

# 2011-2012 Annual Report

*Office of the Dean of Students*



# 2011-2012 ANNUAL REPORT

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Office of the Dean of Students



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2011-2012 Annual Report

I am pleased to provide the annual report of the Office of Dean of Students accomplishments. This past year has been significant for ODOS with the refinement of several new initiatives which are detailed in the annual report. The Dean of Students Department is a group of dynamically engaged members of the U of I Student Affairs community who share a single focus: We put our students first in all that we do. This Annual Report gives you a glimpse into what can happen when a large group of like-minded people moves together in a positive, student-affirming direction. We are especially appreciative of the collaborative and cooperative efforts of our colleagues on campus.

Kenneth Ballom

A handwritten signature in black ink that reads "Kenneth T. Ballom".

Dean of Students and Associate Vice Chancellor of Student Affairs

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## Accomplishments –Addressing the Illinois Experience

**Campus and Community Student Services (CCSS)** created new positions--peer educators and advocates called Community Liaisons. Community Liaisons were trained to provide information, programming, and outreach to students residing in privately owned apartments. CCSS provided programming and services that served well over 30,000 Illinois students and community partners.

**Emergency Dean (ED)** handled 1,574 incidents compared to 1,130 in the previous year. Of these 86 incidents included violence or threat of violence of some kind (a decrease of 9.5%), 32 reports of sexual assault (an increase from 11 in the previous year). Alcohol and/or drug arrests or notices to appear were involved in 455 incidents, a decrease of 42 cases from the previous year. 99 incidents involved suicide ideation/threat or attempt/gesture, which is a 2% decrease from last year. 123 students were hospitalized during the fiscal year, an increase of 30%. 84 incidents involved a mental health crisis of some sort, excluding suicidality which is listed above, 3 cases less than the previous year. 7,896 additional cases, an increase of 43%, were handled by Student Assistance Center staff. Seventeen welfare checks were initiated by Assistance Center staff and 13 “missing” students were located safe. The Emergency Dean fund supported nine students allowing them to remain enrolled and persist through the semester.

**Fraternity & Sorority Affairs (FSA)** is very proud that the All-Greek grade point average reached an all-time high in the Spring 2012 semester—3.2603. Similarly, the United Greek Council fraternity gpa during the Spring 2012 semester was the highest ever—2.9472. Membership numbers surpassed 7,000 for the first time ever with 7,019 members in the Fall and 7,086 in the Spring. FSA has embarked on a comprehensive hazing prevention initiative, and in collaboration with Dan Wrona from Rise Partnerships, created the first New Member Educator Institute. 132 students and advisors attended this program. Also, FSA staff attended the 4 Day Novak Hazing Prevention Institute in June 2012.

**Informational Technology (IT)** moved the Office of Student Conflict Resolution to the Symplicity database and setup the Symplicity database to access Banner and PAVE data. Rewrote the Contact database and continue to fine tune it. Updated voting application for student elections and created campus committee application on the new Illinois Student Senate website. Provided FSA data and grade reports. Supported and updated ILC, NSP, FSA, Contact, CARE databases, and handled NSP billing totaling \$483,352. Provided support to ACEIT, Experience Illinois, Veteran Student Support Services, Program Coordinating Council, EPSY 203, Student Affairs graduate assistantship applications, Outstanding Staff Award nominations, and ad hoc requests for data for the Division of Student Affairs. Infrastructure projects included: roll out of Office 2010, migration to Exchange 2010, began roll out of Windows 7, Unified communications testing and planning, long term server migration and virtualization plan initiated, Career Center and HireIllini websites moved to drupal, moved student election website to general web server, several bluestem upgrades, and rebuilt PearsonVue server for Testing Center.

**New Student Programs (NSP)** continues to create a sustained first year experience that includes, pre-orientation programming, fall orientation efforts, welcome week programming that bridges both academic and student affairs areas, transfer student orientation, and new student transitional programming. NSP assumed the role of advising the first year national honor society, Alpha Lambda Delta which consists of 720 students. The New Student Guide was distributed to each new student living in URH and PCH prior to the start of the fall semester. The role of the Transfer Advisory Board was enhanced to include the development of board member roles and responsibilities.

**Student Assistance Center (SAC)** contacts via walk-in or through the emergency deans increased by 31%. The Student Assistance website was redesigned to be more user-friendly. SAC supported 350 students through the medical withdrawal process. SAC provided 12 informational trainings to academic colleges. The SAC database was restructured to maximize reporting efficiency. SAC implemented Grand Rounds, a professional development best practice which analyzes complex student cases.

**Student Legal Service (SLS)** provided counseling or notary services to 1,858 students (a 28.26% increase from the previous year). Additionally, 542 cases were formally opened for more extensive representation (a 14.4% increase). Of these, 259 Traffic cases closed in this period (in 34 cases, charges were dismissed). Of 60 Criminal/Misdemeanor cases closed this period, 21 were dismissed, 3 were diverted, and 3 hired private attorneys. Counseling and opened cases totaled 2,400 students who received direct attorney or notary services (a 27% increase). SLS has the most comprehensive university web site in the United States. There were 34,469 page views on the SLS websites, an increase of 27.9%. In addition, the website has 44 current brochures that can be downloaded. 1,096 students received preventative education from staff attorneys at 24 locations which is a 107% increase. 4,424 students were served at brochure/tabling events including Quad Day.

**Tenant Union (TU)** served 7,473 students (a 9% decrease). 4,878 students received help locating suitable housing; 1,143 students learned how to be a successful tenant through lease review and/or advice from a housing counselor; 545 students received assistance addressing housing issues; 196 students received information regarding subleasing an apartment; and 711 students received information in response to inquiries about matters other than those already listed. In addition, over 4,000 students were also served; 487 attended one of 14 TU programs; 1,744 students were served at resource fairs; 78 students received information via the Media 100 scavenger hunt; and 1,700 students in LAS 101 classes received TU information. Also, 1,108 parents received TU information at summer registration; 3,870 Tenant Handbooks were distributed; and 12,225 students were mailed TU information. Over 6,400 service hours were provided by 4 student employees, one part-time staff person, and one full-time professional.

**Testing Center (TC)** delivered 4,922 computer based tests for Prometric and 294 tests for Pearson Vue, representing a very slight increase of 31 tests from the year before. These 5,216 tests generated \$112,017 which represents an increase of \$4,846 (a 4.5% increase). The Center delivered 93 on-line and 78 paper tests for individual test. These tests generated \$6,131 (a 28% increase). The Proctor Pool provided 3,162 hours of service by 53-51 students (a 25% increase). This generated \$37,948 which includes \$6,325 in overhead costs. Fifteen national tests (specifically, ACT, LSAT, SAT, GRE, & MPRE) were administered and accommodated 965 testers. National tests generated \$3,000. Total revenues generated a grand total of \$159,096.

**Veteran Student Support Services (VSSS)** identified 367 veteran students and 46 dependents. Vet Connect linked 23 new veteran students to student mentors. VSSS provided deployment support to 11 students serving in a designated combat zone and disseminated information to 27 prospective students serving on active duty. VSSS provided deployment support to 8 students serving in a designate combat zone and disseminated information or support to 21 prospective students serving on active duty. And provided support to two activities spearheaded by the Illini Veterans RSO.

## Goals for 2011-12

**Office of the Dean of Students** plans to continue to foster a climate of assessment through the Assessment Council and webinars. In addition, ODOS will continue to administer the large scale surveys, and participate in the division-wide focus group study of international students.

**Campus and Community Student Services** will increase its visibility and programming. Increase the utilization of our services and expand our outreach to Illinois students residing in privately owned, non-certified apartments within the campus district.

**Fraternity & Sorority Affairs** has acquired IRB approval for a survey and focus groups in the Fall to gather information about organization membership hazing practices on campus. A re-designed and enhanced grade release card will be instituted in the Fall. FSA is planning a study on fraternity/sorority membership effect on student retention. In addition, a database to track all interaction (meetings, phone calls, correspondence, etc.) with fraternity and sorority chapters will be created. A more programmatic approach and focus on chapter centric advising and support will be implemented.

**Informational Technology** will continue web, file, email and desktop support; hire server/network/desktop support positions, increase reporting features for the Contact database, consolidate server virtualization onto one platform, continue to improve the ISS web site, clarify and document IT support services and customers, build a simple task/project tracking system, and increase coordination for application development and server support among Student Affairs units.

**New Student Programs** has filed the Assistant Dean/Director vacancy; plans to create an extended orientation summer experience; enhance transfer student orientation and transition programming; utilize the “One Book, One Campus” as an instructional element for colleges’ freshman seminar; implement a shared orientation experience for summer, fall, and spring semester; enhance the Winter Welcome for new students; and develop a resource guide for transfer and new international students to address needs, services, and engagement.

**Student Assistance Center** plans to refine and implement BIT awareness campaign targeting faculty and staff; an Emergency Dean Fund awareness campaign targeting selected academic staff in the college offices; train volunteers for emergency response “Family Centers” with Counseling Center and other units; overhaul BIT record-keeping; and prepare changes to the Code on policies/procedures related to withdrawals, exams, private certified housing, canvassing, and Reading Day.

**Student Legal Service** a long term goal is to create a collaborative app with the Tenant Union on Searching for Housing and Legal Aspects/Factors in Lease Contracts. SLS also plans to create a Facebook page; launch an on-line scheduling program for clients; revise current assessments and develop one for the SLS website; and print and make available three new brochures: *Privacy: What Are Your Rights?, Auto Insurance for You, and Things to Know about Driving in Illinois.*

**Tenant Union** plans to complete a program-wide evaluation and strategic plan; develop learning outcomes; explore use of technology to streamline processes; increase use of social media and other student-focused technologies; improve overall reach and number of educational programs; and establish new collaborations with academic affairs and community partners.

**Testing Center** will implement new streamlined online Proctor Pool process for the hiring of student proctors, request of proctors, and documentation of services received. TC will continue to increase the number of individual tests administered and the number of computer based tests from other companies.

**Veteran Student Support Services** plans to complete the Veterans Lounge & Resource Center; increase the number of veteran students by 5%; increase the number of information packets sent to prospective student veterans by 10%; and enhance programming initiatives for underrepresented veterans.

## **Highlights of Initiatives Addressing Enhanced Knowledge & Appreciation of Diversity**

**Office of the Dean of Students** staff participate in various diversity related committees such as Latino/a Family Visit Day Planning Committee, Student Affairs Diversity Committee, advisory committees to units in OIIR, and participate in all resource fairs on campus.

**Fraternity and Sorority Affairs** created a new leadership development program specifically for the executive officers of the Black Greek Council, Interfraternity Council, Panhellenic Council and United Greek Council. This overnight off-campus retreat included teambuilding exercises involving a high ropes course and a curriculum centered on StrengthsQuest. 27 students attended this inaugural program. Interfraternity Council and Panhellenic Council teamed up to bring in the educational program “Handicap This” in October 2011. Over 100 applications were reviewed and 40 students were chosen to participate in GreekServe Winter Break program representing the largest group of Illinois students to participate in this program. Students volunteered at Wentworth Elementary School in Chicago for the 4th year of this program. FSA staff members presented “Myths and Facts about the LGBT community and Greek Life” for the LGBT Resource Center Quench series.

**Student Legal Service** participated in eight resource fairs that targeted Latino, African American, International students, pre-law, resident advisors, transfer and graduate students. In addition, 21 presentations were provided to Fraternities and Sororities, and for student groups on various legal topics, attended by a total of 1,024 students.

**Testing Center** provided special accommodations services to 15 computer-based test takers and to five national test takers (paper testing).

**Veteran Student Support Services** provided 32 professional development and training seminars.

## **Highlights of Creation and Sustainment of Collaborative Partnerships**

**Office of the Dean of Students** collaborates with every unit in the Division of Student Affairs as well as every academic unit through the Student Assistant Center as well as New Student Programs, Veterans Coordinator, Fraternity and Sorority Affairs and committee work by all of the staff in the office. Late Night Programming collaborates with UIPD, Illini Union, Campus Recreation, Facilities & Services, Office of Registered Student Organization, Housing, and Fraternity and Sorority Affairs.

**Campus and Community Student Services** collaborated with over 20 city, county, and university units to provide information during five resource expos. CCSS participated as an ex-officio member of the Central Illinois Rental Property Association. And spearheaded the door hanger project with the cities of Champaign and Urbana.

**Fraternity and Sorority Affairs** continues to collaborate with the Counseling Center and Campus Recreation for the fourth year to train facilitators for the Reflections: Body Image Program. FSA brought together the Chapter Advisors for the Black Greek Council fraternity and sorority chapters for roundtable discussions about current issues and best practices.

**New Student Programs** initiated a collaboration with ISSS to address new undergraduate international student needs and developed IOSL (International Orientation Student Leaders). In collaboration with the Illinois Leadership Center, NSP facilitated two pre-enrollment workshops in the Chicago-land area for 160 students.

**Student Assistance Center** will continue to work with McKinley Health Center to propose a new approach to medical withdrawals which will result in changes to the Student Code.

**Student Legal Service** has a longstanding collaboration with the Tenant Union which includes promotional items (chip clips and plastic bags), student referrals, and sharing of office equipment. In addition, the office collaborates with CCSS through literature distribution. SLS also serves on the Money Smart Committee in the Office of the Vice Chancellor for Public Engagement.

**Tenant Union** established collaborative relationships with the following offices: International Student and Scholar Services, New Student Programs, Student Legal Services, Graduate College, Parent Programs, Campus Community Connection, Athletic Department, College of Liberal Arts and Sciences, La Casa Cultural Latina, Office of Admissions and Records, University Housing, Summer Pre-Doctoral Institute, U of I Extension and Money Smart Week, Interfraternity Council, Panhellenic Council, The Daily Illini, Campus Recreation, Media 100 Scavenger Hunt, Society of Women in Engineering,

College of Law, School of Social Work, Chemistry Department, College of Medicine, Finance Department, Business Administration Department, and College of Veterinary Medicine. Services provided by the TU include: attending resource fairs, workshops, providing the Tenant Handbook, committee work, or providing other specialized presentations.

**Testing Center** collaborates with all the academic units on campus by providing services through the Proctor Pool. TC also contributes to the land-grant mission of the university by providing a venue for high stakes licensing tests to the general public in the region.

**Veteran Student Support Services** partnered with key departments that offer specialized services for Veterans, such as the Counseling Center, Career Center, Disability Resources & Educational Services, LGBT Resource Center, New Student Programs, YMCA, the Women's Resources Center, and relevant Cultural Centers. VSSS partnered with community-based organizations including: the IL Department of Veterans Affairs, VA Medical Clinic, Military Officers Association of America, US Marine Corps League, Veterans of Foreign Wars, and IL Department of Employment Security. In addition, VSSS collaborated with the University Laboratory High School Veterans Oral History Project.

## **Details of Assessment Projects and Their Results**

**Office of the Dean of Students** administered the CORE Alcohol Survey and is updating a presentation co-authored with the Alcohol and Other Drug Office which has been well received in the past by campus administrators. The CIRP Freshman Survey was also administered and analyzed resulting in two reports. For the first time international students were identified allowing for comparison of responses for both the CORE and CIRP surveys.

**Campus and Community Student Services** participated in the 2012 Public Engagement Symposium and plans to develop learning outcomes in the new academic year.

**New Student Programs** plans to develop a welcome Week student satisfaction survey. NSP also plans to develop learning outcomes that map across the first year experience that can be articulated by those serving first year students.

**Student Legal Service** conducted three major assessment projects that focused on client satisfaction, educational outcomes/learning, and retention/academic impact. Summary provided in the appendix.

**Tenant Union** surveyed 1,500 students who used email to request assistance; surveyed 291 walk-in clients for lease review; and surveyed 100 students attending educational programs. Summaries are provided in the appendix.

**Testing Center** conducted an assessment which documented that 57% of all computer-based testing clients (specifically, Pearson Vue and Prometric clients) are students or employees of the university. Of

these, 32% were undergraduate students, 16% graduate students, and 4% employees. An assessment of proctoring services for individuals documented that 67% of clients were UIUC students or employees.

**Veteran Student Support Services** will continue to track key metrics including GPA, retention, reasons for withdrawal/cancellation. In addition, this year two focus groups of approximately 20 veterans each and a series of 14 interviews were conducted.

## Highlights of Any Significant Improvements to Facilities

**Fraternity & Sorority Affairs**--chapter housing facilities continue to undergo renovations and improvements. There are approximately 2500 students living in the 61 certified fraternity and sorority houses. As of summer 2012, all chapter facilities are compliant with the City of Champaign and City of Urbana sprinkler ordinances.

**Informational Technology** moved equipment to accommodate carpet installation in Turner Student Services building.

**Office of the Dean of Students** has almost completed the installation of new carpet in Turner Student Services building. Asbestos abatement has delayed the project

**Student Legal Service** had to move from room 324 to room 420 during the improvement projects which included infrastructure Surge Space and Circuit /Fire Alarm; CAT-6 Upgrade from CAT-3 which allows faster internet and Lync service; and a wireless access point will be installed in mid-July providing wi-fi throughout the office.

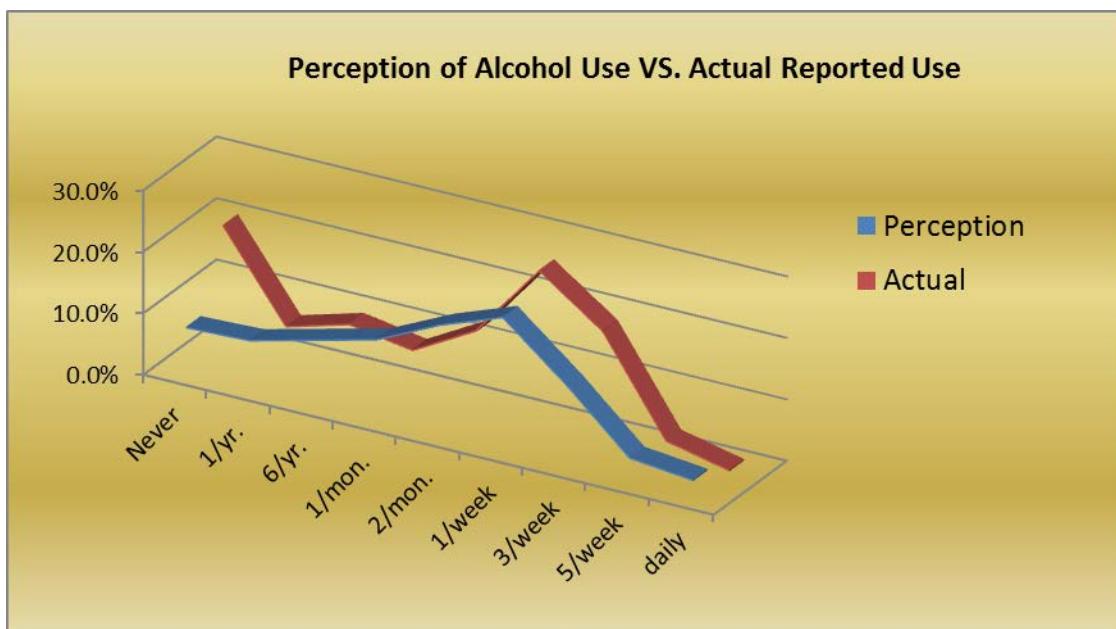
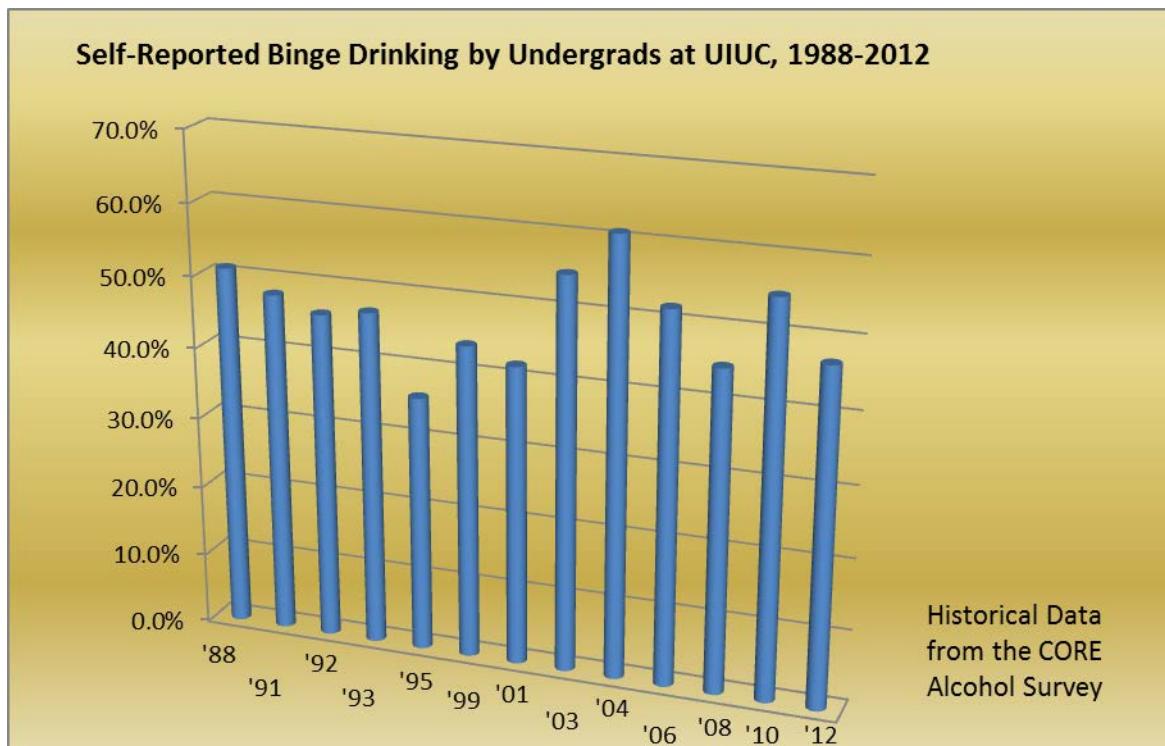
**Tenant Union** had to move from room 324 to room 420 during the improvement projects which included infrastructure Surge Space and Circuit /Fire Alarm; CAT-6 Upgrade from CAT-3 which allows faster internet and Lync service; and a wireless access point will be installed in mid-July providing wi-fi throughout the office.

**Veteran Student Support Services** plans to complete the Veterans Lounge & Resource Center.

## **APPENDIX**

1. Selected Data from the CORE Alcohol Survey
2. CIRP Freshman Survey Excerpts from International Student Report
3. Student Legal Service Metrics
4. SLS Website Usage
5. SLS Six-year Statistical Summary & Articles
6. SLS Assessment Results
7. Tenant Union Assessment Results
8. Tenant Union Clients Served by Month
9. Testing Center Revenues and Number of Computer Tests and Hours
10. Proctor Pool Requests by College
11. Veterans Student Support Services
12. Veterans Enrolled at UIUC by Unique Identifiers
13. Student Assistance Center Data
14. Fraternity & Sorority GPA
15. Staff Awards or Recognition

## Selected Data from the CORE Alcohol Survey



## Appendix #2

# SELECTED EXCERPTS FROM THE INTERNATIONAL STUDENT REPORT BASED ON THE 2011 CIRP FRESHMAN SURVEY

## Self-Ratings

Rate yourself on each of the following traits as compared with the average person your age. We want the most accurate estimate of how you see yourself. All responses are for highest 10% and above average combined.

- Academic ability—89% for international students and 91% for domestic students
- Artistic ability—39.7% for international students and 29% for domestic students
- Competitiveness—67.1% for international students and 61% for domestic students
- Computer skills—49.3% for international students and 46% for domestic students
- Cooperativeness—72.6% for international students and 61% for domestic students
- Creativity—63% for international students and 53% for domestic students
- Drive to achieve—78% for international students and 83% for domestic students
- Emotional health—72.6% for international students and 56% for domestic students
- Leadership ability—60.9% for international students and 66% for domestic students
- Mathematical ability—84.9% for international students and 67% for domestic students
- Physical health—67% for international students and 58% for domestic students
- Popularity—53.4% for international students and 31% for domestic students
- Public speaking ability—44.5% for international students and 42% for domestic students
- Intellectual self-confidence—75.3% for international students and 69% for domestic students
- Social self-confidence—58.2% for international students and 46% for domestic students
- Self-understanding—73.2% for international students and 62% for domestic students
- Spirituality—62.3% for international students and 36% for domestic students
- Understanding of others—77.3% for international students and 73% for domestic students
- Writing ability—38.3% for international students and 54% for domestic students
- Ability to see the world from someone else's perspective—81.5% for international students and 78% for domestic students
- Tolerance of others with different beliefs—87.6% for international students and 82% for domestic students
- Openness to having my own views challenged—74.6% for international students and 64% for domestic students
- Ability to discuss and negotiate controversial issues—75% for international students and 71% for domestic students
- Ability to work cooperatively with diverse people—82.78% for international students and 83% for domestic students

**Appendix#3**

| <b>Student Legal Service Metrics - FY2012</b> |             |                     |          |
|---|-------------|---------------------|----------|
| <b>OFFICE USAGE</b>                           |             | <b>DEMOGRAPHICS</b> |          |
| <b>Consultation Only</b>                      |             |                     |          |
| Year  | Raw Numbers | Percentage          |          |
|   | Consult     | Open                | Combined |
| Freshman                                      | 115         | 39                  | 8.44     |
| Sophomore                                     | 169         | 78                  | 13.54    |
| Junior  | 256         | 109                 | 20.01    |
| Senior  | 289         | 162                 | 24.73    |
| Graduate                                      | 417         | 148                 | 30.98    |
| Professional                                  | 23          | 6                   | 1.59     |
| Non-degree                                    | 13          |                     | 0.71     |
| <b>Gender *</b>                               |             |                     |          |
| Female  |             | 506                 |          |
| Male  |             | 808                 |          |
| Did not answer                                |             | 85                  |          |
| <b>Social Status *</b>                        |             |                     |          |
| Single  |             | 1,207               |          |
| Married/Civil Union                           |             | 103                 |          |
| Did Not Answer                                |             | 88                  |          |
| <b>U.S. Veteran *</b>                         |             |                     |          |
|   |             | 17                  |          |
| <b>Have Dependents *</b>                      |             |                     |          |
|   |             | 41                  |          |
| <b>U.S. Citizen *</b>                         |             |                     |          |
|   |             | 820                 |          |
| <b>International *</b>                        |             |                     |          |
|   |             | 142                 |          |
| <b>Not Citizen nor International or DNA *</b> |             |                     |          |
|   |             | 436                 |          |
| <b>Notary Services</b>                        |             |                     |          |
| Students Served                               | 529         |                     |          |
| Number of Signatures                          | 1,033       |                     |          |

\* Some demographics collected prior to online submission of intakes; numbers may not add up to total of students accessing SLS this period. Also, some students had more than one issue for which they consulted SLS; within demographics, each student is counted once due to limitations of the database.

**Appendix #4**

| <b>WEBSITE USAGE FY2012</b>   |     | <b>Pageviews</b>       |
|---|-----|------------------------|
|   |     | <b>TOTAL PAGEVIEWS</b> |
| Schedule Appt./Intake Page + Online Intake Index **                                     |     | <b>9,494</b>           |
| Online Intake Form Pages **   |     | <b>2,391</b>           |
| <i>General Intake</i>   | 751 |                        |
| <i>Traffic Intake</i>   | 509 |                        |
| <i>Housing / Damage Deposit Intake</i>  | 333 |                        |
| <i>City Ordinance Violation Intake</i>  | 331 |                        |
| <i>Misdemeanor Intake</i>   | 197 |                        |
| <i>Power of Attorney Intake</i>   | 96  |                        |
| <i>Ameren Intake ***</i>  | 94  |                        |
| <i>Name Change Intake</i>   | 42  |                        |
| <i>Health Care Power of Attorney Intake</i>   | 38  |                        |
| SLS Home/Index Page   |     | <b>8,162</b>           |
| Housing/Tenant Pages  |     | <b>3,187</b>           |
| General Information Pages   |     | <b>3,114</b>           |
| Attorney Bios   |     | <b>2,139</b>           |
| Contact + Email Information   |     | <b>2,079</b>           |
| Brochures/Ads   |     | <b>1,439</b>           |
| Court + Court Forms   |     | <b>940</b>             |
| Other Links:  |     | <b>1,524</b>           |
| Legal Links   | 407 |                        |
| Annual Reports Index  | 380 |                        |
| SLS History   | 313 |                        |
| Maps  | 246 |                        |
| Spring Break  | 89  |                        |
| Legal Disclaimer  | 75  |                        |
| Advisory Board Materials  | 9   |                        |
| Other ( <i>mostly translations of unidentified pages</i> )                              | 5   |                        |
| ** Online Index page and Separate Online Intake Forms Index went live in October, 2011. |     |                        |
| *** Ameren Intake went live in Spring 2012  |     |                        |

**Appendix #5**

| <b>SIX-YEAR STATISTICAL SUMMARY</b> |                                |                                      |                     |
|-------------------------------------|--------------------------------|--------------------------------------|---------------------|
| <b>YEAR</b>                         | <b>ALL INTAKES<sup>1</sup></b> | <b>CONSULTATION ONLY<sup>1</sup></b> | <b>OPENED CASES</b> |
| <b>2011-2012</b>                    | <b>2400 **</b>                 | <b>1858 **</b>                       | <b>542 **</b>       |
| <b>2010-2011</b>                    | <b>1797</b>                    | <b>1333</b>                          | <b>464</b>          |
| <b>2009-2010</b>                    | <b>1731 *</b>                  | <b>1321 *</b>                        | <b>410 *</b>        |
| <b>2008-2009</b>                    | <b>1823</b>                    | <b>1364</b>                          | <b>459</b>          |
| <b>2007-2008</b>                    | <b>1795</b>                    | <b>1379</b>                          | <b>416</b>          |
| <b>2006-2007</b>                    | <b>1834</b>                    | <b>1354</b>                          | <b>480</b>          |
| <b>6 year average</b>               | <b>1896.67</b>                 | <b>1434.33</b>                       | <b>461.83</b>       |

<sup>1</sup> Figure includes notary service  
\* = Lowest Figure of the six-year period  
\*\* = Highest Figure of the six-year period.

**Percentage difference between Lowest and Highest:**

All Intakes: 27.825%  
Consultation Only: 28.9%  
Opened Cases: 24.35%

| <b>ARTICLES IN/INTERVIEWS FOR LOCAL PUBLICATIONS</b> |   |                         |
|--|---|-------------------------|
| <b>Date</b>  | <b>Article</b>  | <b>Publication</b>      |
| 8/10   | "Conserve Power, Save Cash"   | <i>The Daily Illini</i> |
| 2/29   | Unofficial  | <i>The Odyssey</i>      |
| 3/1  | New zero tolerance policies this Unofficial could impact future career opportunities (Guest editorial by T. Betz) | <i>The Daily Illini</i> |
| 3/2  | Police reinforce strict protocol, advise students to be responsible on Unofficial                                 | <i>The Daily Illini</i> |
| 3/14   | "Spring Break"  | <i>The Odyssey</i>      |

## Appendix #6

### Highlights of Representational Assessment

329 surveys sent; 12 not delivered; 76 responded = 23.1% response rate

| <u>Client Satisfaction - Strongly and Moderately Agree</u>                   | <u>Percentage Response</u> |
|--|----------------------------|
| “I was satisfied with the goal the staff and I agreed to pursue in my case.” | 87.32                      |
| “I consider the final resolution to my case to be fair.”                     | 81.69                      |
| “The outcome of my case resolved my legal concern.”                          | 85.92                      |
| “The final resolution of my case was what I desired.”                        | 74.65                      |

#### Educational Outcomes/Learning

|   |       |
|---|-------|
| “Since my recent experience with Student Legal Service, my respect for the U.S. legal system has: greatly or moderately increased, or neither increased nor decreased.” | 85.91 |
| “Through my experience in the legal process, and because of the particular way Student Legal Service operated, I have … (Strongly and Moderately agree)                 |       |
| “A better understanding of the legal process.”  | 72.05 |
| “A better understanding of the role and function of attorneys.”   | 71.01 |
| “Been motivated to take a greater interest in the law and current legal issues.”  | 49.28 |

#### Retention/academic impact - Strongly and Moderately Agree

|  |       |
|--|-------|
| “In retrospect, the legal problem I had affected my… |       |
| “Academic performance.”                              | 46.37 |
| “Job performance.”                                   | 34.78 |
| “Family life.”                                       | 44.93 |
| “General well-being.”                                | 69.56 |

### Highlights of non-representational consultations

852 surveys sent; 20 not delivered; 129 responded = 15.14% response rate

| <u>Client Satisfaction - Strongly and Moderately Agree</u>  | <u>Percentage Response</u> |
|---|----------------------------|
| “I felt I was treated with courtesy and respect by the Student Legal Service staff.”                      | 90.0                       |
| “The staff members were approachable; I felt as though I could ask questions and discuss matters freely.” | 91.0                       |
| “I felt the staff members assigned to my case were competent.”  | 86.0                       |
| “I would use Student Legal Service again if I had a qualifying legal problem.”                            | 91.0                       |

### Educational Outcomes/Learning - Strongly and Moderately Agree

“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.”  | 73.47 |
| “A better understanding of the role and function of attorneys.”   | 67.34 |
| “A better understanding of the options available to me in my case Including non-legal options.”                   | 75.51 |
| “A clear idea of the next step to take, if any, in my matter.”  | 80.61 |
| “After consulting with Student Legal Service, I feel better equipped to Handle similar situations in the future.” | 87.76 |

### Retention/academic impact - Strongly and Moderately Agree

“In retrospect, the legal problem I had affected my...

|                         |       |
|-------------------------|-------|
| “Academic performance.” | 37.76 |
| “Job performance.”      | 25.51 |
| “Family life.”          | 46.94 |
| “General well-being.”   | 59.19 |

## Presentation/Event Evaluation

These results represent a total of 650 students out of 972 attendees at 21 preventive legal education presentation events. Percentage represents those who responded “agree” and “strongly agree”.

“ After attending this event, I will be more likely to contact Student Legal Service about legal issues.” 84.31

During the presentation/event, I learned at least one thing I did not already know that will enhance my ability to avoid legal difficulties.” 94.0

“During the presentation/Event, I learned about my legal rights and how to assert these rights properly.” 93.23

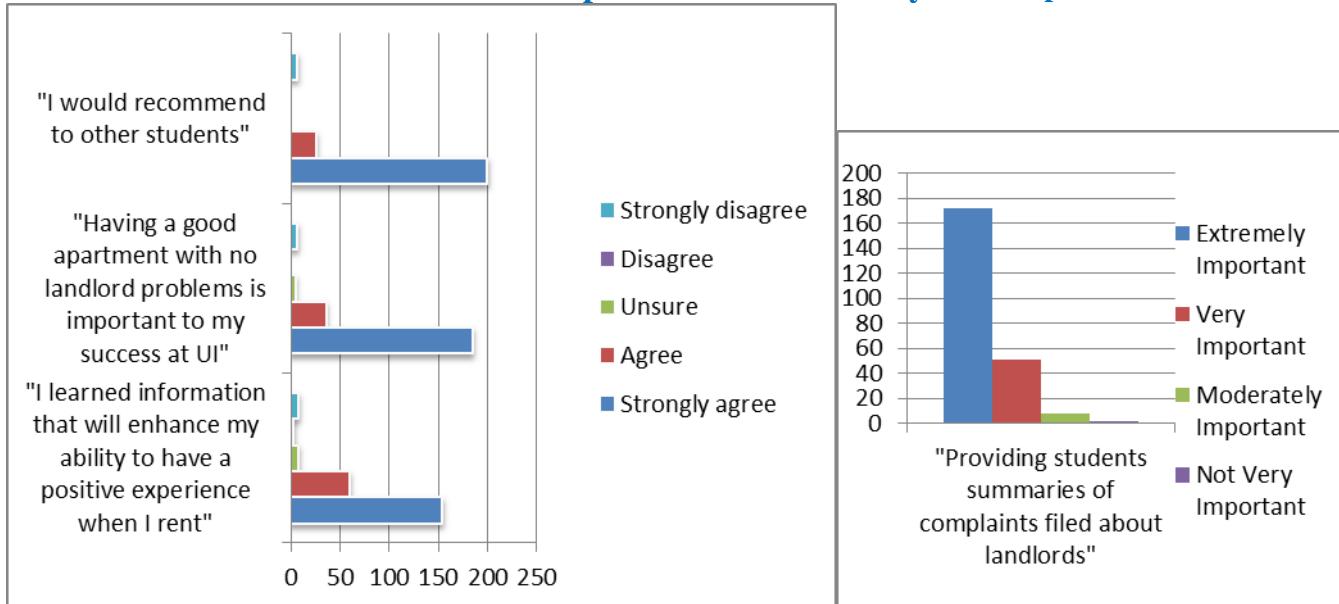
“I would recommend that other students attend a Student Legal Service presentation/event.” 91.38

**Appendix #7**

## Tenant Union Assessment Projects

- Student Voice/Campus Labs sent surveys to approximately 1,500 students who used email to request assistance. Students were asked to rate the importance of several Tenant Union services. Below is the percentage of responses that rated each service as **extremely or very important**:
  - Providing summaries of complaints filed about landlords: 96%
  - Reviewing the lease contract they plan to sign: 85%
  - Providing assistance to students having problems with their landlord: 98%
  - Helping students identify apartments that meet their criteria and are managed by landlords that have few or no complaints filed at the Tenant Union: 97%
  - Educational programs about tenant rights and responsibilities: 76%
  - Advice about how to handle subleasing an apartment: 78%

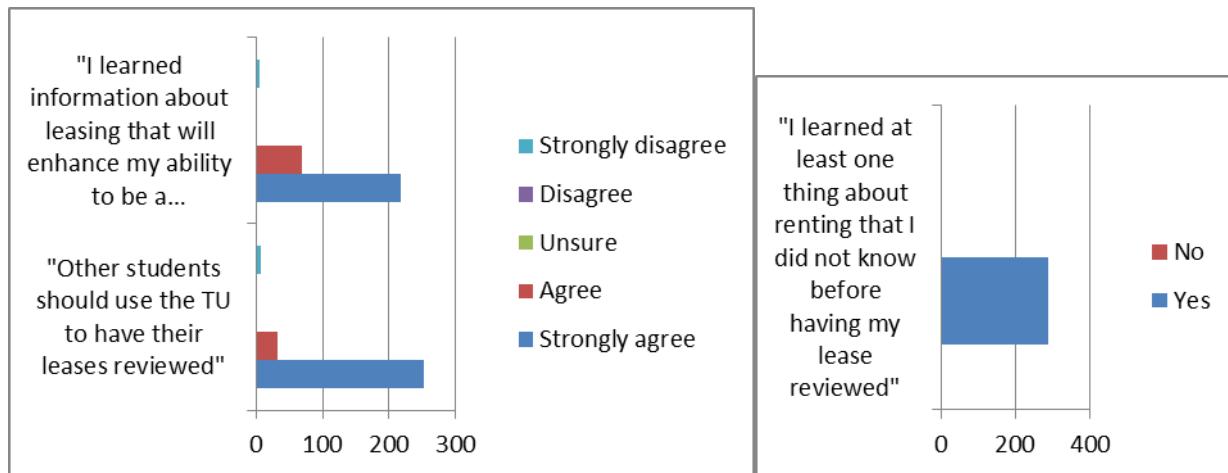
### Student Voice/Campus Labs Email Survey: 233 Respondents



- 524 students from the Campus Labs and in-office surveys responded about how they found out about Tenant Union (students were asked to “check all that apply” so the total is greater than the number of respondents).
  - Friend or family member: 249
  - Ad inside bus: 64
  - Admitted Student Day: 61
  - Dept. or College: 55
  - I-Book or E-Book: 49
  - Quad Day: 48
  - Ad in Daily Illini: 46
  - Mailing from Tenant Union: 43
  - Banner outside Illini Union: 31
  - University 101 class: 28
  - ISSS: 25
  - Audio ad on bus: 25
  - Online ad on Daily Illini website: 22
  - Ad at Campus Rec facility: 19
  - Dean of Students website: 18
  - Student Legal Services: 18
  - Table at Housing Fair or other event: 14
  - Summer Registration: 11
  - Facebook: 7
  - Registered Student Organization: 5

-Tenant Union website: 3  
-Other: 49

### Survey completed by walk-in clients: 291 Responses



### Survey of students attending Tenant Union's educational programs

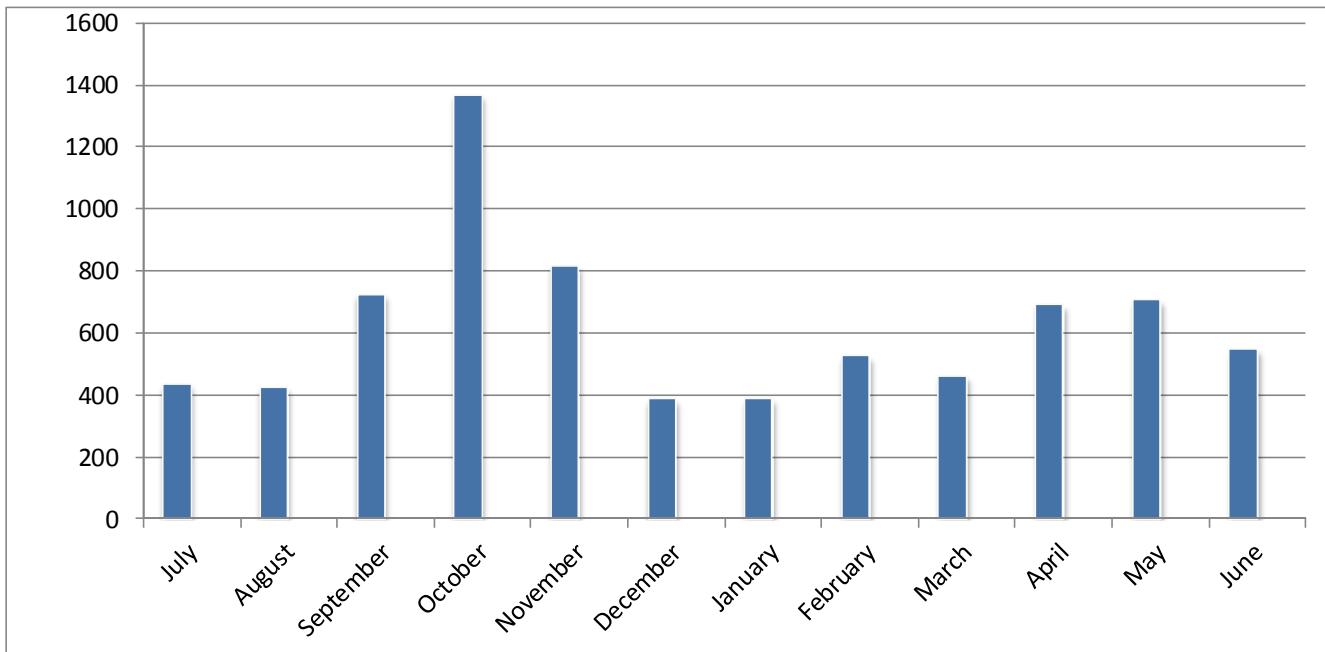
- 100 students attending apartment hunting workshops responded about how they found out about the program they were attending.
  - Targeted mass email message from Tenant Union: 59
  - Facebook: 11
  - Friend: 10
  - Alpha Phi Omega: 9
  - Class of 2015 website: 9
- Flyer at Tenant Union office: 6
- Flyer at Tenant Union table at ARC: 7
- Ad in Daily Illini: 6
- Flyer in residence hall: 4

### Demographics from all surveys combined

|                                      |                |  |
|--------------------------------------|----------------|--|
| Ethnicity:                           | Caucasian: 324 | Asian/Asian American/Pacific Islander: 139 |
| Latino/a:                            | 37             | African-American: 21                       |
| Gender:                              | Male: 220      | Female: 223                                |
| <u>International Students:</u> 88    |                |  |
| <u>Have children:</u> 6              |                |  |
| <u>Year in school:</u> Freshman: 167 |                |  |
| Senior: 27                           |                |  |
| Sophomore: 159                       |                |  |
| Junior: 64                           |                |  |
| Graduate Student: 133                |                |  |

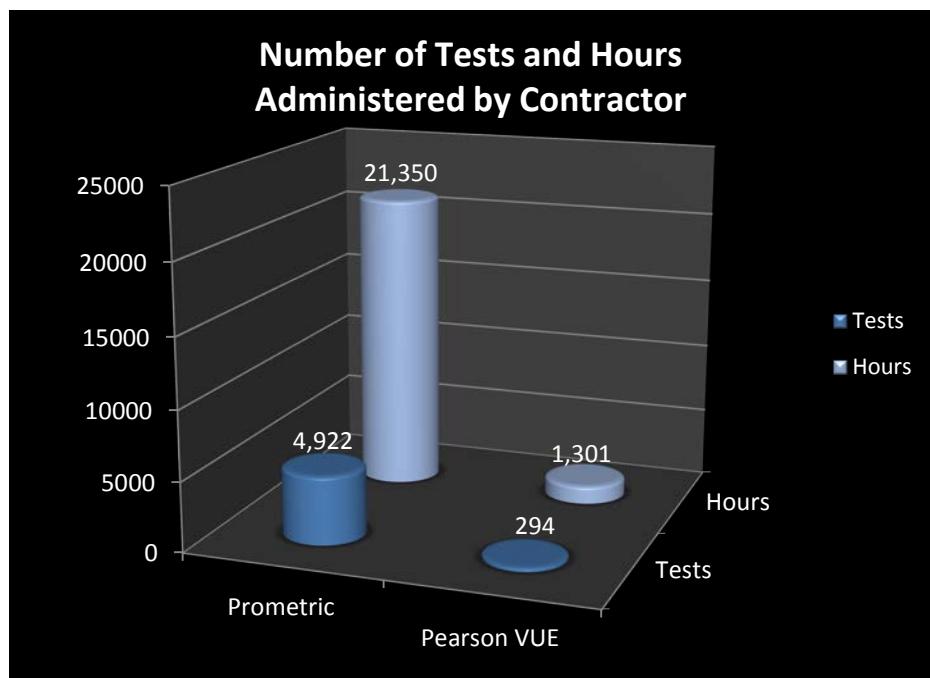
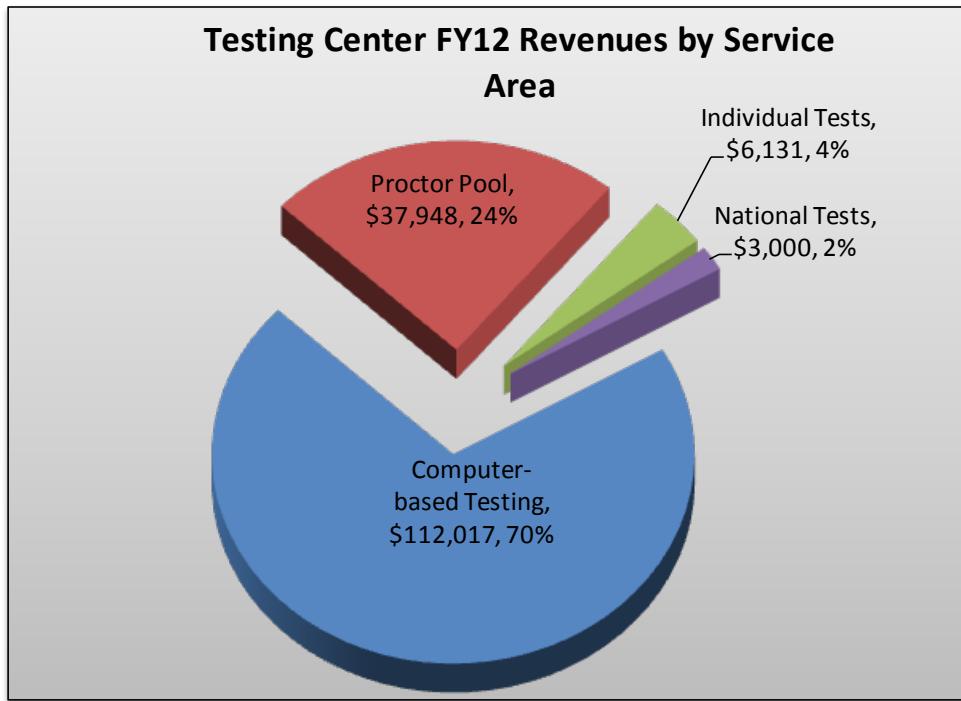
Appendix #8

**Numbers of clients served by Tenant Union each month in FY 12:**  
**(N=7,473 students served)**



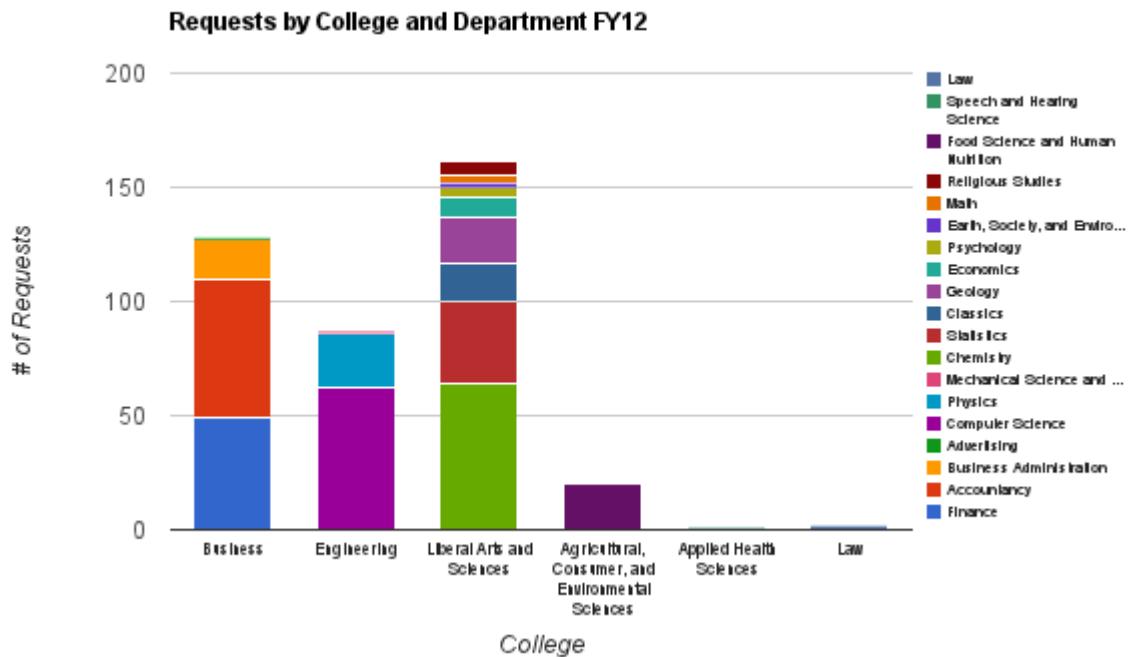
Appendix #9

## Testing Center Revenue & Tests by Contractor



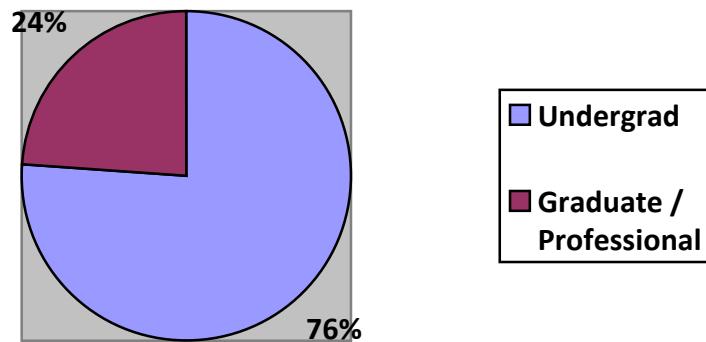
Appendix #10

## Proctor Pool Requests for FY 12

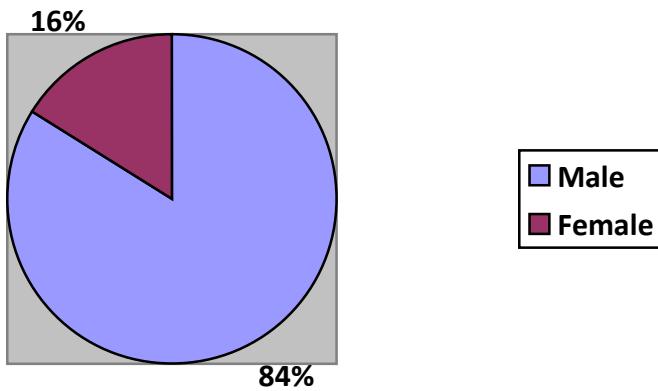


Appendix #11

### Veterans enrolled at UIUC, Spring 2012

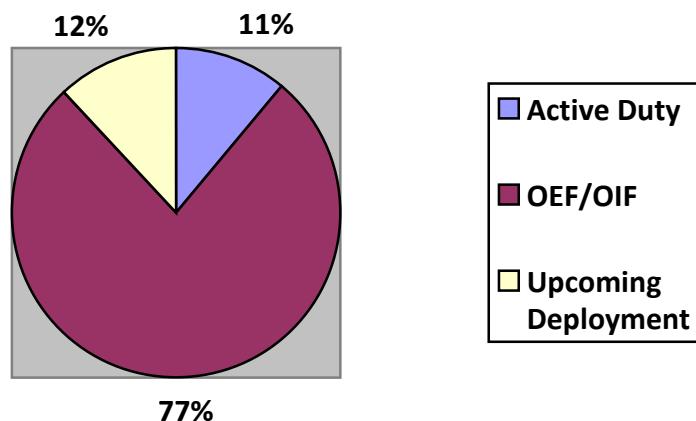


### Veterans enrolled at UIUC, Spring 2012 by Gender



Appendix #12

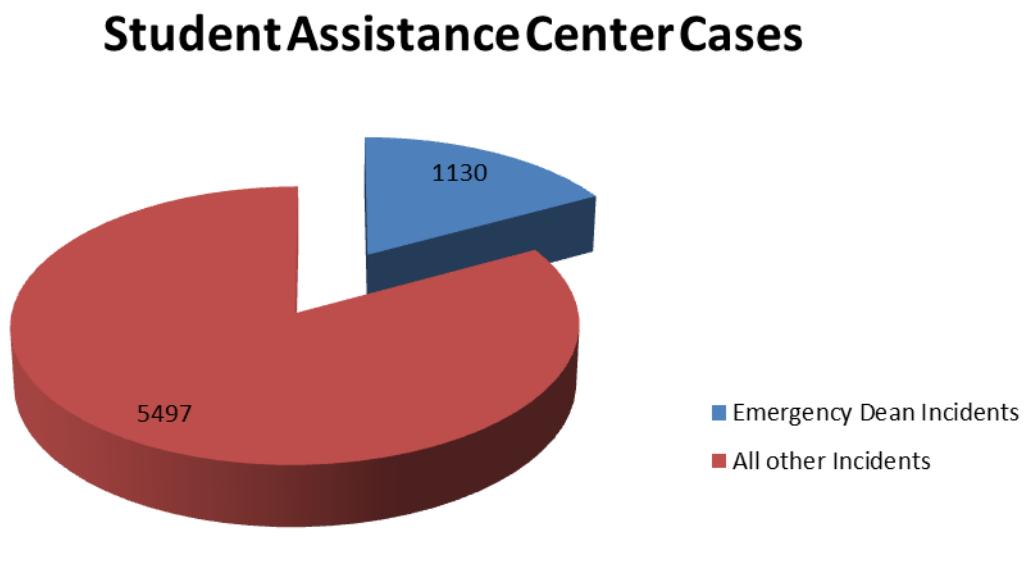
## Veterans enrolled at UIUC, Spring 2012 by Unique Identifiers



**OEF=Operation Enduring Freedom**

**OIF=Operation Iraqi Freedom**

## Office of the Dean of Student – Student Assistance Center Data



Not mutually exclusive but data above includes:

84 violence or threat

95 hospitalizations

11 Sexual assaults or misconduct

87 mental health crisis

497 alcohol &/or drugs

10 welfare checks

101 suicide ideation, threat, attempt, or gesture

13 missing students found

Appendix #15

## Fraternity & Sorority Affairs

### GPA Comparisons with Other UIUC Students, Fall 2011

| Benchmarking Information                |                 |                |
|---|-----------------|----------------|
| <u>Category</u>                         | <u>Students</u> | <u>Average</u> |
| All Female Undergraduate Student GPA    | 14,371          | 3.24           |
| All Fraternity and Sorority GPA         | 7019            | 3.2191         |
| All Fraternity GPA                      | 3487            | 3.0657         |
| All Male Undergraduate Student GPA      | 17403           | 3.04           |
| All Sorority GPA                        | 3532            | 3.3686         |
| All Undergraduate Student GPA           | 31,791          | 3.13           |
| Black Greek Council Fraternity GPA      | 45              | 2.3933         |
| Black Greek Council Overall Council GPA | 55              | 2.395          |
| Black Greek Council Sorority GPA        | 10              | 2.4021         |
| Interfraternity Council GPA             | 3384            | 3.0785         |
| Panhellenic Council GPA                 | 3428            | 3.3789         |
| United Greek Council Fraternity GPA     | 58              | 2.7631         |
| United Greek Council Overall GPA        | 152             | 2.9702         |
| United Greek Council Sorority GPA       | 94              | 3.0875         |

### GPA Comparisons with Other UIUC Students, Spring 2012

| Benchmarking Information                |                 |                |
|---|-----------------|----------------|
| <u>Category</u>                         | <u>Students</u> | <u>Average</u> |
| All Female Undergraduate Student GPA    | 13,817          | 3.2000         |
| All Fraternity and Sorority GPA         | 7086            | 3.2603         |
| All Fraternity GPA                      | 3586            | 3.0583         |
| All Male Undergraduate Student GPA      | 16,531          | 3.0100         |
| All Sorority GPA                        | 3500            | 3.4740         |
| All Undergraduate Student GPA           | 30,360          | 3.1000         |
| Black Greek Council Fraternity GPA      | 56              | 2.4276         |
| Black Greek Council Overall Council GPA | 67              | 2.4329         |
| Black Greek Council Sorority GPA        | 11              | 2.4567         |
| Interfraternity Council GPA             | 3457            | 3.0704         |
| Panhellenic Council GPA                 | 3386            | 3.3667         |
| United Greek Council Fraternity GPA     | 77              | 2.9472         |
| United Greek Council Overall GPA        | 180             | 2.9399         |
| United Greek Council Sorority GPA       | 103             | 2.9318         |

**Appendix #16**

## *Awards or Recognition*

***Campus and Community Student Services:***

- CCSS and CCC were named 2012 STAR Community Partner Honorees for the Door Hanger Project.

***Fraternity & Sorority Affairs:***

- Panhellenic Council won a National Panhellenic Conference Award for Membership Recruitment in the category of 10+chapters for the 2009-2011 biennium. Two Panhellenic Council officers and Andrew Hohn, Assistant Director, traveled to Austin, TX to attend the NPC Annual Meeting and receive the award in October 2011.
- Ashley Dye, Assistant Dean of Students/Director, Fraternity & Sorority Affairs was honored by the Association of Fraternal Leadership and Values with the 2012 Stephen B. Dealph Outstanding Fraternity/Sorority Professional Award.
- Brandon Common, Assistant Director, received a fellowship award to attend the 2012 Interfraternity Institute (IFI).
- Brandon Common, Assistant Director, received the University of Illinois College of Education William Chandler Bagley Fellowship for outstanding doctoral students.
- Kalee Ludeks, Graduate Assistant, was awarded a Thomas B. Jelke Foundation scholarship to attend the 2011 Association of Fraternity/Sorority Advisors (AFA) Annual Meeting.
- Royel Johnson, Graduate Assistant, was awarded at the Best Oral Presentation Award at the 2012 National Association of Black Graduate Students national conference.

***Student Assistance Center:***

- Was recognized by McKinley Health Center for providing outstanding student service support.

***Student Legal Services:***

- The Daily Illini, guest column, 3/1/2012, “New zero tolerance policies this Unofficial could impact future career opportunities”.

- The Odyssey. article on 2/29/2012, “Unofficial” on impacts for students for violations on “Unofficial St. Patrick’s Day”.
- The Odyssey. article on 3/14/2012, “Spring Break”, circulated throughout the campus Greek system.
- SLS attorneys were interviewed for articles published in The Daily Illini, on 8/10/2011, “Conserve Power, Save Cash”, and on 3/2/2012, “Police reinforce strict protocol, advise students to be responsible on Unofficial”.
- Student chapter of the NAACP, presentation: Guide to dealing with Police Encounters 9/22/2011.

***Veteran Student Support Services:***

- UIUC was designated as a *GI Jobs “Military Friendly” School* for 2<sup>nd</sup> year in a row. Only University of Illinois campus to receive this designation.
- Staff completed 2 publications pertaining to student veterans in higher education (1 article in a forthcoming textbook and 1 article in a NASPA Knowledge Community)
- Initiated Veterans Appreciation & Recognition Ceremony at the Nov. 12th football game against Michigan and the May 6th Honor & Serve baseball game against Michigan State.
- Staff presented at IL Department of Veterans Affairs Conference & Dennis H. May Diversity Conference
- Staff provided consultation to newly formed Veterans Advisory Team at Purdue.