

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, 2020-2025 Section 3, four brochure translations were added in this reporting period with 3 additional basic court documents.

- Student Legal Service Program: Vietnamese, Luganda, Lao
- Your Court Appearance: Vietnamese
- Your Rights in Traffic Court: Lao
- Jury Waiver: Lao
- Misdemeanor Admonitions: Lao

Innovation and Change

- Fall 2019, successful implementation of online appointment scheduling system.
- Temporary transition to virtual law office, March 2020
- Development of ability to conduct virtual notarizations compliant with law and executive order of Governor.
- Usage of student notary at front desk to reduce time spent by Office Manager and attorneys on this service.

Facilities

Facilities are excellent. Staff are currently working on return to on-site work plans that will allow for protection of staff and students. There may be several professional staff members who continue to conduct business remotely as in person social distancing is not possible in all offices.

STRATEGIC GOALS 2020-2021

- Maintain/enhance quality consultation and representation through continuing education in areas relevant to the practice of law in a student legal service practice. It is recognized that budget constraints for a least a year will preclude intense continuing legal education involving travel in the areas of consumer law and immigration as well as in evolving forensic evidence of electronic evidence and other forms of scientific evidence. Metric: Receipt of sufficient Continuing Legal Education credits pursuant to Illinois Supreme Court rule.
- Implement the 2020-2025 tentative Student Legal Service Strategic Plan with its seven sections, objectives and ongoing and new initiatives including creation of Eviction 101 in multi-media formats as well as a comprehensive Scam Prevention Program. Metric: June 2021 evaluate initiatives for success, failure, improvement.
- Implement and refine the safe return to on-site work plan while remaining ready to change policies and work locations as circumstances arise. As a result of sheltering in place the staff have developed a nimble approach to providing crucial services to students.
- Maintain current professional and managerial staff levels so that mission goals can be carried out in an ethical manner where there is sufficient time for each client as well as time to provide sound preventive legal education. Metric: Four staff attorneys, One fulltime Office Manager.

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Student Legal Service Metrics - FY2020 (May 1, 2019 - April 30, 2020)

OFFICE USAGE

Consultation Only

Accident	6
Ameren	6
Auto Sales Tax	1
Application Qs	4
Certification	65
City Ordinance Violation	11
Civil	1
Collection	3
Consumer	31
Contract	24
Credit	1
Criminal	3
Cyberstalking	2
Damage Deposit	16
Discrimination	1
Employment	10
Expungement	11
Fake ID	8
Family	8
FERPA	2
Harassment	8
Health Care Power of Atty	3
Homeland Security	2
Housing	275
Housing-Therapy Animal	2
ID Theft	4
Insurance	2
Internet Fraud	2
Jury Duty letter	1
Misc. Qs - General	4
Misc. Qs - Driver License	6
Misc. Qs- Immigration	7
Misdemeanor	11
Name Change/Gender Chang	7
Notarization	237
Parking Ticket	3
Post Plea Issue - Misdemeanor	4
Post Plea Issue - Traffic	1
Power of Attorney	23
Referral	48
Scam - Online/Email/Phone	7
Small Claims	1

Subpoena	3
Towing	7
Traffic	95
Translation of PRC DL	13
Translator in appointment	2
Unpaid tolls	2
Victim of Crime	4
sub-TOTAL	1017
Ineligible (most st-v-st)	101
No Appointment Made	273
No Show at Appointment	26
TOTAL	1417

Cases Opened

City Ordinance Violation	9
Collection	2
Consumer	2
Credit	1
Damage Deposit	9
Expungement	2
Fake ID	1
Harassment	2
Housing	53
Housing-Therapy Animal	1
Insurance	1
Misdemeanor	25
Name Change/Gender Chang	8
Notarization	1
Parking Tickets	1
Power of Attorney	2
Student Code Violation	2
Traffic	135
TOTAL	257

Consult+Open TOTAL 1,674

Plus 70 notarizations* **1744**

Notary Services **

Students Served	372
Number of Signatures	921

** 5/1/2019-4/30/2020

*Notarization and Certification clients were deducted from total of students served with notary services, leaving 70 clients. Added to Consult Only and Opened totals, students served equals 1744.

Year	Raw Numbers		% of Total
	Consult	Open	
Freshman	79	13	5.496
Sophomore	148	20	10.036
Junior	220	41	15.591
Senior	344	77	25.149
Graduate	576	103	40.562
Professional	37	3	2.389
Non-degree	3		0.179
No Answer	10		0.597

Gender	Consult	Open	Total
Female	631	95	43.369
Male	773	162	55.854
Other	13		0.777
No Answer			0.000

Social Status	Consult	Open	Total
Single	1188	223	84.289
Married/ Civil Union	131	18	8.900
Other			0.000
No Answer	98	16	6.810

U.S. Veteran 0.000

Have Dependents 0.000

	Raw Numbers		% of Total
	Consult	Open	
Adjustment of Status	1		0.060
Asylee		1	0.060
Citizen	750	114	51.612
Non-Citizen, Illinois schooled	9	2	0.657
Non-Citizen-other	11	2	0.765
Non-Resident Alien	494	104	35.723
None of the Above/No answer	2	1	0.179
Out of county/ Citizen. unknown	2	1	0.179
Resident for IRS Only	62	11	4.361
U.S. Permanent Resident	37	13	2.990
U.S. Visa	49	8	3.405

University Designations of Status and SLS Usage

	Consult	Open	% of Total Combined
Adjustment of Status	1		0.060%
Asylee		1	0.060%
Citizen	750	114	51.612%
Non-Citizen, Illinois schooled	9	2	0.657%
Non-Citizen-other	11	2	0.766%
Non-Resident Alien	494	104	35.723%
None of the Above/No answer	2	1	0.179%
Out of county/ Citizen. unknown	2	1	0.179%
Resident for IRS Only/Non-Res.	62	11	4.361%
U.S. Permanent Resident	37	13	2.987%
U.S. Visa	49	8	3.345%

Domestic and International SLS Usage

	Consult	Open	% of Total	Total
Citizen + Permanent Resident	787	127	54.60%	914
Non-Resident Alien, Resident Alien for IRS Only + U.S. Visa	607	124	43.67%	731
Other	23	6	1.64%	29

Nine-Year Comparison of Domestic and International Usage of SLS

Fiscal Year	Domestic		International		FY Total	Notes
	Raw #	Percentage	Raw #	Percentage		
2012*	820	58.66	578	41.35	1398	1824 total issues
2013*	1096	55.30	886	44.70	1982	2167 total issues
2014	1071	52.12	984	47.88	2055	
2015	1142	43.87	1350	51.87	2603	
2016	1115	41.90	1442	54.23	2659	
2017	981	49.72	912	46.22	1973	
2018	974	51.83	824	43.85	1879	
2019**	793	50.06	727	40.66	1706	10 months
2020***	914	54.60	731	43.67	1674	29 unclear status

* Due to limitations of database in use at that time, demographic data was counted only once for students who consulted on more than one issue.

** Represents 7/1/2018 - 4/30/2019, ten months.

*** Represent 5/1/2019 - 4/30/2020.

Appendix 2

TEN-YEAR STATISTICAL SUMMARY			
YEAR	ALL INTAKES¹	CONSULTATION ONLY ¹	OPENED CASES
2019-2020²	1744	1417	257
2018-2019^{3,4}	1706	1401	305
2017-2018⁴	1879	1508	371
2016-2017⁴	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
10 year average	2269.50	1781.70	480.80

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

2009-2010	1731	1321	410
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FY2020 - 0.75% increase

FY2020 - 7.27% increase

FY2020 - 59.53% decrease

¹ Figure includes notary service.
² Figure includes 5/1/2019 through 4/30/2020, including the first 1.5 months of COVID-19 changes, with the chaos of students scattering across the globe and work-from-home requirements. In March and April, the number of Consultation Only and Opened Cases were much lower than normal. Many minor issues were dealt with through email and phone contacts, which were not recorded in March; April contacts are listed in the chart below.
³ Figures include only first 10 months of the Fiscal Year (July, 2018, through April, 2019)
⁴ 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 ten-year period ^{2,3}.

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

Percentage increase from Lowest to Highest

All Intakes:	63.07%	$(2782-1706)/1706$
Consultation Only:	58.59%	$(2236/1333)/1333$
Opened Cases:	170.43%	$(695-257)/257$

April, 2020, Attorney-Client Contacts	
Issue	Contacts
Civil	8
Consulate Letters/Immigration	3
Criminal	15
Employment Contract	5
Fraud/Scam victim	2
Housing/Landlord-Tenant	70

Insurance	3
Name Change	14
Student Code Violation	12
Traffic	51
Virtual Notarization	3
Misc./Other	30

216

Appendix 3

SLS OUTREACH EVENT, PRESENTATIONS AND OTHER EVENTS, FY2019 *

Date	Event	# Participants	Attorney(s)
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Presentation

4/29	Engineering Career Services (non-disclosure agreements)	14	MAM & LL.M Intern, Ryan Jiao
8/20	ISSS New Graduate Student Orientation	220	TEB
8/21	ISSS New Undergraduate Student Orientation #1	175	TEB
8/21	ISSS New Undergraduate Student Orientation #2	400	ALA
10/7	TRIO Student Support Workshop (SLS - "Off-Campus Housing: From Looking to Leaving")	30+	SYH
11/5	McKinley Special Populations Student Health Concerns, "Think Before You Drink" (Panel Discussion and Tabling)	100+	ALA

Tabling / Fair

6/7	ISSS Summer Orientation - Resource Fair	200	SYH & Student Ofc Asst, Viola Gjanci
8/25	Quad Day (Tabling)	3,000	SYH, MAM, ALA
8/26	Welcome Reception for ISSS Graduate Students (Tabling)	200	SYH, MAM
10/8	Daily Illini Housing Fair	150	TEB
1/15	Incoming Exchange Student Orientation Resource Fair	60	TEB
1/17	ISSS Graduate Student Fair	125	ALA, SYH
1/19	Daily Illini Housing Fair	150	ALA, TEB, SYH
	<i>Illini Days / Admitted Students Days Resource Fair 10 Scheduled events cancelled due to COVID-19, from 3/13 through 4/24</i>		

Other

3/30	OCCL-SLS COVID-19 Zoom webcast with Q&A	30+	ALA, ECV
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Materials Requests, FY2020, May 1, 2019-April 30, 2020

Date	Department/Organization	
8/8	ISSS - Fall International Student Check-In	Passport to SLS : 700 English, 300 Chinese; SLS Program Brochure: 540 English; Rights of International Students and Scholars Brochure: 250; Chip Clips: 250
11/11	ISSS - Spring 2020 Check-in - office resource area	SLS Program brochure: 250; Rights of International Students and Scholars in the United States: 150

* From May 1, 2019 through April 30, 2020.

SLS OUTREACH: LISTINGS, FY2020

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, Instagram and Twitter
LAS 101 Handbook	One page listing in printed guide
New Student Programs, "New Beginnings" Publication, FY2019	Listing in services section

ARTICLE, FY2020

Publication Date	Medium	Article
4/5	<i>The News Gazette</i>	Coronavirus response UI Student Legal Services: If you have a lease, pay your rent
4/5	news-gazette.com	Coronavirus response UI Student Legal Services: If you have a lease, pay your rent
https://www.news-gazette.com/coronavirus/coronavirus-response-ui-student-legal-services-if-you-have-a-lease-pay-your-rent/article_a359bc44-e217-5660-93f9-6d1db0f159ec.htm		

Coronavirus response | UI Student Legal Services: If you have a lease, pay your rent

- ***Mary Schenk***
- Apr 5, 2020

URBANA — While the University of Illinois campus may be quiet since most students have gone home, the Student Legal Services office has been busy dealing with lease issues.

Attorneys on its staff have been operating out of their homes for the last three weeks because of the coronavirus pandemic, said Tom Betz, directing attorney.

“Many students want out of leases because they are not in town,” said Betz. “We are admonishing students to pay the rent as the website shows.”

He reminds all renters not to confuse Gov. J.B. Pritzker’s moratorium on evictions during the COVID-19 crisis with a pass on paying rent.

Other tips, reminders from Betz and his staff:

— A lease is a binding contract for both the landlord and tenant.

— As long as the landlord is providing habitable housing, the tenant must pay rent.

— You will still owe all rent due for the remainder of the lease period, whether you are living in the unit or not.

— Not paying your rent will lead to a five-day notice demanding payment. Failure to pay in five days will lead to the right of landlord to demand possession in court.

— In Champaign County, the sheriff is not serving civil process/eviction summons to court while the courthouse is closed. The court will reopen.

— Interest will accumulate for late and unpaid rent along with court costs and attorney fees.

— There are some landlords that will turn your nonpayment of rent over to collection agencies and credit agencies, which may destroy your credit rating.

Student Legal Services will be closed to walk-in traffic at least until the end of April, but they are available during regular business hours at 217-333-9053 or studentlegalservice@illinois.edu.

https://www.news-gazette.com/coronavirus/coronavirus-response-ui-student-legal-services-if-you-have-a-lease-pay-your-rent/article_a359bc44-e217-5660-93f9-6d1db0f159ec.html

Student Legal Service Metrics - FY2020 (May 1, 2019 - April 30, 2020)

WEBPAGE USAGE

Page		
SLS Home/Index Page		12,249
Services		14,033
Index page/Landing Page	764	
How to Use Our Services	1,023	
Speaker Service	96	
Eligibility and Services	1,826	
Online intake forms*		10,324
Index page/Landing Page	5,054	
General	1,592	
Housing or Damage Deposit	1,298	
Traffic Ticket or Accident	760	
Notarization/Certification	900	
Misdemeanor	208	
City Ordinance Violation	136	
Ameren	49	
Power of attorney	135	
Name Change	108	
Translation of Driver License	14	
Health Care Power of Attorney	70	
How to Schedule an Appointment Page		11,703
Appointment Scheduler Page		4,098
Resources		3,282
Index page	378	
Tenant and Housing	880	
Brochures	501	
Presentations	210	
Videos	50	
Your Court Appearance	217	
Legal/Court Forms	305	
Community & Self-Help Resources	308	
Immigration & Referrals	228	
Legal Links	205	

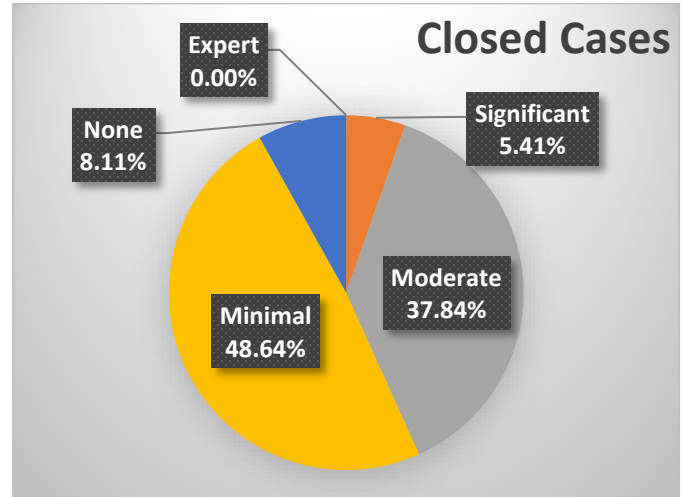
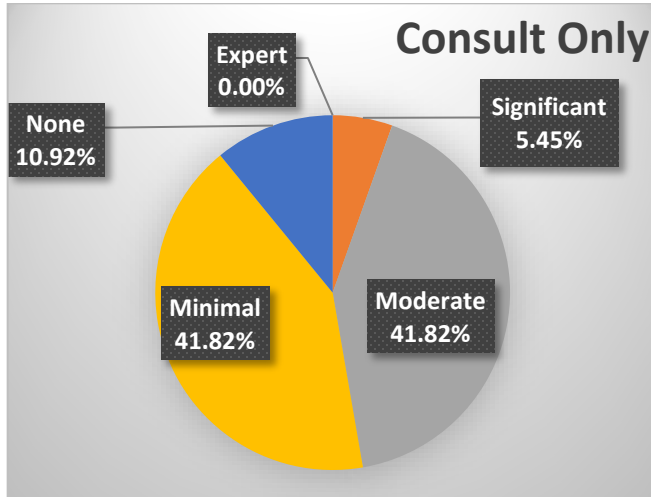
* included in "Services" total

Page	Subto	Total
International Students		3,384
Index Page	271	
Document Certification	418	
Ameren	385	
Driving in Illinois	995	
Deportation/Removal or Exclusion from U.S.	408	
Document Translations	146	
Individual Taxpayer Identification Number (ITIN)	761	
Immigration Resources in Champaign-Urbana-Savoy (pdf link, only)	n/a	
About		2,526
Index Page	310	
Contact Us	773	
Staff	918	
Purpose & Mission	223	
Annual Reports	81	
Engagement	76	
History	71	
Maps	45	
Archives	29	
"Other"		1,463
Legal Disclaimer	16	
Announcements		
Amnesty Week	53	
COVID-19 and FAQ	1,268	
Electricity Provider Solicitations	57	
Graduating - Moving?	5	
Office Closure	57	
Scams	7	
Total Hits on Website from Outside SLS		52,738
Programmers formatting, testing, adding		8,531
SLS Office usage, including assisting students		41,707
Total Hits on Website for this Period		102,976

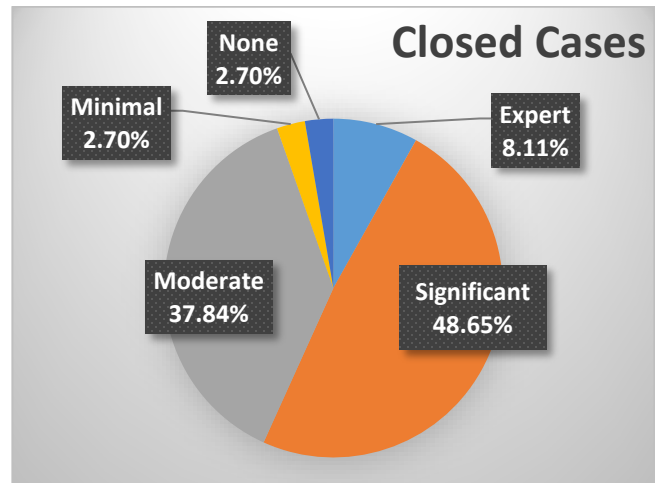
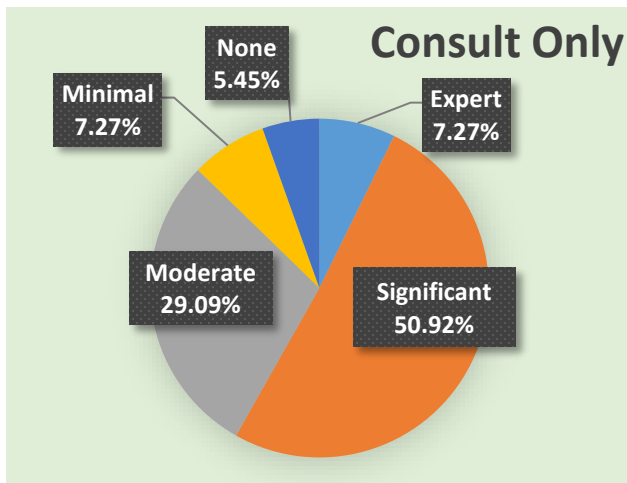
Appendix 6

LEARNING OUTCOMES

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

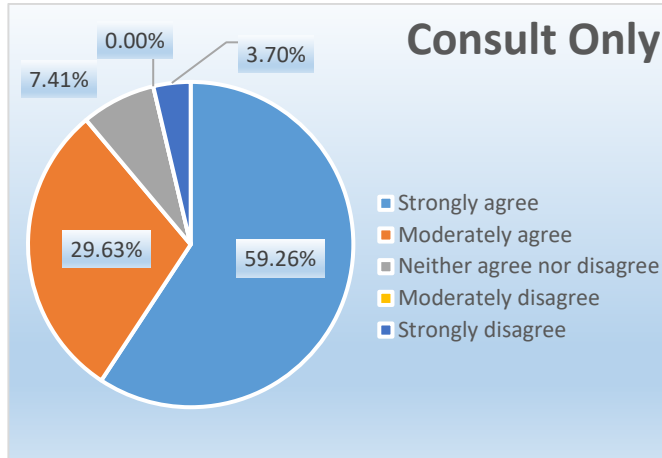


Q13/15 What is your current level of understanding/knowledge regarding your legal situation (*after meeting with SLS attorney*)?

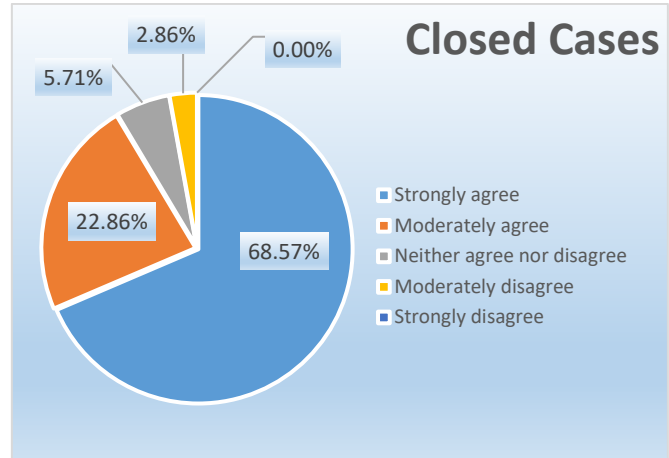


LEARNING OUTCOMES

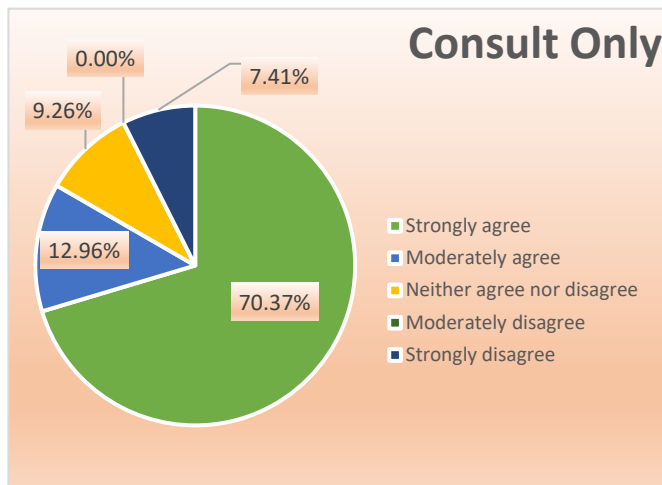
Q17. *After consulting with Student Legal Service, I feel better equipped to handle similar situations in the future.*



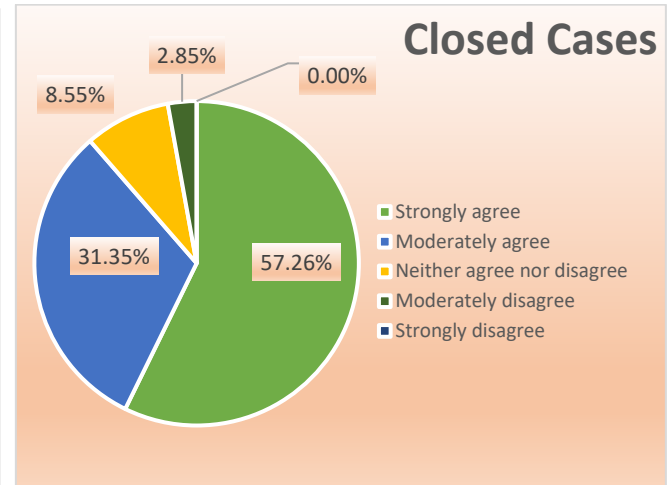
Q19. *As a result of my experience with SLS, I feel better equipped to handle a similar situation in the future.*



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

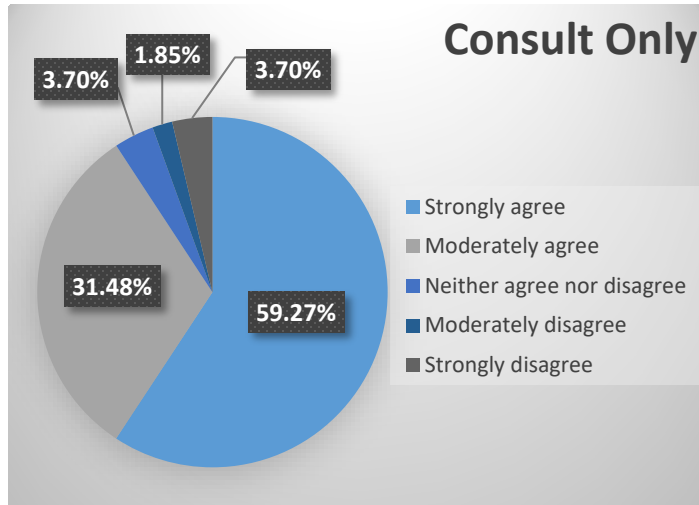


Q18. *Through my experience in the legal process, because of the particular way Student Legal Service operated, I have.... – A better understanding of the legal process.*



LEARNING OUTCOMES

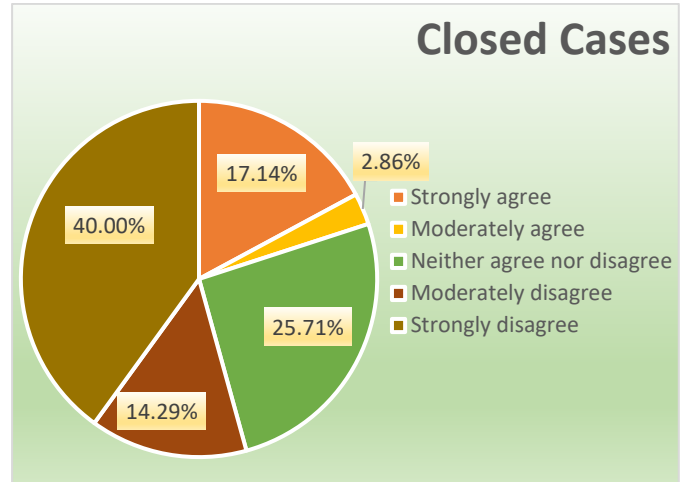
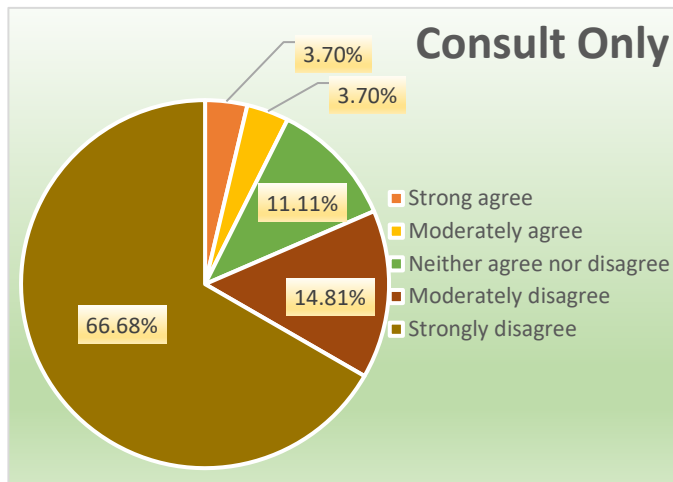
Q16. *Through my experience in the legal process and because of the particular way Student Legal Service operated, I have... A clear idea of the next step to take, if any, in my matter.*



(No cognate in "Closed Cases".)

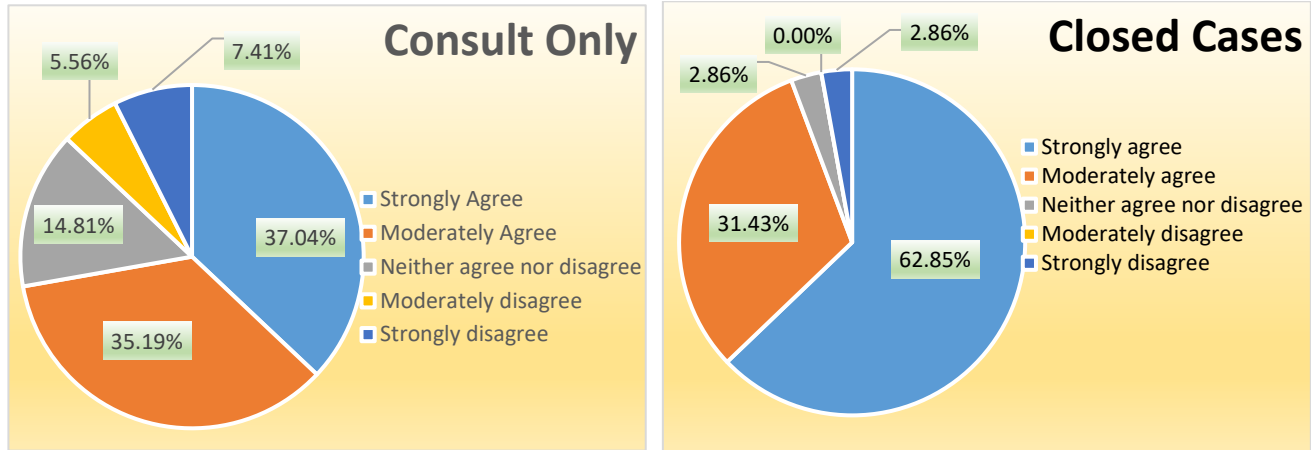
RETENTION

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

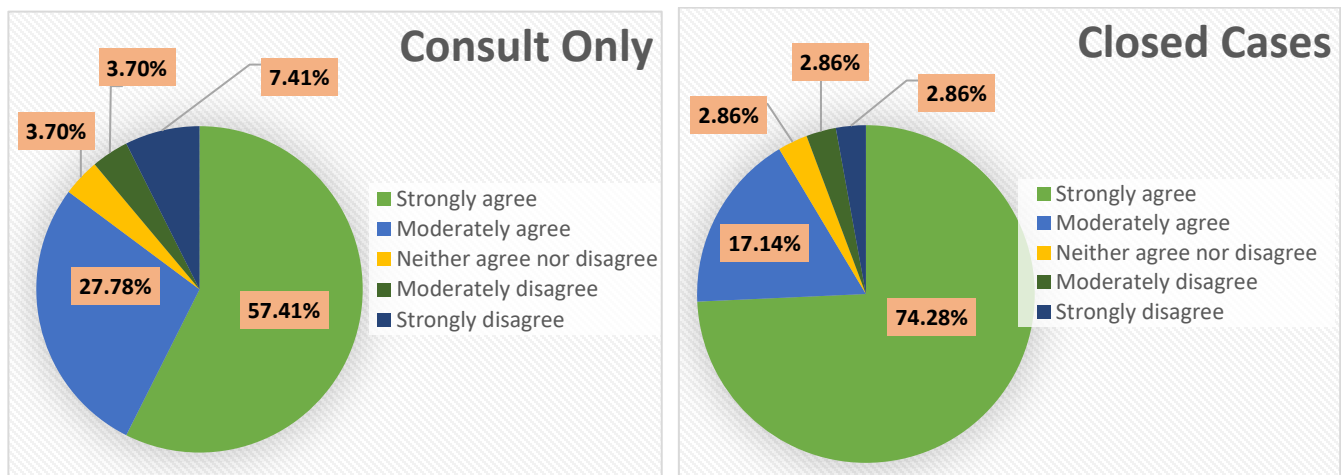


RETENTION

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



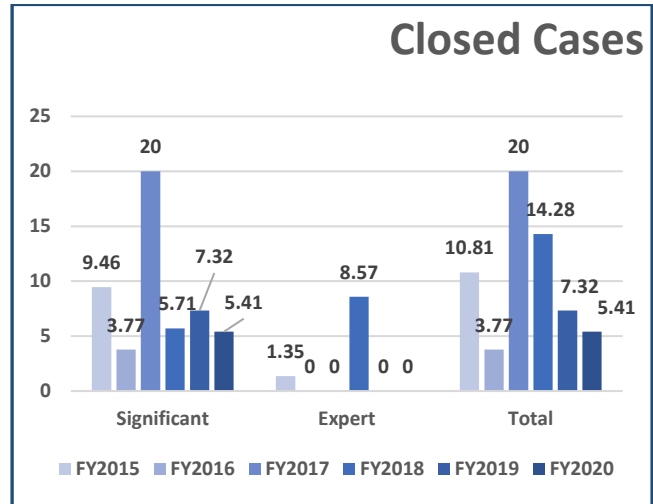
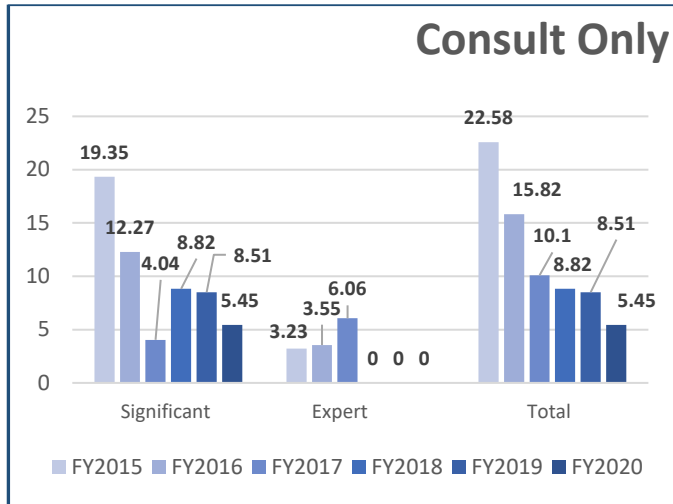
Q23/25. *The services provided by SLS ... - Allowed me to feel less stressed about my legal issue.*



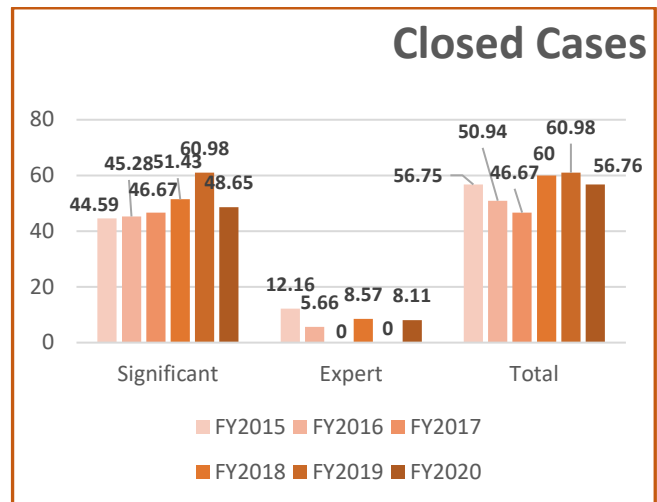
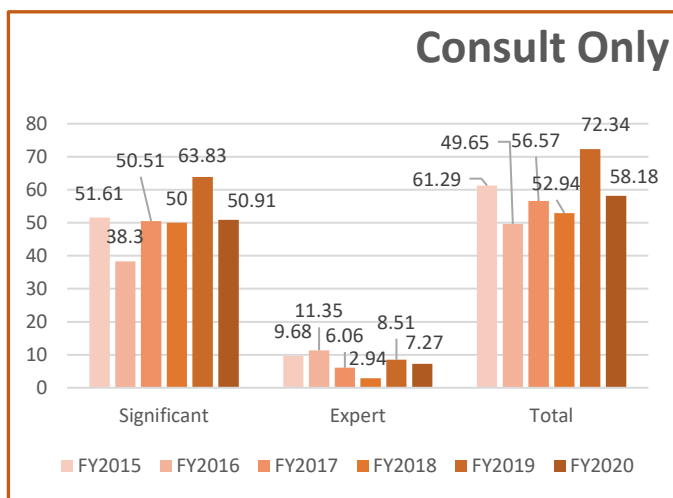
SIX YEAR ANALYSIS OF ASSESSMENT DATA

LEARNING OUTCOMES

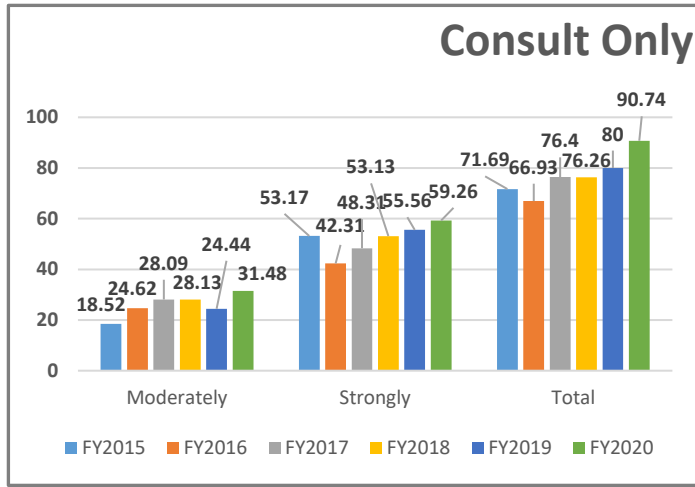
Q10. *What was your level of understanding/knowledge regarding your legal situation (prior to meeting with SLS attorney)?*



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

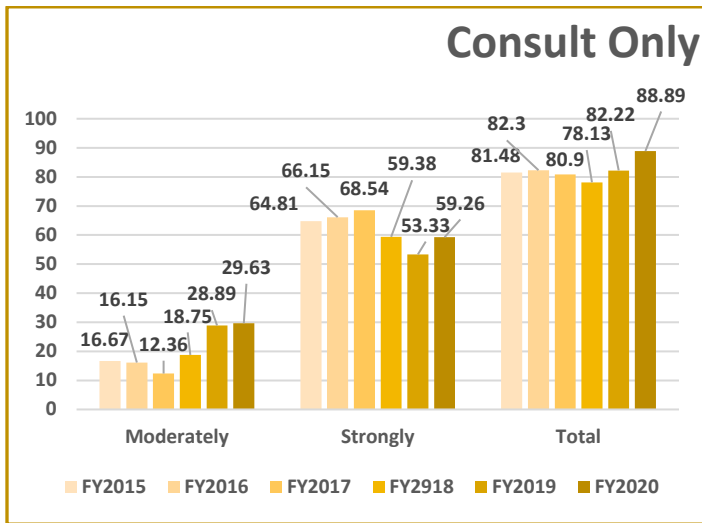


Q16. Through my experience in the legal process, and because of the particular way Student Legal Service operated, I have a clear idea of the next step to take, if any, in my matter. Agree:

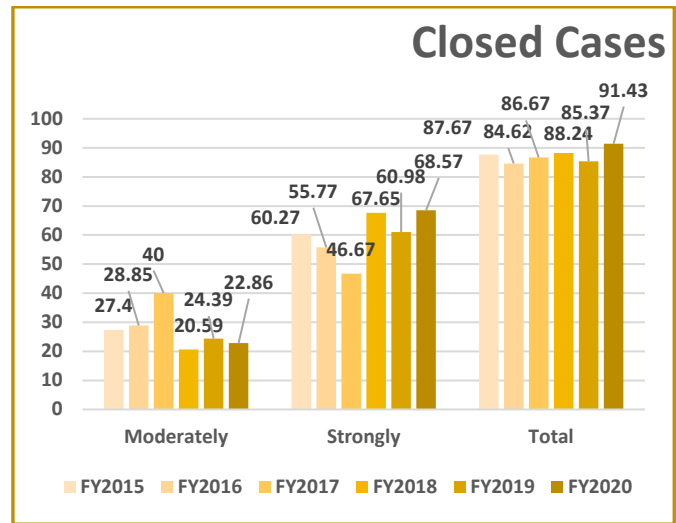


(No cognate in "Closed Cases".)

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

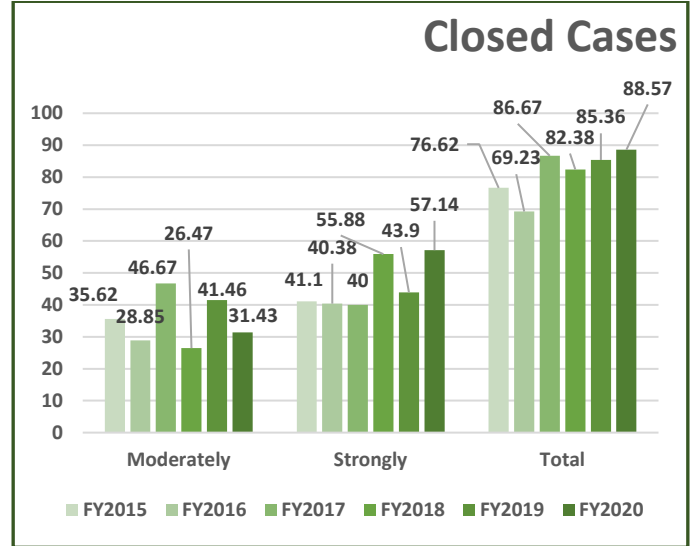
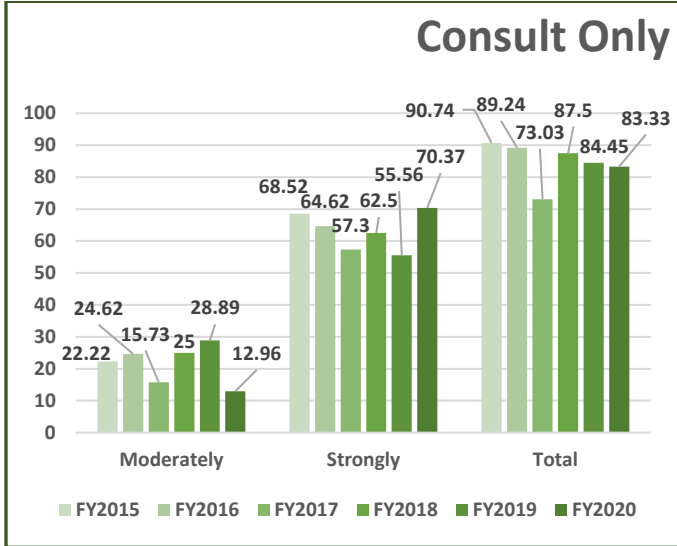


Q19. As a result of my experience with SLS, I feel better equipped to handle a similar situation in the future. Agree:



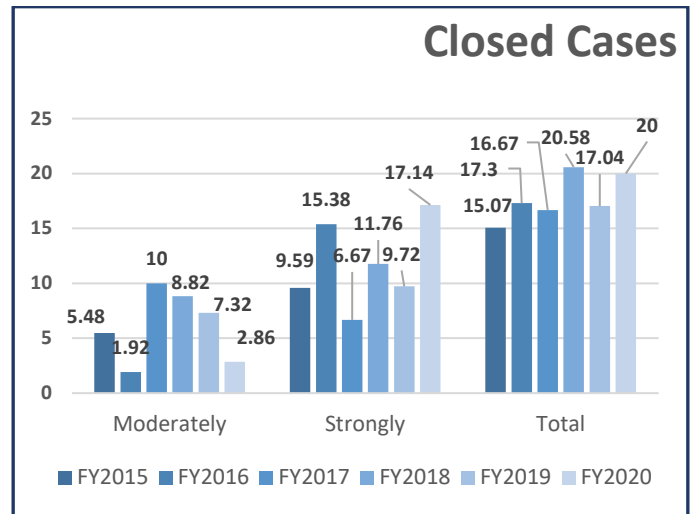
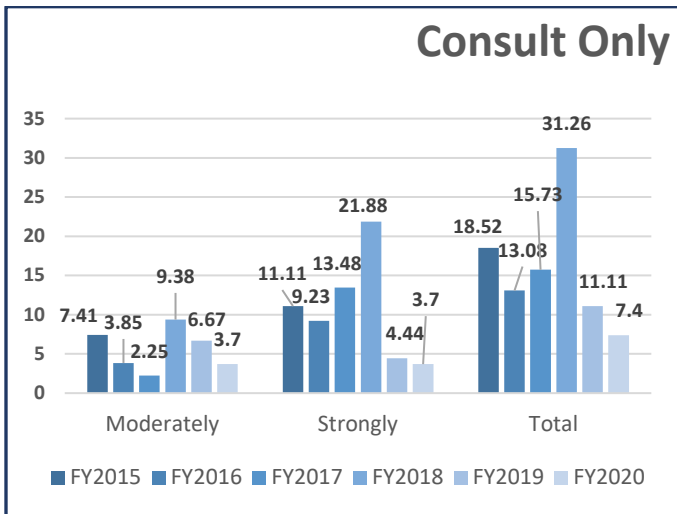
Q18. As a result of my experience with SLS, I am more aware of resources available at the university. Agree:

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:

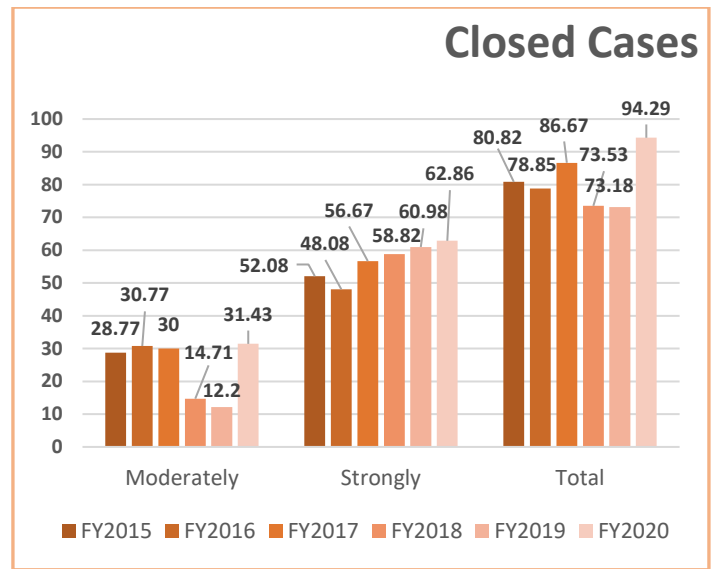
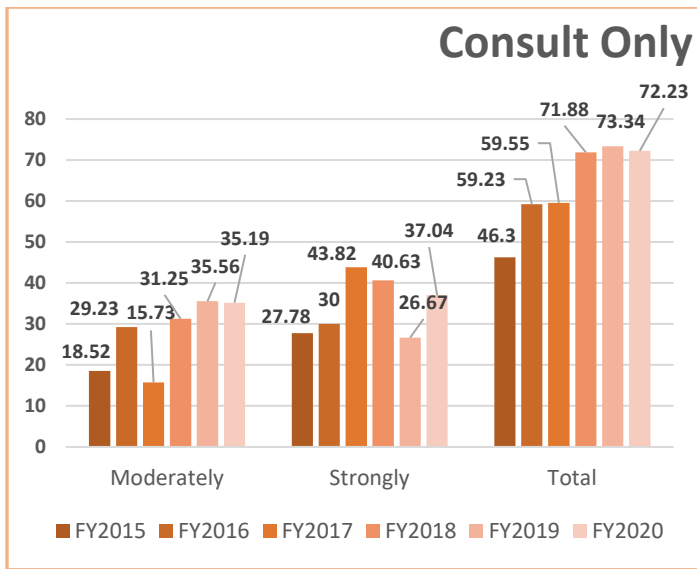


RETENTION

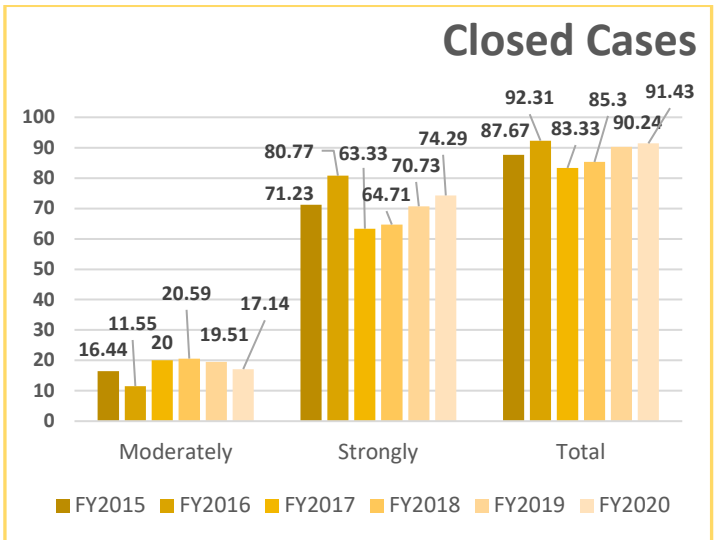
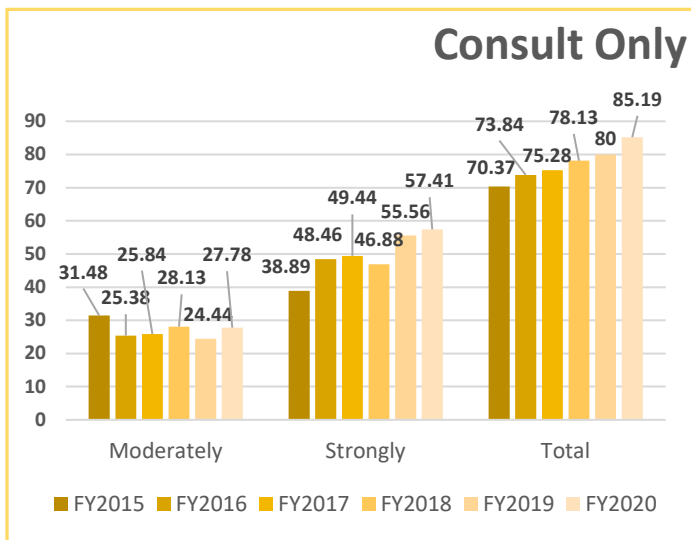
Q19/21. Without legal help, I would have considered leaving school. Agree:



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



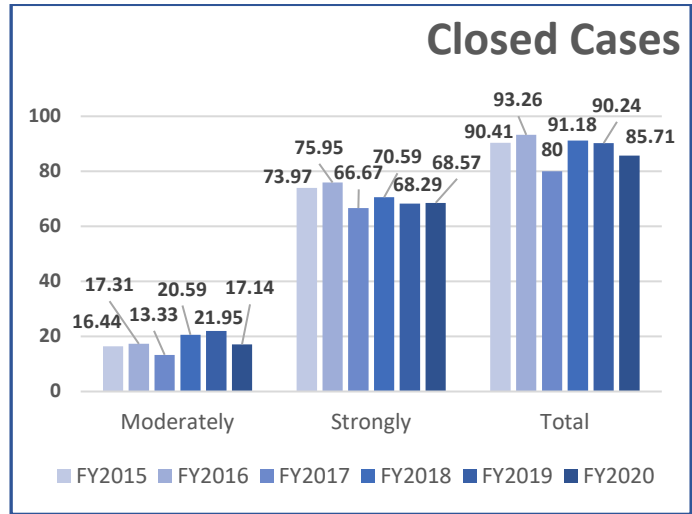
Q23/25. *The services provided by SLS allowed me to feel less stressed about my legal issue. Agree:*



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, 2020-2025*

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. For purposes of the Student Legal Service Strategic Plan, the term “remote” or “remotely” includes video conferencing, such as Zoom, Skype and other approved video teleconferencing applications, and telephone appointments.

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.

SECTION 1

Unit Goal 1: Provide quality legal advice and counseling to students regarding their legal rights and responsibilities. Students will gain knowledge or direction, in-person or remotely, 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.”

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

Initiative: Continue to provide one-on-one and remote 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 resolve or clarify their problem with knowledge of next steps that should or can be taken this goal will be deemed successful.

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STUDENT LEGAL SERVICE STRATEGIC PLAN | FY2020-2025

Appendix 8

Assessment Plan: Each student who has received counsel and advice will receive a unique link via email to 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 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 and 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."

Objective: 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, and when appropriate, make referrals to qualified legal counsel or sources for making such a selection, e.g., www.illinoislawyerfinder.com (ISBA) and/or for other resources on or off campus.

Initiative: 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.

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.

Assessment Plan: Each student who has an open/representation case will receive an email via campus labs with a unique link to 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 3

Unit Goal 3: 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.”

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

Initiative 1: Create, revise and/or expand educational PowerPoints in topical areas, e.g., Consumer Rights, New Alcohol Laws, Traffic Law Issues, etc., for presentation to student groups

Initiative 2: Create and maintain new materials for a Scam/Fraud awareness and prevention program of scams prevalent in the community, and disseminate this information to students using a variety of technology and media, including digital meetings (e.g., Zoom), podcasts, PowerPoint available for download, Social networking (Facebook, LinkedIn), Microblogging (Twitter), Photo sharing (Instagram), and Video sharing (YouTube, Facebook Live), and networking with other university programs/offices/departments.

Initiative 3: Develop and implement an online survey to evaluate events and materials.

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 virtual “Student Legal Service Presentation/Event Evaluation” form at the conclusion of each event, via a link, 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 4

Unit Goal 4: Maintain and increase the availability and reach of preventive education materials online, increase student awareness of the materials available, and expand the reach through social media, which will increase student engagement with the resources of Student Legal Service. More effectively reach students who are non-native English speakers by continuing to provide and increase the number of translations of SLS materials into other languages.

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.”

Objective 1: Increase the timeliness and number of postings to social media and website of pertinent/relevant legal topics.

Objective 2: Increase the number of translations of brochures, PowerPoints, court documents, help aids and other office documents into languages other than English, currently at 70, to 85 by December 31, 2025.

Initiative 1: Create an inventory or chronology of key campus events to pre-schedule postings on social media and allow for immediate insertion for unique or high-interest topics, such as “COVID-19 and Student Leases.”

Initiative 2. With the translation skills of International LLM students who intern with the office and through using language skills of work-study students, brochures, PowerPoints, flyers, information sheets and other documents will be translated.

Criteria for Success: Updated legal material and publications will be posted online, and new materials based on evolving student needs and issues will be produced. Regular postings will be made to social media with a goal of at least once every three weeks.

Assessment Plan: Annually review brochures, publications, PowerPoints, and 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 available translations of brochures, PowerPoints and other documents as the metric of success of having a total of 85 by December 31, 2025, pursuant to Objective 2. Access to materials on the website and to social media postings will be tracked, as possible.

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.

Objective: Identify natural stakeholders such as College of Law International LLM Program, Office of International Student and Scholar Services (ISSS), Off-Campus Community Living (OCCL), and The Counseling Center for collaboration on preventive education efforts.

Initiative 1: Continue to provide complementary services with OCCL, including possible educational programs, such as the “COVID-19 and Student Leases,” live event, podcast, and PowerPoint. Create and deliver Zoom presentations on other issues that arise.

Initiative 2: Continue to provide orientation services for ISSS.

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".

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

Initiative: By December 31, 2025, each attorney will provide evidence that they have 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 Student Legal Service Strategic Plan, and subject to the allocation of funds in the Student Legal Service budget, 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.

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STUDENT LEGAL SERVICE STRATEGIC PLAN | FY2020-2025

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

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

Initiative: Mentor one or two International LL.M Student Interns per semester.

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.

* Tentatively adopted until formal adoption by Student Legal Service Advisory Board and alignment is made with Strategic Plans of Student Affairs and the Office of the Dean of Students.