



**ILLINOIS**  
UNIVERSITY OF ILLINOIS AT URBANA-CHAMPAIGN

# **STUDENT LEGAL SERVICE**

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**—ANNUAL REPORT—**

**JULY 1, 2011**

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# STUDENT LEGAL SERVICE

## Annual Report 2010 to 2011

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**2010-2011**

**STUDENT LEGAL SERVICE ANNUAL REPORT**

**ATTORNEY'S REPORT-EXECUTIVE SUMMARY**

The fundamental mission of the Student Legal Service since 1978 has been 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. At the July meeting of the University Of Illinois Board Of Trustees the trustees voted to change a portion of the Student Organization Resource Fee into a non-refundable Student Service Fee and to permit the three staff attorneys to become University employees rather than independent contractors as had been the case under the 1978 Student Legal Service Plan. These changes do not alter the longstanding three-pronged mission of the program. The changes should dramatically aid in future recruitment of attorneys and most importantly will enhance the program's ability to be integrated into the Office of Dean of Students which makes collaboration on outreach and preventive legal education both more likely and more effective.

Staff produced three new informational brochures this year for a total of 44 in-house produced brochures which are available on our website [www.odos.illinois.edu/sls](http://www.odos.illinois.edu/sls) for student access and downloading. The office continues to have one of the most comprehensive Student Legal Service websites among U.S. programs.

The office employs Thomas E. Betz as Director and Mary Ann Midden and Susan Y. Hesse as staff attorneys. Collectively they have 91 years of legal experience that they bring to counseling and representation of the student clientele. Beckee Bachman continues working as office support staff. This year we employed Natalie Bradford part time on work study which greatly alleviated the non-legal workload of the office. Retaining funding levels for all positions is a basic goal in upcoming years. New efforts, such as Mediation, which are denominated in GOALS AND CONCERNS FOR 2011-2012 are often dependent on increased funding. The program has a balanced budget and will be financially sound in 2011-2012 under the new mandatory fee funding system. The following pages outline the accomplishments, initiatives, collaborative partnerships and usage metrics for the program. The past year was very successful in terms of all three aspects of the program's mission. We look forward to a challenging and exciting 2011-2012.

Thomas E. Betz, Director, Student Legal Service

## MAJOR ACCOMPLISHMENTS IN 2010-2011

- July 2010 University Of Illinois Board of Trustees approved Student Legal Service becoming part of Office of Dean of Students and changing a portion of SORF fee into a mandatory non-refundable Student Service fee
- Three staff attorneys status changed to University of Illinois employees rather than independent contractors as of December 2011
- 1333 students received in office legal counseling. Previous reporting period 1,380
- 464 students had cases that were formally opened. Previous reporting period 410
- 1,797 total students received in office services. Previous reporting period 1,790
- 528 students served through attorneys conducting preventive education at 13 locations. Previous reporting period 548 at 11 locations
- 5,093 students served at brochure/tabling events including quad day. Previous reporting period 5,825
- 43 informational/preventive advertisements were published in the Daily Illini including information about fines and consequences of “Unofficial St. Patrick’s” event.
- 44 current brochures on legal topics with three new brochures: *Steal this Pamphlet, You and Your Credit*, and *Civil Unions in Illinois*. 41 in previous year
- 24,850 students had pageviews on the Student Legal Service website at [www.odos.illinois.edu/sls](http://www.odos.illinois.edu/sls). Previous reporting period 25,283
- All brochures and intake forms are downloadable from the office website

## NEW INITIATIVES

- Attorneys served as bloggers for the Washington Post Campus Overload blog live with Jenna Johnson discussing spring break issues facing U of I Students and college students in general. Worldwide coverage and access. 3/3/11
- Daily Illini guest column 3/11/11 *Take Caution over Spring Break to avoid fees, tickets and jail time.*

- Four periods of two hours reserved at Ikenberry Commons so students could meet with an attorney at or near residence halls without an appointment. An unsuccessful outreach effort
- Students Rights and Responsibilities “Unofficial”. Dual presentation with Office of Student Conflict Resolution at Pine Lounge 2/28/11

#### **ACTIVITIES THAT RELATE TO STRATEGIC INITIATIVE ENHANCING KNOWLEDGE AND DIVERSITY**

- Creation and distribution of brochure *Civil Unions in Illinois* which explains for students the rules and legalities regarding the Illinois Civil Union law that took effect June 1, 2011
- Pa’ lante ... para ade lante or “going forward” Allen Hall 9/9/10
- Latino Family Day 9/25/10
- Student chapter NAACP presentation *Guide to dealing with Police Encounters* 10/14/10
- International Student Fair 8/20/10
- International Student and Scholar Services incoming student orientations Summer, Fall and Winter presentation *Rights of International Students and Scholars*

#### **IMPROVEMENTS TO FACILITIES RELATED TO ENVIRONMENTALLY SOUND AND CULTURALLY RELEVANT STRATEGIC INITIATIVE**

- Building of a secure closet in hall outside of office to store orientation materials, preventive legal education brochures, chip-clips, computer brushes and plastic bags that are given to students. The closet is NOT used for confidential files which may permit joint use of the space by the Tenant Union.
- Three hallway brochure racks were installed and are regularly resupplied with brochures for students to gather during weekends and after the office closes
- A small card rack was installed next to the entrance door which is used to hold *If Stopped by the Police or Arrested* cards
- Illini Union installed Light Occupancy Sensors and High Efficiency Fluorescent Lights in the office. There is a potential 40% savings on electricity.

## ACTIVITIES RELATED TO CREATION AND SUSTAINMENT OF COLLABORATIVE PARTNERSHIPS

- Collaboration in the Student Legal Service program's mission to counsel and represent students presents inherent ethical and confidentiality issues for staff attorneys that essentially prohibit direct collaboration. The program does, however, inform parents, Faculty and Staff and Student Services units about this confidential role to encourage appropriate referrals of students.
- The office has a cooperative arrangement with the Tenant Union which permits them to use our copy machine in return for payment per copy which saves money for Tenant Union and is a convenience for both offices.
- As part of Preventive Legal education the office actively participates with Campus and Community Student Service in regular meetings.
- Worked with Campus and Community Student Service. That office vetted three of our most recent office brochures. We participated with that office's sponsorship of literature distribution at tables at the Illini Union on numerous occasions during this reporting period.
- Since 1978 our office has collaborated with the Tenant Union on a daily basis in referrals of students, answering technical questions about lease provisions, and determining whether students have valid claims or defenses in landlord-tenant matters and providing legal representation where appropriate.
- We engage parents at the Admitted Students days throughout the spring with our brochure *Why would my student need a Lawyer?*
- Co-sponsored chip-clips with Tenant-Union. This item is enormously popular with students on quad day and at events promoting office and legal issues throughout the year.
- Worked with Office of Dean of Students in review of their fall 2010 publication *Going to a Party?*
- Worked with Money Smart Committee/Office of the Vice Chancellor for Public Engagement on annual Money Smart Week which led to our office creating and printing the brochure *You and your Credit*, and our office event of April 6, 2011 inviting students to talk with an attorney about their money issues such as collections, credit, ID Theft, evictions etc.

## **CLARITY AND ENHANCEMENT OF THE STUDENT EXPERIENCE AT ILLINOIS**

- The three pronged mission of the program prevents students from having time consuming legal problems, thus enhancing their ability to concentrate on academic matters. Collectively hundreds of thousands of student dollars are saved by using the office rather than outside legal counsel, which makes being a student more economically viable. The ability to concentrate on studies rather than legal matters, students inform us, has made the difference between dropping out of school or continuing to get a degree.

## **ASSESSMENT PROJECTS**

- Director Betz attended the annual meeting of The Assessment Institute sponsored by the office of institutional improvement at Indiana University-Purdue University, Indianapolis so the office could receive a national overview of assessment policies, programs, techniques, and results in student services.
- Director Betz is an active attendee at all meetings of the Office of Dean of Students Assessment Committee where ongoing training and exposure to Student Voice has been taking place.
- We are working on several potential assessment surveys; A general client satisfaction survey, A survey that assesses some level of learning outcomes, and a survey assessing our website.
- Assessment is new to this service oriented program and a model for assessment in Student Legal Service programs does not currently exist. It is likely that our office will become the model for other programs in the national Student Legal Service community.

## **GOALS AND CONCERNS FOR 2011-2012**

- Efficient management of time and resources. Now that the fee funding the office is non-refundable many students who sought service but were ineligible due to refunds will now receive service. Usage has always fluctuated but a dramatic increase will strain resources.
- Maintain staff and our part time work-study student employee

- The Illinois Supreme Court now mandates 30 hours of required continuing legal education for each attorney which is an increase from the current 24. With attendance at National Student Legal Service conferences as in past years and some local law school judging by attorneys for credit there should not be a substantial budgetary impact.
- Completion of updated Student Legal Service charter with Campus Legal Counsel, and Office of Dean of Students that reflects current and best practices
- Update of office guidelines with commentary and precedent regarding benefit schedule, functions of staff, limitations of benefits of attorney-client relationship etc.
- Explore providing attorney mediation of student versus student legal issues by the next advisory board.
- There is a possibility that during the summer of 2012 the Illini Union will be conducting various updates and electrical renovations to the office which would require the services to be temporarily relocated for a month or more. Any temporary space must insure confidentiality for attorney-client consultations with there also being adequate notice to staff and clients regarding location etc.
- Develop Assessment tools while protecting attorney client relationship. Staff have some concerns regarding disclosure of client identities to third parties such as Student Voice, but believe a protocol that is ethical can be developed.
- Draft and print brochure on Automobile Insurance
- Update office brochures and website materials
- Create and implement revised intake forms which by student option will obtain greater demographic information about clients



## Student Legal Service Metrics – 2010 to 2011

### Advice Only

Accident	25
Application Qs	6
Background Check	1
Business	2
Certification	111
City Offense	103
Civil Rights	5
Collection	5
Conservation Ticket	2
Consumer	40
Contract	9
Crime Victim	9
Criminal	7
Cyberstalking	1
Death of Student	1
Discrimination	5
Divorce	15
Domestic Battery	3
DUI	6
Employment	18
Expungement	19
Fake ID	4
Family	14
Hearing	5
Housing	215
ID Theft	2
Internet Defamation	2
Immigration	2
Insurance	5
Interview	4
Labor	1
Medical Malpractice	1
Miscellaneous	21
Misdemeanor	22
Name Change	2
Personal Injury	7
Post Plea Issue	20
Power of Attorney	39
Privacy Rights	1
RIAA/Copyright	11
RSO	9
RSP	3
Small Claims	7
Student Discipline	25
Subpoena	1
Traffic	136
Witness	3
Will	1
<b>TOTAL</b>	<b>956</b>

### Cases Opened

Accident	7
Application Qs	1
City Ordinance	50
Civil	1
Clearance	1
Collection	5
Conservation Ticket	1
Consumer	16
Contract	2
Crime Victim	2
Damage Deposit	45
Death of Student	1
Discrimination	1
Divorce	1
Domestic Battery	11
DUI	11
Expungement	1
Employment	2
Family	1
Housing	82
ID Theft	2
Insurance	6
Miscellaneous	1
Misdemeanor	35
Name Change	9
Post Plea Issue	7
Power of Attorney	2
Small Claims	1
RSO	1
Student Discipline	1
Subpoena	1
Traffic	156
<b>TOTAL</b>	<b>464</b>

### Notary Services

Students Served	377
# of Signatures	731
<b>TOTAL</b>	<b>1108</b>

### Demographics\*

Freshman	8.39%
Sophomore	13.04%
Junior	21.42%
Senior	23.53%
Graduate	31.97%
Professional	1.05%
Nondegree	0.60%

### Website Usage

SLS Home/Index Page	7,188
Intake Forms/ScheduleAppt.	2,930
Tenant/Housing pages	3,889
General Information pages	2,444
Attorney Bios	1,860
Contact/Email information	1,585
Brochures / Ads	1,555
Court / Court Forms	1,919

### Miscellaneous links:

Legal links	415
Annual Reports index page	306
SLS History	317
Maps	208
Spring Break	112
Legal Disclaimer	51
Advisory Board materials	71
<b>TOTAL</b>	<b>24,850</b>

### Ten-year Statistical Summary

YEAR	ALL INTAKES <sup>1</sup>	ADVICE ONLY <sup>1</sup>	OPENED CASES
2010-2011	1797	1333	464
2009-2010	1731*	1321*	410*
2008-2009	1823	1364	459
2007-2008	1795	1379	416
2006-2007	1834	1354	480
2005-2006	1879	1439	440
2004-2005	1960	1387	573
2003-2004	2108	1553**	555
2002-2003	2113**	1444	669**
2001-2002	2099	1449	650
10 year average	1913.9	1402.3	511.6

<sup>1</sup> Figure includes notary service

\* = Lowest Figure for the 10 years

\*\* = Highest Figure for the 10 years

**Percentage difference between Lowest and Highest:**

All Intakes: 18.08%  
 Advice Only: 14.94%  
 Opened Cases: 38.71%

**Percentage difference between Lowest and Highest:**

All Intakes: 10.3%  
 Advice Only: 6.48%  
 Opened Cases: 20.76%

## Speaking Events for FY2011

Fall 2010

	Date	Group/Organization	# Attending
<b>Tabling</b>	8/11	Paraprofessional Resource Fair	200
	8/20	OISSS International Student Info Fair	40
	8/22	Quad Day	3,500
	9/25	Transfer Day Info Fair	12
	9/26	Latino Family Day	30
	9/17	Grad Student Fair	150
	9/27	Campus Community Connections Expo	50
	10/13	Housing Fair	40
	10/20	Campus Community Connections Expo	22
	11/18	Campus Community Connections Expo	33
	<b>TOTAL</b>		
<b>Greek</b>	9/20	Theta Chi	25
	10/11	Alpha Lambda Chi	30
	10/18	Phi Kappa Psi	62
<b>TOTAL</b>			<b>117</b>
<b>Other</b>	8/16	OISSS New Student Orientation	50
	8/30	LGBT	15
	10/14	NAACP – Student RSO	19
<b>TOTAL</b>			<b>84</b>

## Spring 2011

	Date	Group/Organization	# Attending
<b>Tabling</b>	2/8	Daily Illini Housing Fair	22
	2/21	Admitted Students Days	77
	3/7	Admitted Student Days	80
	3/11	Admitted Student Days	137
	3/18	Admitted Student Days	157
	3/30	Admitted Student Days	140
	3/5	Presidents Scholarship Info Fair	215
	3/8	Campus Community Outreach	15
	4/15	Admitted Student Days	80
	4/13	Campus Community Outreach	3
	4/15	Admitted Student Days	90
	Jun/July 2011	New Student Registration – as a part of the ODOS	---
<b>TOTAL</b>			<b>1,016</b>
<b>Greek</b>	3/14	Alpha Epsilon Pi	62
	3/28	Alpha Gamma Rho	60
	4/14	Kappa Delta Rho	65
<b>TOTAL</b>			<b>187</b>
<b>Other</b>	1/14	OISSS Orientation	60
	2/28	“Know Your Rights” – Student Senate	12
	3/3	Washington Post – “Campus Overload” Blog Live Chat	Online
	4/14	Pre-Law Meet and Greet	18
	6/10	OISSS Orientation	50
<b>TOTAL</b>			<b>140</b>

## Ads in *The Daily Illini* FY2011

Ad Name	Special Issue/Section	Date(s) of publication
New Students: Do you know that you have "FREE" legal help available on campus?	New Student Guide	7/20/2010
Guard Your Security/Damage Deposit	Move-In Edition	8/11/2010
Welcome Back to Illinois	Welcome Back Edition	8/18/2010
Student Legal Service	Quad Day Edition	8/20/2010
Party Safely and Responsibly	Touchdown Times	9/3, 9/10, 10/01, 10/8, 10/15, 10/22, 10/29, 11/5, 11/12, 11/19, 12/3/2010
Student Legal Service is coming to you!		9/22/2010
Daily Illini Housing Fair listing	Housing Guide	9/28/2010, 2/8/2011
Guidelines for Homecoming	Homecoming Guide	10/19/2010
6 Steps Before Signing a Lease	Housing Guide	10/13/2010, 2/8/2011
Faculty and Staff: Remember to refer students to Student Legal Service	D I Salary Guide	11/9/2010
Tips for Thanksgiving Break		11/15, 11/17/2010
<b>S</b> tudent Legal Service If you have troubles, come on in	ABCs of the Holidays	12/2, 12/3, 12/8/2010
Tips for Winter Break	(12/13) Puzzle Guide (12/14) Bowl Guide	12/9-10, 12/13-14/2010
We Can Help You Navigate the Maze of Student Life (maze)	Puzzle Guide	12/13/2010
Guidelines for throwing a bowl party	Bowl Guide	12/14/2010

Welcome Back!	Welcome Back Edition	01/14/2011
Beware: "unofficial" St. Patrick's Day		3/1-3/2011
When you party before or after Big 10 Tournament games, you've gotta play by the rules	Big 10 Tournament Guide	3/9/2011
Are you planning a trip to Mexico for Spring Break?		3/11, 3/15/2011
Guidelines for Spring Break		3/16, 3/17/2011
Welcome, Mom!	Mom's Day Edition	4/5, 4/8/2011
Now That You've Graduated, Are You Moving?	Graduation Guide	4/26/2011
Subletting Your Apartment?/Moving?	Spring Semester in Review Edition	5/9/2011
Parents: Do you know that there is free legal help available on campus?	Summer 2011 Campus Navigator	Summer 2011

## Listings FY 2011

Date/Period	Publication	Ad
2011-2012 *	iBook	Student Legal Service
2011-2012 **	University Parents' Guide	Your son/daughter has <i>free</i> legal help!

\* Published April, 2011

\*\* Published Spring 2011

## Newspaper Interviews/Articles FY2011

Publication Date	Newspaper or other medium	Article/Blog entry Title
7/23/2010	<i>The Daily Illini</i>	"Hogan meets with Board of Trustees for 1 <sup>st</sup> time as president"
9/14/2010	<i>The Daily Illini</i>	"Campus Recreation alleviates housing frenzy with Leasing Party"
3/11/2011	<i>Daily Illini: Guest Column</i>	"Take Caution over Break to Avoid Fees, Tickets and Jail Time"
3/3/2011	<i>Washington Post – Discussions/Live Q&amp;A's</i>	"Campus Overload Live with Jenna Johnson"
3/16/2011	<i>The Daily Illini</i>	"Students seek advice about challenging Unofficial tickets"
3/4/2011	<i>The Daily Illini</i>	"Ready or not, it's unofficially here: Know your rights"