

I ILLINOIS

Student Legal Services

STUDENT AFFAIRS

FY2021

Annual Report

2020-2021 Executive Summary

Our Student Legal Service is one of the oldest continuous student legal service programs in the United States. This has been an unprecedented year of challenges for the Student Legal Service Program as it has been for the entire university. Because the program has a staff with depth of legal experience and practical technological skills, it was possible to nimbly transition into hybrid delivery of mission services. The longevity of several staff members was critical in guiding and reassuring newer staff through the loss of support staff and the anxiety produced by budget cuts, eligibility issues, the temporary closing of the court, the lack of direct contact with clients as well as colleagues, and other untoward aspects of staying afloat in the time of Covid-19.

Access to justice is critical in times of crisis, thus, attorneys were designated as essential workers pursuant to Illinois and Federal Law. See, https://www.cisa.gov/sites/default/files/publications/ECIW_4.0_Guidance_on_Essential_Critical_Infrastructure_Workers_Final3_508_0.pdf, page 20, and Illinois Executive Order 2020-10, <https://www2.illinois.gov/Pages/Executive-Orders/ExecutiveOrder2020-10.aspx>, paragraph 12(r). Student Legal Service continued to provide vital access to the civil and criminal justice system consistent with the Code of Professional Responsibility and various Federal, State, and University of Illinois guidelines and mandates.

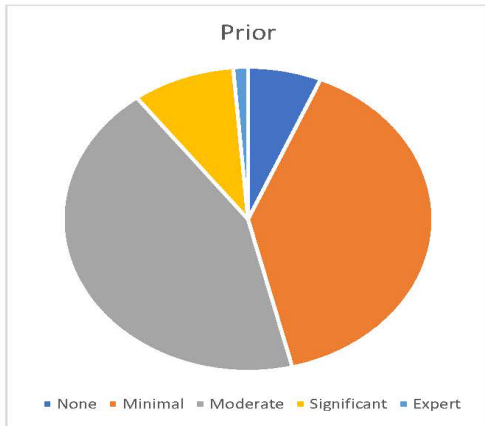
It would be much too trite to say that what does not kill you makes you stronger, but it is profoundly true that the program weathered the storm and even thrived. Key services were provided with relatively little interruption as this summary demonstrates.

REPRESENTATION Student Legal Service Strategic Plan, 2020-2025

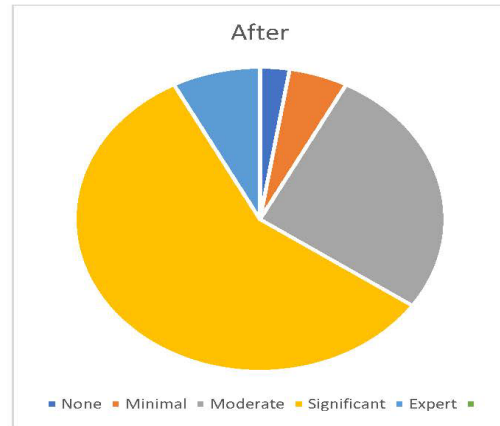
<https://www.odos.illinois.edu/sls/about/purpose/docs/StrategicPlan2020-2025.pdf> (hereafter, SLS Strategic Plan) Section 2 addresses representation in court, settlement, and alternative dispute resolution of student legal issues. A large plurality of students remained abroad or took classes from home, thus reducing formal representation, which is limited to Champaign County. Non-fee-paying students for Spring and Summer 2020 semesters were granted service eligibility for consultation and limited representation as an exigent exception to the *Student Legal Service Operational Plan*.

- 156 students had cases that were formally opened within 19 categories with 47 being housing-landlord/tenant, 67 Traffic, 8 misdemeanor, and 12 name/gender change.
- 119 domestic students and 37 international students
- The previous reporting period reflected 257 opened cases as opposed to 156 during the pandemic era.
- 15.07% of students responding to surveys indicated that they would have considered leaving school without the assistance of Student Legal Service to resolve their issue.

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



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



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 embodies the commitment of the University to foster student success by meeting significant, often unmet needs of students. Consultation often helps level the playing field for those of limited resources. Guidance for students to learn how to be their own advocate is a critical aspect of each aspect of our mission.

- 1,501 students sought services, which were conducted virtually or by in-office consultation services, including notary and certification service. Our office was one of the few in the campus community able to provide notary services via zoom pursuant to the rules promulgated by Illinois during the pandemic.
- Attorneys recorded 3,397 *contacts* with student-clients during the sheltering in place: 245 criminal, 895 traffic, 1,321 housing/landlord-tenant, 28 student code charges, 356 notarization or certification, as well as 426 in civil issues.
- 38.84% were International students; 60.09 % were Domestic students.
- 89.04% of consultation-only students agreed that they feel better equipped to handle a similar situation in the future.
- 15.07% agreed that without legal help, they considered leaving school.
- 67.13% via office assessment believed that the consultation services enhanced their ability to focus on studies.

PREVENTIVE EDUCATION SLS Strategic Plan, Section 3. “Provide students with quality preventive legal education programming that educates students about their rights and responsibilities.” During this pandemic reporting period the office website www.odos.illinois.edu/sls has been the major source of preventive legal education for students, a lifeline regarding Covid issues as it relates to housing, tax refunds, the eviction moratorium etc.

- 101,371 total hits May, 2020 through March, 2021 (11 months), compared to 102,976 from May, 2019, through April, 2020 (12 months), in previous period. This represents a 7.39%

increase in usage. Provision of 6 webinars, monthly moratorium Covid-19 updates, and 4 new PowerPoints, provided necessary information to students, delineated in Accomplishment #2.

- Consistent with SLS Strategic Plan, Section 4 the office updated 13 downloadable brochures and added 1 new brochure, for a total of 46 brochures and 5 information sheets. 3 additional languages were added to translations: Luganda, Ukraine, and Vietnamese, for a total of 19 languages. 5 new translations of documents in represented languages were also added.
- 3 International Student orientations.

ASSESSMENT SLS Strategic Plan Sections 1-7 contain assessment requirements and metrics of success for each section. LL.M. Interns Section 7 are evaluated based upon self-assessment and a rubric of educational outcomes by the director. In each case the interns received excellent educational outcomes. Section 5 is assessed based on a count of collaborations discussed later in this report. Similarly, Section 4 is assessed largely on a simple count as delineated in Preventive Education *supra*. Because of extreme budgetary constraints Section 6, professional development and mandatory continuing education are not being assessed this reporting period but with the upcoming budget allocation it is expected that this will be achieved and assessed in the next annual report.

Using CampusLabs surveys, the office obtained feedback on the use of Zoom for client appointments. In closed cases the results are mixed:

- How effective was having a zoom appointment? Very effective 25%, Somewhat effective 50%, neither effective nor ineffective 25%
- Regarding post-pandemic use of zoom, 25% want to keep zoom, 25% possibly keep zoom, with 50% stating that it depends on the issue.

In consultation only cases the perception of zoom effectiveness is more positive:

- How effective has having zoom appointment been? Very effective 66.67%, Somewhat effective 22.22%, neither effective nor ineffective 7.41%.
- Most respondents wish to retain zoom in the future as an option for consultations. Definitely keep 48.15%, possibly keep 22.22%, depends on the issue 29.63%

These results have provided valuable information to staff regarding remote practice of law via zoom. Consultation, which is usually for an issue that can be resolved/analyzed in an hour or less, zoom is practical and efficient. Opening cases and working through the process with the clients is more difficult for both the attorney and the client. The initial consultation on a case that is highly likely to be opened can utilize zoom but will likely need to transition into an in-office environment assuming safety protocols remain. It is very awkward to meet the student client in person for the first time at the court hearing. Anecdotally, clients have described this as alienating and disconcerting given the inherent stresses of being in court.

- SLS Strategic Plan Section 1 (Consultation) has a metric of success of 75% for knowledge, issue clarification and next steps. The results show 91.2% of surveyed students indicated moderate, significant or expert knowledge after meeting with an attorney.
- SLS Strategic Plan 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. 66.67% said the service resolved their

legal concern, 93.9% felt they could handle similar issues in the future, and 94.4% gained knowledge of their legal issue.

EQUITY, INCLUSION, JUSTICE The fundamental rationale for the three formal mission goals of the Student Legal Service program is to provide *access to justice*. Illinois Supreme Court Rule 794 (d) (i) continuing legal education in *inclusion and diversity* is complementary with Inspire the Future , 2021-2026 Student Affairs Strategic Plan, Goal 2 C i & iv, to increase the reach of social justice training. Staff attorneys took the following diversity courses accredited by the Illinois Supreme Court:

- Your time to shine: Combatting Bias in the Legal Workplace
- Dismantling Assimilation in the Legal Profession
- Advancing Diversity and Inclusion
- Implicit Bias: Unconscious Thoughts, Conscious Impact
- What old philosophers say about new bias issues
- A Cultural Competency Primer for the Young Lawyer
- What Glam Rock Teaches about Inclusion in the Legal World
- How to Win the Diversity-Inclusion Challenge
- Implicit Bias for Government Lawyers
- Being a Native Lawyer: Obstacles and Opportunities
- What does Transgender Non-Binary Allyship Mean

COLLABORATIVE PARTNERSHIPS

- Partnered with Off Campus Community Living: Eviction 101 webinar, Communicating with your Landlord webinar, Securing your Security Deposit webinar, Navigating Subleasing webinar
- Partnered with Trio Support Services *The Nuts and Bolts of Leasing, What you need to know about Off-Campus living & leasing and the legal implications of renting.*

2021-2022 goals

GOAL 1

Inspire the Future, Student Affairs at Illinois, 2021-2026, Goal 4 (j iv) ; SLS Strategic Plan Section 6, Illinois Supreme Court Rule 794

Attorneys will obtain continuing legal education credits with a renewed emphasis on the program's longstanding effort to develop and enhance expertise in consumer law, immigration law, and evolving standards and varieties of evidence.

The goal will be achieved by attorneys attending continuing legal education annual meetings or specialty meetings through various programs offered by the National Legal Aid and Defender Association Student Legal Service Section, American Immigration Lawyers Association, National Consumer Law Center, National Association of Criminal Defense Attorneys. Pursuant to Illinois Supreme Court Rule 794, three attorneys must receive 30 credits by June 30, 2022 with the fourth attorney receiving the same by June 30, 2023.

The metric of achievement is that the Director will review the report sent by each attorney to the Attorney Registration and Discipline Commission verifying that accredited course work has been completed.

GOAL 2

Inspire the Future, Student Affairs at Illinois, 2021-2026, Goal 1 Assessment and Evaluation

The office will revise our Consultation survey to reflect method of service delivery: zoom, telephone, in-person. Revised surveys will be sent out fall 2021 and spring 2022 in order to compare and contrast educational outcomes, client satisfaction, and retention perceptions to determine whether there are significant differences which may be attributable to method of service delivery. Results will be used to evaluate and inform possible improvements in consultation methods. Results will be compiled and analyzed by the staff by June 1, 2022 and shared with the Dean of Students and the Student Legal Service Advisory Board for further input.

GOAL 3

Inspire the Future, Student Affairs at Illinois, 2021-2026, Goal 2 Provide Transformative Learning Experiences

The program will continue to provide legal consultation and representation services with option for virtual consultations (spring 2021 assessment indicated that students wanted to retain virtual access as an option) 150 Goal 2 F is implicated in use of technology to deliver services as is 150 Goal 2 E iii with its aspiration to facilitate effective resolution of conflict. Through provision of legal consultation and representation, students will gain the ability to deal with a myriad of legal conflicts/issues potentially gaining a skill set that will enable them to be their own advocate in future legal matters. Clients will receive a survey after consultation or closing of their case asking whether they believe that they are now better equipped to handle a similar situation in the future. The metric of success is 50% feeling better equipped. Surveys will be compiled by June 1, 2022 and reviewed by staff, shared with Dean of Students and the Student Legal Service Advisory Board.

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Student Legal Service Metrics - FY2021 (July 1, 2020 - June 30, 2021)

OFFICE USAGE

Consultation Only

Accident	11
Automobile Damage	2
Auto Sales Tax	1
Certification	33
City Ordinance Violation	5
Civil	1
Collection	3
Consumer	34
Contract	10
Credit	2
Crime Victim	2
Criminal	3
Damage Deposit	41
Discrimination	2
Employment	25
Expungement	11
Fake ID	1
Family	5
Harassment	2
Health Care Power of Atty	2
Housing	364
Canceled Appointment	13
Housing-Therapy Animal	5
ID Theft	1
Insurance	5
Interview	4
Misc. Qs - Driver License	6
Misc. Qs - General	7
Misdemeanor	10
Name/Gender Change	2
Notarization	108
Parking Ticket	1
Post Plea Issue - Traffic	1
Power of Attorney	6
Referral	25
Scam-Online/Email/Phone	11
Small Claims	4
Student Code Violation	39
Towing	2
Traffic	62
sub-TOTAL	872
Ineligible (st-v-st, issue)	208
No Appointment Made	243
No Show at Appointment	18
Canceled Appointment	4
TOTAL	1345

Cases Opened

Certification	3
City Ordinance Violation	3
Consumer	4
Contract	1
Damage Deposit	7
Harassment	1
Health Care Power of Atty	1
Housing	38
Housing - Lease Review	1
Housing - Therapy Animal	1
ID Theft	1
Int'l Doc Execution in Absentia	1
Misdemeanor	8
Name/Gender Change	12
Notarization	3
Power of Attorney	1
Student Code Violation	2
Towing	1
Traffic	67
TOTAL	156

Consult+Opened TOTAL 1501

Year	Consult	Open	Total	%age
Freshman	38	4	42	2.7981
Sophomore	138	11	149	9.9267
Junior	200	36	236	15.7228
Senior	351	48	399	26.5823
Graduate	520	46	566	37.7082
Professional	90	11	101	6.7288
Non-degree	5		5	0.3331
No Answer	3		3	0.1999
	1345	156	1501	99.9999

Student Status	Consult	Open	Total	%-age
Freshman	38	4	42	2.7981
Sophomore	138	11	149	9.9267
Junior	200	36	236	15.7228
Senior	351	48	399	26.5823
Graduate	520	46	566	37.7082
Professional	90	11	101	6.7288
Non-Degree	5		5	0.3331
No Answer	3		3	0.1999
	1345	156	1501	99.9999

University Designations of Status and SLS Usage

Immigration Status	Consult	Open	Total	%-age
Adjustment of Status	1		1	0.0666
Asylee	3		3	0.1999
Citizen	733	113	846	56.3624
Non-Citizen, Illinois Schooled	3		3	0.1999
Non-Citizen, Other	6		6	0.3997
Non-Resident Alien	370	24	394	26.2492
None of the Above/No Answer	3		3	0.1999
Out of County, Citizenship Unknown				
Resident Alien for IRS Purposes	62	3	65	4.3304
Permanent Resident	46	6	52	3.4644
U.S. Visa	118	10	128	8.5276
	1345	156	1501	100

Domestic and International SLS Usage

	Consult	Open	Total	%-age
Citizen & Permanent Resident	779	119	898	59.8268
Non-resident Alien, Resident Alien for IRS Only & U.S. Visa	550	37	587	39.1073
Other	16		16	1.0659
	1345	156	1501	100

Gender	Consult	Open
Female	657	63
Male	680	91
Other	8	2

U.S. Veteran	0	0
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Have Dependants	0	0
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How Found Out About SLS		
	Consult	Open
Brochure	48	10
Campus Office	85	8
Court/Poilice	16	20
Daily Illini, Odyssey, i-Book	18	
Friend/Someone I know	387	41
None of the Above	161	19
OCCL/Tenant Union	45	2
Orientation	43	5
Poster	11	
Previous Use	126	14
Quad Day	7	1
Speaker	4	1
Web/Internet	261	22
No Answer	133	13
	1345	156

Ten-Year Comparison of Domestic and International Usage of SLS

Fiscal Year	Domestic		International		FY Total	Notes
	#	Percentage	#	Percentage		
2021	898	59.83	587	39.11	1501	16 unclear status, Covid-19
2020*	914	54.60	731	43.67	1674	29 unclear status, Covid-19
2019**	793	50.06	727	40.66	1706	10 months
2018	974	51.83	824	43.85	1879	
2017	981	49.72	912	46.22	1973	
2016	1115	41.90	1442	54.23	2659	
2015	1142	43.87	1350	51.87	2603	
2014	1071	52.12	984	47.88	2055	
2013***	1096	55.30	886	44.70	1982	2167 total issues
2012***	820	58.66	578	41.35	1398	1824 total issues

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

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

*** 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.

TEN-YEAR STATISTICAL SUMMARY			
YEAR	ALL INTAKES¹	CONSULTATION ONLY ¹	OPENED CASES
2020-2021²	1501	1345	156
2019-2020³	1744	1417	257
2018-2019^{4,5}	1706	1401	305
2017-2018⁶	1879	1508	371
2016-2017⁶	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	2269.5	1781.7	480.8

- ¹ Figure includes notary service.
- ² Full-year Covid-19 shut down with classes online; most students did not return to campus, leading to a reduction of consultations and/or opened cases for Traffic, Misdemeanor, City Ordinance Violation, Notarization and other issues.
- ³ 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.
- ⁴ Figures include only first 10 months of the Fiscal Year (July, 2018, through April, 2019)
- ⁵ 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.
- ⁶ The decrease in intakes in these 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:	85.34%	<i>(2782-1501)/1501</i>
Consultation Only:	58.59%	<i>(2236/1333)/1333</i>
Opened Cases:	345.51%	<i>(695-156)/156</i>

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

2009-2010	1731	1321	410
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FY2021 - 13.29% decrease

FY2021 - 1.82% increase

FY2021 - 61.95% decrease

Student Legal Service Metrics - FY2021 (May 1, 2020 - March 31, 2021- 9 months)

WEBPAGE USAGE

Page			Page	Subto	Total
SLS Home/Index Page		8,665	International Students		4,956
Services		10,098	Index Page	168	
Index page/Landing Page	555		Document Certification	467	
How to Use Our Services	551		Ameren	160	
Speaker Service	55		Driving in Illinois	1,715	
Eligibility and Services	1,163		Deportation/Removal or Exclusion from U.S.	1,214	
Online intake forms*		7,774	Document Translations	109	
Index page/Landing Page	3,822		Individual Taxpayer Identification Number (ITIN)	1,123	
General	996		Immigration Resources in Champaign-Urbana-Savoy (pdf link, only)	n/a	
Housing or Damage Deposit	1,590				
Traffic Ticket or Accident	411		About		1,723
Notarization/Certification	610		Index Page	159	
Misdemeanor	110		Contact Us	481	
City Ordinance Violation	68		Staff	761	
Ameren	0		Purpose & Mission	122	
Power of attorney	83		Annual Reports	38	
Name Change	37		Engagement	48	
Health Care Power of Attorney	47		History	54	
			Maps	25	
How to Schedule an Appointment Page		8,351	Archives	35	
Appointment Scheduler Page		4,044			
			"Other"		12,901
Resources		3,583	Legal Disclaimer	7	
Index page	213		Announcements		
Tenant and Housing	1,912		COVID-19 and FAQ	9,636	
Brochures	244		Covid-19 Lease Addendum	265	
Presentations	55		Electricity Provider Solicitations	40	
Videos	53		Eviction Moratorium	2,925	
<i>Student Tenant Q&A Session</i>	10		Scams	28	
<i>Eviction 101</i>	266				
<i>Securing Your Security Deposit</i>	26				
<i>Communicating With Your Landlord</i>	33		Subtotal		54,321
<i>Navigating Subleases</i>	14				
Your Court Appearance	133		Programmers formatting, testing, adding		5,468
Legal/Court Forms	221		SLS Office usage, including assisting students		23,746
Community & Self-Help Resources	165		Total Hits on Website for this Period		83,535
Immigration & Referrals	136				
Legal Links	102				

* included in "Services" total

VIRTUAL SLS OUTREACH EVENT, PRESENTATIONS AND OTHER EVENTS, FY2021

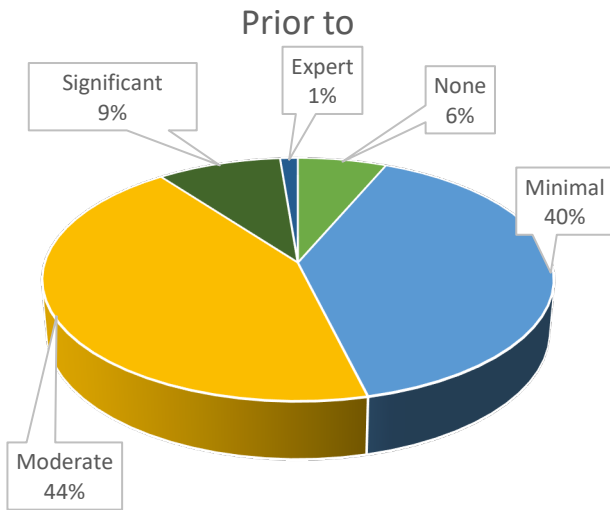
Date	Event	# Participants	Attorney(s)
7/28	Webinar "Secure Your Security Deposit"		ECV + ALA
8/12	ISSS Orientation - Undergraduate Students		ALA + ECV
8/19	ISSS Orientation - Graduate Students		ECV
10/9	Webinar, "Communicating with your Landlord"	1	ECV
	Webinar, "Searching for Housing"	25	TEB + ECV
10/29	McKinley Special Populations Student Health Concerns, "Think Before You Drink"	166	ALA
1/29	"Navigating Subleasing", collaboration with OCCL, Webinar		ALA + ECV
4/15	Webinar: Moving Out <i>(Cancelled by OCCL)</i>		ALA + ECV
6/10	ISSS New Student Orientation	140	ALA

New or Revised Content on SLS Website		
Title/Item	Type	New or Revised
Your Rights in Traffic Court - Luganda translation	Court document	New
SLS Program Brochure		
Luganda translation	Brochure	New
Russian translation	Brochure	New
Ukrainian translation	Brochure	New
Urdu translation	Brochure	New
Vietnamese translation	Brochure	New
Hindi translation	Brochure	New
Marijuana In Illinois	Brochure	New
Name Change	Brochure	Revised
Traffic Accident	Brochure	Revised
Domestic Battery	Brochure	Revised
Driving in Illinois	Brochure	Revised
DUI	Brochure	Revised
Expungement	Brochure	Revised
Search and Seizure	Brochure	Revised
"Discrimination: What you need to know"	Powerpoint	New
Navigating Subleases	Powerpoint	New
Eviction Moratorium, Illinois and Federal	Notice	Revised*
Champaign County Court Amnesty: Late and Collection Fees	Notice	New

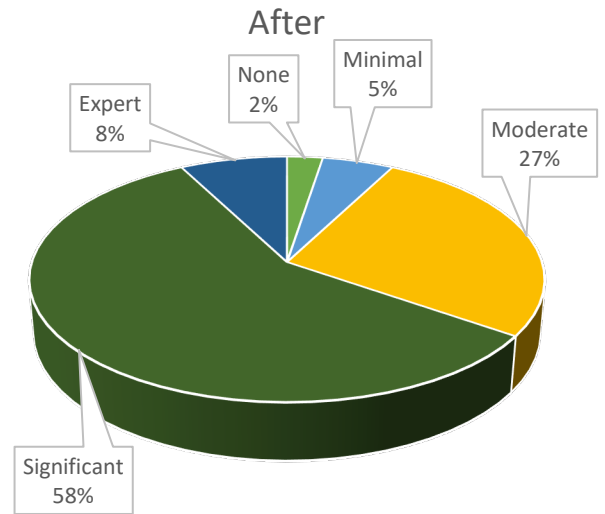
** Revised rapidly, multiple times, as changes occurred.*

Learning Outcomes

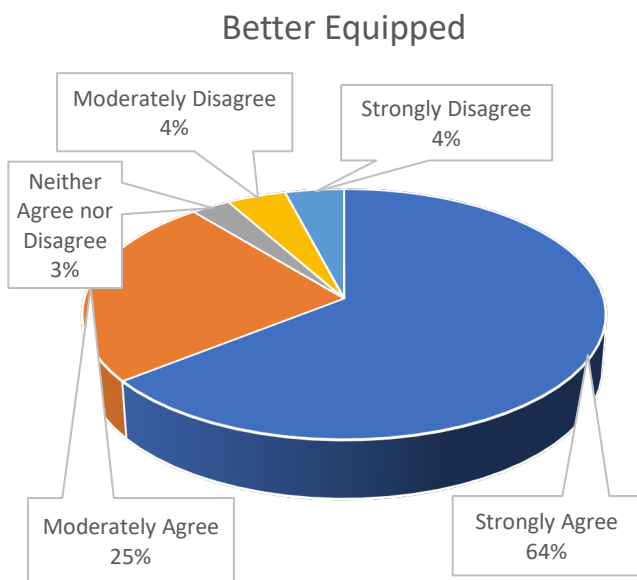
Q. What was your level of understanding/knowledge regarding your legal situation (**prior to** meeting with an SLS attorney)?



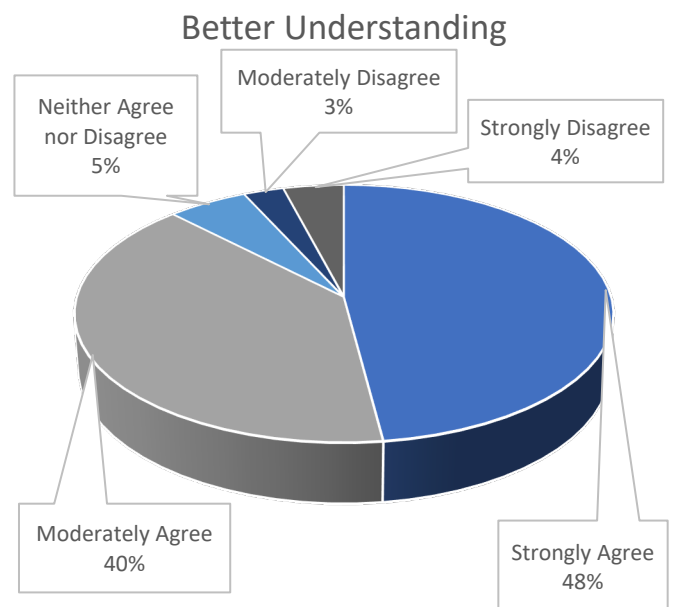
Q. What was your level of understanding/knowledge regarding your legal situation (**after** meeting with an SLS attorney)?



Q. After consulting with Student Legal Service, I feel better equipped to handle a similar situation in the future.

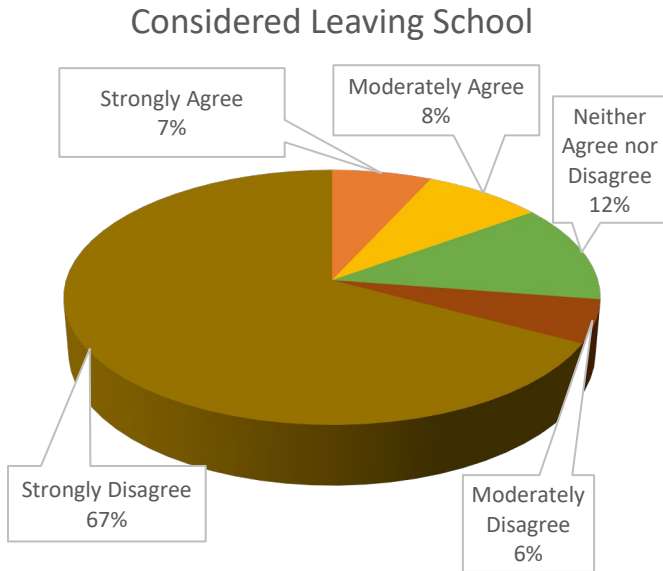


Q. Through my experience in the legal process, because of the particular way Student legal Service operated, I have ...
-A better understanding of the legal process.

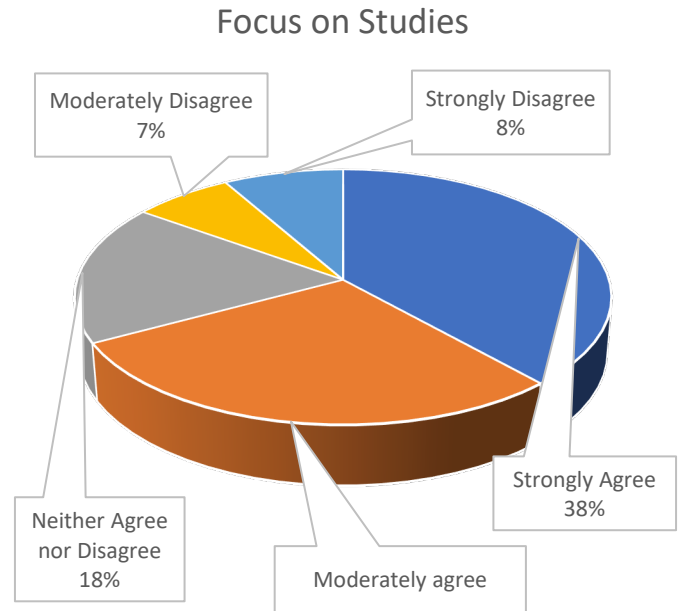


Retention

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



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



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

