Proposed Student Legal Service Strategic Plan

Mission Statement:

The mission of the Student Legal Service is to:

- Provide preventive legal education
- Provide legal counseling and advice
- Provide individual legal representation
- Positively impact student retention

The underlying premise of the mission is to “enhance student life and student knowledge of their rights and responsibilities” through the provision of the first three services.

For purposes of the Student Legal Service Strategic Plan the Proposed Standards for College or University Student Legal Services Programs (CAS) of 2013 are being used.

The Student Legal Service Strategic Plan below has seven sections with each section / Student Legal Service Unit Goal being aligned to CAS Standards for Student Legal Service Programs, University of Illinois Strategic Plan, Student Affairs Strategic Plan, and Office of the Dean of Students Strategic Plan.

SECTION 1

Unit Goal 1: Provide quality legal advice and counseling to students regarding their legal rights and responsibilities, with students having knowledge or direction for the practical and ethical legal decisions that need to be made.

CAS Standard: The unit goal is consistent with Part 2. “Practical competence” and “knowledge acquisitions....application”

Student Affairs Goal: The unit goal is aligned with Goal 2, initiative 2.1 (b) (d) and (i).

University Goal: The unit goal is consistent with Goal II (a) iv, that envisions transformative learning through provision of support services that help students fulfill their academic promise.

ODOS Goal: Unit goal 1 is consistent with ODOS Goal #2 and the objective of developing student learning outcomes for programs or services.
Objective: Students will learn appropriate legal information regarding the legal issue for which they sought consultation.

Initiative: Continue to provide one-on-one legal counseling services in eligible service categories to qualifying students using the experienced staff attorneys.

Criteria for Success: Success regarding the provision of advice and counseling to students will be measured by survey responses. If 75% of those surveyed indicate that the knowledge gained from counseling regarding their legal issue(s) helped them to resolve or clarify their problem with knowledge of next steps that should or can be taken this goal will be deemed successful.

Assessment Plan: Each student who has received counsel and advice will receive via email a comprehensive survey which will ask on a Likert scale how the counseling met their needs. Staff will generate a report for Student Legal Service Advisory Board and the Annual Report that quantifies these results.

SECTION 2

Unit Goal 2: Provide students with quality preventive legal educational programming that educates students about their legal rights and responsibilities.

CAS Standard: The unit goal is consistent with Part 1. Mission, “to provide.....education to students to assist students to resolve legal issues” and the CAS goal statement to “Educate the campus community about relevant legal issues.”

Student Affairs Goal: The unit goal is aligned with Goal 2, 2.1 (d) (f) (i) and (j)

University Goal: The unit goal is aligned with Goal II (iv)

ODOS Goal: Unit Goal 2 is consistent with the ODOS Mission to educate students through services, advocacy, and opportunities designed to maximize lifelong learning and success and more specifically ODOS Goal 2, Objective 2. ODOS Goal 3 which has an objective of a consistent message around the concept of ethical engagement is also implicated.

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

Initiative: Create, revise and/or expand educational power points in topical areas e.g., Consumer Rights, New Alcohol Laws, Traffic Law Issues, etc., for presentation to student groups
**Criteria for Success:** Success of the educational programming will be measured by survey responses of those who attend events. If 75% of those surveyed indicate that the knowledge they gained from attending a legal education seminar, workshop, or special presentation will be beneficial in their future or acknowledge learning about at least one legal issue or what they would do differently as a result of the experience; the event will be deemed successful.

**Assessment Plan:** Use paper based “Student Legal Service Presentation/Event Evaluation” form at the conclusion of each event to capture data regarding utility of program, assess skills/knowledge obtained, and suggestions for other topics or improvements. A report will be generated and shared with the Student Legal Service Advisory Board and in the Annual Report.

**SECTION 3**

**Unit Goal 3:** Increase the availability of preventive education materials in online, downloadable form, rather than office printing in paper form, which will facilitate/enable large numbers of students to have access to the resources of Student Legal Service and to provide translations in other languages to reach students who have English as a second language more effectively.

**CAS Standard:** Part 7. Equity and Access. Unit goal amplifies access through translations that are responsive to linguistic needs of student population. Part 3 mandates that programs, “incorporate sustainability practices in the management and design of programs, services, and facilities.”

**Student Affairs Goal:** Goal 2, 2.4 “enhance programming and services that support international students” is advanced through the unit goal. Goal 4,4.1 is also enhanced through reduction of paper while retaining informational accessibility.

**University Goal:** Unit goal is consistent with Goal IV (a) (1) which encourages conservation of resources and Goal II (c) in the broadest sense of enhancing accessibility for International students who are non-native speakers of the English language.

**ODOS Goal:** Unit Goal 3 is consistent with enhancement of sustainability, ODOS Goal 4.

**Objective 1:** Reduce the number of paper office- produced brochures from 47 to no more than 4 with remaining or additional brochures and power points being available only in downloadable form on the website.

**Objective 2:** Increase the number of brochures/ power points that are translated into other languages from 2 to 5 by June 1, 2016.

**Initiative 1:** The office will no longer print brochures in paper form except for the most widely called for /distributed pieces i.e. Arrest Cards, Student Legal Service Program, Your Court
Appearance, and Rights of International Students and Scholars in the United States. Office will phase out current supplies.

**Initiative 2:** With the translation skills of International LL.M Students who intern with the office and through using language skills of work-study students the following brochures will be translated: Your Court Appearance, Driving Related Issues (power point), and Student Legal Service Program.

**Criteria for Success:** The objective will be to update legal material and publications routinely and produce new materials based on evolving student needs and issues.

**Assessment Plan:** Annually review brochures, publications, power points, alerts posted on the website and/or in paper form to determine if updates are required due to changes in law. Use office intake data to determine the issues of most concern to students and tailor preventive materials accordingly. Count the number of brochures/power points translated and available as the metric of success of having a total of 5 pursuant to Objective 2.

**SECTION 4.**

**Unit Goal 4:** Provide quality legal representation in court or through settlement/resolution which ethically resolves or significantly assists in the resolution of an individual student’s legal issue, thus removing barriers to academic success and enhancing the ability of students to become their own advocate in/handle similar matters in the future.

**CAS Standard:** Part 1, goals: “Assure student’s equal access to justice, protect rights of students, facilitate and encourage respect for the rule of law.”

**Student Affairs Goal:** Unit goal correlates to Goal 3, 3.1 “ethical reasoning” and more directly to Goal 2, 2.2(j) “propensity for lifelong learning”.

**University Goal:** Goal II, is broadly implicated.

**ODOS Goal:** Consistent with the Mission to educate students through services and Goal 2, objective of learning outcomes for services and assessment of the services.

**Objective 1:** Continue to provide quality in-court representation/settlement/legal assistance to students in categories of service consistent with the Student Legal Service Plan and the expertise/competency of attorneys.

**Objective 2:** Where appropriate, make referrals to qualified legal counsel or sources for making such a selection and/ or for other resources on or off campus.
Initiative 1: Continue to provide sufficient qualified staff to resolve matters in court or through negotiation/settlement of student legal issues in a timely and ethical manner.

Initiative 2: By 2018, develop a systematic method for making attorney referrals or other referrals where the student issue is outside the parameters of the program or competency of the staff.

Criteria for Success: Success regarding quality legal representation will be measured by survey responses. If 75% of those surveyed indicate that they were satisfied with the case outcome/process, attorney competency, and analogous assessment measures, representation will be deemed a success. If 15% agree that services impacted their retention and/or positively reduced issues related to academic success, the representation will be deemed successful. The survey respondents acknowledge obtaining knowledge about other legal or non-law related resources. By 2018, creation of a consistent resource for attorney and other referrals that can be made available to students, means of distribution/availability to students being undecided at this time.

Assessment Plan: Each student who has an open/representation case will receive an email via campus labs with a comprehensive survey giving them an opportunity to evaluate the quality and success of representation on a Likert scale. Results will be compiled and shared with the Student Legal Service Advisory Board and in the Annual Report.

SECTION 5.

Unit Goal 5: Create and enhance partnerships and collaborations with the internal/external community to build community knowledge of the program, legal issues, and enhance common goals.

CAS Standard: Part 10. Coordinate and collaborate, where appropriate, in offering programs and services to meet the needs of students and promote their achievement.

Student Affairs Goal: Goal 1, 1.1 establish intentional collaborations internally and externally.

University Goal: Goal III (d) “educate broader public” and (b) “coordination of outreach efforts”.

ODOS Goal: Goal 1. Foster scholarship, collaboration.

Objective: Identify natural stakeholders such as Career Center and Financial Aid office, University of Illinois Extension (Money Smart) to market educational efforts surrounding Student Loan repayment issues more collaboratively and consistently.
Initiative 1: Obtain final support by June 1, 2016, for Financial Aid to take lead in presenting Student Legal Service created materials during Money Smart Week on “Federal Student Loan Repayment”.

Initiative 2: By June 1, 2017, establish a framework with University of Illinois Career Center for “Legal Issues in Employment Contracts/Offers” that can be jointly marketed and linked to each office’s website and at presentations, as a power point or condensed into a brochure or flyer.

Criteria for Success: Success is measured through internal/external partnerships, presentations, and collaborations that enhance or have the potential to enhance the services and mission of Student Legal Service.

Assessment Plan: Success can be measured by the number of such efforts and a qualitative analysis by professional staff.

SECTION 6.

Unit Goal 6: Professional development including journal/bar publication as well as presentations at regional and national legal conferences where continuing legal education credits for Student Legal Service staff can be earned.

CAS Standard: Part 4 requires appropriate professional development opportunities to improve competency and skills. Attorney staff member must hold an earned Juris Doctorate degree, must be in good standing, and must be licensed......to practice law in the jurisdiction in which institution is located. (In Illinois continuing legal education is mandatory to maintain license). Part 3 states that student legal service programs must: “encourage and support scholarly contribution to the profession”.

Student Affairs Goal: Goal 3, 3.3 enhance professional development, is aligned.

University Goal: Goal I, fostering scholarship is aligned.

ODOS Goal: Goal 1, create/support opportunities to engage in scholarship

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

Initiative: By June 30, 2018, each attorney will provide evidence that s/he has either published an article germane to Student Legal Service, the Legal Profession or has taught or co-presented continuing legal education materials that are accredited by the profession.

Criteria for Success: Each professional staff member shall have a professional development plan/continuing legal education plan, to be reviewed annually by the Directing Attorney, which
meets Rule 1.1 of the Illinois Rules of Professional Conduct and Mandatory Minimum Continuing Legal Education requirement of the Illinois Supreme Court. During the time frame of the ODOS Strategic Plan, each staff attorney will either present or co-present one Continuing Legal Education session at a regional or national conference or publish an article on a legal topic germane to the mission of the program.

**Assessment Plan:** The Directing Attorney will review the plan to insure sufficient credits to meet requirements and will recommend sufficient money in annual budget to insure ability of licensed staff to meet mandatory requirements that insure competency pursuant to Rule 1.1 of the Illinois Rules of Professional Conduct. Any published articles or presentations will be noted in the annual report and the report to the Student Legal Service Advisory Board.

**SECTION 7.**

**Unit Goal 7:** Provide mentoring and or practical experience for law students who are pursuing a legal career.

**CAS Standard:** Part 4. Interns must be trained and supervised adequately by attorney staff members. Interns must be trained in ethical and confidentiality obligations that pertain to working in the legal profession.

**Student Affairs Goal:** Goal 1, 1.2 “foster co-curricular experiences with innovative academic partnerships”

**University Goal:** Goal II (a) (iv)“aspire to provide integrative co-curricular activities...”

**ODOS Goal:** Goal 2 is directly aligned as it has an objective of “creating co-curricular.....opportunities”

**Objective:** Continue and expand internship opportunities with College of Law International Student LL.M program.

**Initiative:** Add one additional international LL.M student for a total of three by June 30, 2018.

**Criteria for Success:** Success is measured by LL.M International Students acquiring the following skills: practical/observational knowledge of legal process and procedures, observation and analysis of client interview techniques, interpersonal communication with clients and staff attorneys, knowledge of confidentiality and the professional code of conduct, and the ability to critique the learning experience.

**Assessment Plan:** Each intern must provide a minimum of 50 hours of work for the office which will be evaluated by the Directing Attorney with input from other staff attorneys with the written evaluation being given to the student and the College of Law LL.M internship liaison.