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# **STUDENT LEGAL SERVICES**

**- ANNUAL REPORT -**

**2020 -2021 Academic Year**

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# 2020-2021 Student Legal Services Annual Report

***“THIS HAS BEEN A CHALLENGING AND VERY DIFFERENT YEAR AT  
STUDENT LEGAL SERVICES”***

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## **EXECUTIVE SUMMARY**

### **STUDENT LEGAL SERVICES 2020-2021 ANNUAL REPORT**

This has been a very different and challenging year for Student Legal Services. In March 2020, both the Federal and State governments declared a National Emergency and State of Emergency, respectively, concerning the novel coronavirus disease (COVID-19) outbreak characterizing it as a pandemic. As a result of these declarations, Michigan State University took action to close most of its on-campus housing and convert in-person classes to virtual and online learning. Further, all non-essential Faculty and Staff were moved off campus and directed to work remotely. This action also included the prohibition of no in-person appointments and meetings, with most communication occurring via the ubiquitous Zoom call, telephone conference call, or by email. For the most part, these measures remained in place until the start of Fall Semester, 2021.

When the pandemic was declared, the first order of business for Student Legal Services was to perform an assessment of the existing legal services program and determine how to reconfigure its services to comply with Federal, State, and University guidelines. It was initially determined that Jeffries and Associates PLLC would work in-person from its offices located in the Student Services Building on campus. Further, specific technological and equipment enhancements were necessary to effectively meet the new challenges of communicating and assisting clients, courts, and the university community. Additionally, personal protective equipment (PPE) was purchased and installed throughout our offices and COVID protocols were implemented.

As to representation provided by Jeffries and Associates PLLC, a notable drop in criminal matters and a significant increase in landlord/tenant cases, particularly with graduate/professional students, occurred during this time. Moreover, several unique and consequential contractual issues involving ASMSU arose that were directly related to the pandemic. It should also be noted that this was the first time that Jeffries and Associates PLLC provided representation on matters regarding Executive Order and Emergency Order violations.

In short, over the past year Jeffries and Associates PLLC had to reinvent how it provided its services in order to continue to help and assist the undergraduate and graduate/professional students at Michigan State University, as well as the Associated Students of Michigan State University (ASMSU) and the Council of Graduate Students (COGS).

In addition to the forgoing, there are three areas of focus where changes and improvements occurred during the 2020 – 2021 academic year:

**1. Data Collection and Services.** During the past year, Jeffries and Associates PLLC implemented a new and more comprehensive data collection process regarding the services provided and time spent on each issue. The goal of this process was to obtain a better understanding of time utilization and case management. This information helped Jeffries and Associates PLLC better utilize its resources and be more effective in the services it provides to students and ASMSU and COGS.

Based on the data collected, Jeffries and Associates PLLC provided over 4,526.75 hours of legal services to students, ASMSU, and COGS. These services dealt with both criminal and civil issues and included consultation only, or both consultation and in-court representation. Most of the civil issues involved landlord/tenant – tenant/tenant disputes, but also included traffic matters, civil infractions, power of attorney for financial and healthcare, small claims, Executive Order and Emergency Order violations, and

immigration issues. Additionally, a greater emphasis was placed on expungement and criminal record destruction proceedings to eliminate the negative consequences a criminal conviction can have as it relates to future career and educational pursuits.

As part of its continuous improvement, Jeffries and Associates PLLC also conducted an anonymous survey which was sent to students after they used Student Legal Services. The survey measured student satisfaction and considered issues such as stress and emotional well-being felt by the student as a result of their legal situation and how our representation may have helped to reduce their anxiety. This has been a helpful tool for Jeffries and Associates PLLC to determine how it interacts with and counsels students.

**2. Technology and Communication.** Over the past two years and, in part as a result of the declarations noted above, Jeffries and Associates PLLC replaced all existing technology with new hardware and software, purchase new smart phones, and acquired the domain name: studentlegalservices.com. With these changes, Jeffries and Associates PLLC was able to adapt to a new and effective way of providing services to students, ASMSU, and COGS, as well as to meet all the requirements set forth by the University for operating on campus during the pandemic. It should be noted that ASMSU and COGS did not share in any of the costs associated with the purchase of the new hardware and software, nor costs for smart phones and domain name, which were fully paid for by Jeffries and Associates PLLC.

**3. COVID Protocols** - At the onset of the COVID declaration, Jeffries and Associates PLLC purchased and installed recommended PPE. Face coverings were utilized inside and outside of the offices, doors were locked to prevent accidental contact and possible transmission of the virus, daily health screenings were conducted by every employee, and periodic testing occurred. Client consultation and representation occurred virtually with no in-person contact. Additionally, every employee, and their family members, have received one of the approved COVID vaccines and at this time are fully vaccinated. In short, Jeffries and Associates PLLC was able to create its own “bubble environment” that has allowed it to provide its essential services on campus and in-person. All Jeffries and Associates PLLC employees and their families have remained safe and healthy throughout the entirety of the pandemic.

In addition to the previous information, this report also contains a look ahead to the 2021-2022 academic year, and outlines some of the goals and outcomes Jeffries and Associates PLLC would like to achieve in its continued service to the students at Michigan State University, as well as ASMSU and COGS.

## **I. HISTORY**

### **A. Student Legal Services**

Established in 1977, Student Legal Services is dedicated to serving the legal needs of Michigan State University students. Sponsored by Student Government – the Associated Students of Michigan State University (ASMSU) and the Council of Graduate Students (COGS) – and funded by student tax dollars, Student Legal Services provides essentially free professional legal assistance and representation to eligible students. These services include a wide variety of legal areas, such as criminal defense, arrest record destruction, traffic, landlord/tenant, consumer protection, contracts, small claims, insurance, power of attorney for health care and finance, and much more. In-court representation is also available in all district courts located in Ingham County, Michigan and is available for most traffic violations, civil disputes up to \$25,000, and misdemeanor criminal cases that are punishable by not more than one year in jail.

In addition to consultation and representation services, Student Legal Services also provides an array of informational brochures and sample legal documents. Further, upon request, Student Legal Services is available to give presentations to student and campus organizations, such as Registered Student Organizations, fraternities, and sororities. Many of Student Legal Services' speaking engagements and preventative law programs focus on individual constitutional rights, how to deal with the police, landlord/tenant issues, and other similar topics.

### **B. Jeffries and Associates PLLC**

The law firm of Jeffries and Associates PLLC was formed on January 1, 2018 and assumed the responsibilities of the existing Student Legal Services contract with ASMSU and COGS. It should be noted that Brian C. Jeffries, owner and managing attorney for Jeffries and Associates PLLC, has been employed at Student Legal Services since 1984, working as its lead attorney.

In the spring of 2018, Jeffries and Associates PLLC presented ASMSU and COGS with a proposal which set forth a new vision and direction for Student Legal Services based on continuous improvement and focused on enhancing and expanding legal services to all students, as well as ASMSU and COGS. It became clear that in order to implement that vision, a new legal services contract needed to be negotiated. To that end, ASMSU and COGS solicited a response to a *Request for Information & Proposal to Provide Legal Services* from attorneys located in Ingham County and the surrounding area. As a result of that competitive process, Jeffries and Associates was awarded a 5-year contract which began on July 1, 2018.

To implement its vision and have real change, Jeffries and Associates PLLC recognized the need for a highly qualified and experienced legal team. In January 2019, an additional attorney, David W. Meyers, was hired who has more than 15 years of experience practicing law, including working extensively with students. A Legal Administrative Assistant, Stephanie Heap, who is currently enrolled in the Paralegal program at Lansing Community College and has several years of experience working in the criminal and civil divisions of the 12<sup>th</sup> District Court of Jackson County, was also hired. With these changes, Jeffries and Associates PLLC has over 50 years of combined legal experience representing students. Moreover, with that experience, Jeffries and Associates PLLC has developed a unique understanding of the needs and challenges facing students, as well as the complex organizational structures and operational methods of ASMSU and COGS.

## **II. MISSION STATEMENT**

Our Mission at Jeffries and Associates PLLC is to help students resolve their legal situations so that they can focus on school. We do this by providing high quality legal services through an easily accessible program that is responsive to their needs as clients and respectful of them as students. We also strive to educate students about their rights, responsibilities, and the legal system, through consultation and outreach efforts so that they can avoid legal problems in the future. Jeffries and Associates PLLC is committed to the advancement and legal protections of students and student rights, and to provide ASMSU and COGS with legal advice and support necessary to ensure the continuation of their missions to serve the needs of the student body at Michigan State University.

The practical aspects of providing legal services to students, ASMSU, and COGS involves dealing with ethical and legal conundrums that are intrinsic to removing or reducing barriers to organization and student success. In implementing its mission, Jeffries and Associates PLLC not only focuses on protecting the legal rights of students, but also counsels students on what are often a very stressful situations that can spill over into many facets of a student's life. Jeffries and Associates PLLC uses a balanced approach in providing legal services that includes education, consultation, and representation. This approach results in students making more informed decisions about their current legal issues, as well as instills decision-making processes and experiences that they will be able to use throughout the rest of their lives. Jeffries and Associates PLLC, like ASMSU and COGS, is passionate about its mission and the students we serve.

## **III. 2020-2021 REVIEW**

### **A. Student Consultation and Representation**

As noted above, Jeffries and Associates PLLC implemented a new and more comprehensive data collection process regarding the services provided and time spent on each issue. The goal of this process was to obtain a better understanding of time utilization and case management. Additionally, because of COVID, the methods and practices of how Jeffries and Associates PLLC provided these services were transformed from a traditional “in-person” approach to a “virtual - online” focus. The biggest impact to our services was the significant increase in time it took to handle all aspects of a client's case. This included how much time was spent to consult with a client, Zoom representation in court appearances and hearings, and production of webinars to address speaking engagements, preventative law programs, and resource fairs.

Based on our data collection, during the 2020 – 2021 academic year, Jeffries and Associates PLLC provided the following level of services:

- 2,546.50 hours or 56.25% of all services were provided to undergraduate students.
- 566.00 hours or 12.50% of all services were provided to graduate/professional students.
- 1,159.00 hours or 25.61% of all services were provided to ASMSU.
- 255.25 hours or 5.64% of all services were provided to COGS.

Accordingly, for this annual reporting period a combined total of 3,705.50 hours or 81.86% of services were provided to ASMSU and undergraduate students and a combined total of 821.25 hours or 18.14% of

services were provided to COGS and graduate/professional students.<sup>1</sup> A more detailed breakdown of the services provided based on time and percentages is provided in Appendix A – Student Legal Services Statistics.

The reported services include civil, civil infraction, and criminal representation for students as well as organizational assistance and representation provided to ASMSU and COGS. A description of these services follows:

**1. Civil Matters** - Because of the pandemic and the University’s decision to implement virtual and online learning, many students who signed a housing lease the year before COVID did not return to East Lansing but stayed home to learn remotely. This resulted in a significant increase in landlord/tenant – tenant/tenant disputes, particularly involving graduate/professional students, and included eviction proceedings, security deposit issues, and sublease agreements.

Although we had many successful and positive results, the practice in East Lansing of signing leases early (during the month of October for leases which begin the month of August of the next year) put students at a real disadvantage when resolving and negotiating housing matters caused by the pandemic.

Additional civil matters for which Jeffries and Associates PLLC provided representation and consult included small claim cases; powers of attorney for finance and healthcare; immigration, collections and consumer issues; emotional support animal matters; and contract review.

**2. Civil Infraction Matters** - Student Legal Services also handled civil infraction issues which included traffic and parking cases, civil infractions such as noise, open alcohol, litter, and MIP charges, and Executive Order and Emergency Order violations.

**3. Criminal Matters** – As noted above, a noticeable drop in criminal matters occurred this year as compared to past years. That said, Jeffries and Associates PLLC provided consultation and representation of students regarding various criminal issues including drunk driving, noise violations, disorderly conduct matters ranging from drunk and disorderly to false identification to a police officer, and many other offenses. Additionally, a greater emphasis was placed on expungement and criminal record destruction proceedings to eliminate the negative consequences a criminal conviction can have as it relates to future career and educational pursuits.

**4. Organizational Legal Services** - During the past year, Jeffries and Associates PLLC continued to work with ASMSU and COGS by providing day-to-day consultation and advice. These services included working with ASMSU and COGS officers, boards, and departments, as well as assisting in areas concerning operational issues and other needs. Jeffries and Associates PLLC was also available, upon request, to assist in the review and update of the Constitution, Bylaws, and Codes of Operations of each organization, including review of other documents intrinsic to their operation. Of particular note, legal advice via Skype or Zoom is a service developed at the specific request of COGS for graduate and professional students who attend classes off campus. It has received sporadic use over the past couple of years and increased marketing and awareness of this service is warranted and will help increase use.

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<sup>1</sup> This was the first full year that reported service levels by time via data collection utilizing service and matter codes. As with any new process, periodic adjustments had to be made to fully capture all data. As such, the hours presented within this report are to be considered conservative results for this year.

## **B. Contract Review, Negotiation, and Enforcement**

A significant part of Jeffries and Associates PLLC organizational work with ASMSU this year involved the review, negotiation, drafting, and enforcement of its vendor and professional services contracts. These contracts form the basis of ASMSU's programming and services that it provides to the undergraduate student body. This past year, Jeffries and Associates PLLC negotiated and drafted new agreements for ASMSU's Safe Ride Program which included a contract with Dean Transportation for providing the program's transportation services and a separate contract with TransLoc for providing the program's dispatch software.

In addition, after a thorough and comprehensive RFP process, Walsworth Publishing Company was awarded a contract for the publication of the *Red Cedar Log* yearbook and a separate contract was negotiated with Lauren Studios for the production of senior photographs that appear in the yearbook. It should be noted that with the approval of the Walsworth contract, the yearbook went from a Fall delivery book to a Spring delivery book. This transition alone is a game changer and will resolve many of the distribution issues associated with the book, as well as increase senior class participation. That participation, along with the inclusion of paid parent and commercial advertisements, will go a long way in sustaining the financial and operational future of the *Red Cedar Log*.

A new agreement with USA TODAY was also negotiated and finalized that secured the continuation of ASMSU's Newspaper Readership Program on campus. Finally, a new contract with The Princeton Review was signed for ASMSU's Test Prep service. It should be noted that all of ASMSU's contracts have been renegotiated to align with its tax year meaning that all contracts will be up for renegotiation/renewal by no later than June 2023.

The pandemic, along with the federal, state, and university guidelines, resulted in the shutdown of several ASMSU services. On March 16, 2020, ASMSU's Safe Ride program was shuttered for the remainder of the Spring Semester. Initially, payments of the remaining amounts owed for transportation and software costs were demanded by the various vendors. Based on the *force majeure* provisions Jeffries and Associates PLLC negotiated on behalf of ASMSU, ASMSU saved/recovered the following:

- \$30,000.00 reduction in the 2019-2020 Dean Transportation annual payment.
- \$15,130.25 recovery from TransLoc for paid but unused software services.
- \$13,650.00 overall reduction in TransLoc annual software costs for the 2021 – 2023 service years.

As of this reporting period, Jeffries and Associates PLLC has been responsible for the recovery of over \$155,000.00 on behalf of ASMSU by enforcing the terms and conditions of various vendor and professional service contracts. See Appendix B - Collections, Damages, and Refunds for a breakdown by vendor and amounts recovered.

## **C. Awareness and Student Outreach**

A primary goal of Jeffries and Associates PLLC has been to elevate the awareness and presence of Student Legal Services within the University community, thereby increasing student use. This effort includes emphasizing that Student Legal Services is a joint program of ASMSU and COGS which is completely funded with student tax dollars. To help accomplish that goal, during the past several years Jeffries and Associates PLLC has implemented an aggressive branding and marketing program. As noted above, a new domain name was purchased by Jeffries and Associates and used as a basis for a new e-mail account, as well as the development and launch of its new website, [www.studentlegalservices.com](http://www.studentlegalservices.com). Jeffries and Associates PLLC also created a new logo or brand for Student Legal Services. This logo has been incorporated into all its marketing and print materials which have also been updated and refreshed.

Jeffries and Associates PLLC very much appreciates the inclusion of a link to its website on the ASMSU and COGS websites, as well as the 54-B District Court website, which has assisted in our marketing and outreach efforts. Moreover, the inclusion and participation of Student Legal Services on ASMSU's various social media platforms has also helped to increase students' awareness of the free legal services available to them at Michigan State University.

#### **D. Assessment and Transparency**

Jeffries and Associates PLLC is committed to the continuous improvement of Student Legal Services. To aid in that process, Jeffries and Associates PLLC created a post-service survey which is sent to students who use Student Legal Services. The survey is not mandatory, is anonymous, and was implemented throughout the 2020 – 2021 academic year. The survey measures student satisfaction and considers issues such as stress and emotional well-being felt by the student as a result of their legal situation and how Jeffries and Associates PLLC's representation may have helped to reduce their anxiety. The results of the survey can be found in Appendix C - 2020-2021 Survey Results. Of particular note, 100% of the respondents agree that "Student Legal Services is a valuable service for students". Survey results will be updated regularly and posted on our website. The following are a few of the comments provided by students regarding their experience using Student Legal Services:

- *"I just wanted to thank you so much for helping me through this. That was the longest 15 months of my life, and I am so incredibly grateful that you worked to do everything you could to make things better. Because of you, I am able to finally move on from a stuck phase and chase my dreams! Thank you so much for everything Mr. Jeffries. There simply are not enough words to thank you. Thank you, thank you x 3000!"*
- *"Mr. Meyers, I just wanted to say thank you and express how grateful I am for everything you did for me. It has not been an easy time for my family and me. Without your help and kindness through this whole process, I probably would have ended up with \$1000's less in my bank account and a lot of other problems. I hope you understand how truly grateful I am for getting the opportunity to have someone as dedicated as you to help me!"*
- *"The attorneys were very helpful and understanding and were always willing to answer questions which was comforting in this stressful situation. I'm very thankful for their service and it made at least that aspect of it less stressful since finding and paying a good lawyer as a student can be difficult!"*
- *"I have so much gratitude for every person working with student legal services that worked on my case. I had no idea about anything court related until I met with my attorney. The front desk person was amazing as I called many times to confirm times and dates with them and they were more than willing to send extra emails, call off duty attorneys and return phone calls within 10 minutes. My attorney called my personal cell to update me, or I was forwarded to them from the front desk within minutes if I had any questions about the case. I was told every step to obtain all the information I needed before I met my attorney and then steps to get additional footage (body cam). I am so thankful for how my case turned out (totally dismissed) and the respect I was given throughout the whole situation."*
- *"Student Legal Services has great attorneys that made my process of dealing with my legal issues a lot smoother. Very professional, and caring people."*

This survey has been a useful and helpful tool as we look at how we interact and counsel students with the goal of improving services at Student Legal Services.

## **E. Other Accomplishments**

Notwithstanding the challenges and issues presented by the pandemic and resulting limitations as to how Jeffries and Associates PLLC provided its services, some other achievements obtained by Student Legal Services throughout the 2020 – 2021 academic school year include:

**1. Realignment of the City of East Lansing’s Plea Bargain Policies with other jurisdictions located in Ingham County** - This was a project initiated by former ASMSU President Mario Kakos and further advanced by former ASMSU President Abii-Tah Bih requesting Jeffries and Associates PLLC to provide a student focused analysis and comparison of the City of East Lansing’s plea bargain policies with all other plea bargain policies implemented by other municipalities in Ingham County. See Appendix D – Jeffries and Associates PLLC Plea Bargain Analysis. Four findings were revealed:

- The City of East Lansing imposes significantly higher fines and costs than any other unit of government in Ingham County.
- The City of East Lansing is the only unit of government in Ingham County which imposes an additional penalty of “conditional dismissal” as part of a plea bargain.
- The City of East Lansing is the only unit of government in Ingham County which does not follow a District Court authorized fine and cost schedule or a schedule that has been approved by ordinance.
- The City of East Lansing is the only unit of government in Ingham County that requires a defendant to waive significant legal rights and make an admission of guilt in order to receive a plea bargain to a reduced charge of a civil infraction.

ASMSU and Jeffries and Associates PLLC met numerous times with the East Lansing City Council and successfully obtained real and significant changes to the City’s plea bargaining policies. These changes included the reduction in fines and costs of civil and criminal violations and eliminated the practice of issuing multiple charges arising out of the same incident consistent with all other jurisdictions in Ingham County. Moreover, the practice of adding a “conditional dismissal” as part of a plea bargain as well as requiring the waiver of significant legal rights in order to obtain a civil infraction was also eliminated.

**2. Legislative research and advocacy** – Jeffries and Associates PLLC was tasked by ASMSU’s Governmental Affairs Department to help research and advocate for the following issues:

- Reallocation and donation of undistributed excess food produced by on-campus dining halls.
- Elimination of the Tampon Tax in Michigan.
- Creation of local ordinance (ORD. 1500) that prohibits the showing of a leased premises to prospective tenants, as well as the signing of any subsequent lease until 180 days of the current lease period has passed.

It must be noted that on April 23, 2021, Brian Jeffries and David Meyers received ASMSU’s Governmental Affairs Department Internal Collaborator Award for their service and assistance to the Department. We very much appreciate and are thankful for this recognition and acknowledgement.

**3. Presentations and Resource Fairs** – As noted several times within this report, providing services to students, ASMSU, and COG during the pandemic has been a challenge, and providing presentations and attending resource fairs were no exception. During this year, the number of requests for presentations and the opportunity to participate in resource fairs were significantly reduced from past years. Moreover,

without the ability to meet in-person, virtual appearances via Zoom and webinars were utilized to communicate and provide information. These methods were employed by Jeffries and Associates PLLC when it participated in the Graduate Student Resource Fair and the Off Campus Housing Fair.

**4. National Student Legal Service Organization** – During the past year, Jeffries and Associates PLLC joined with the National Student Legal Service Organization which is a group of attorneys and legal professionals who currently work or previously worked at Student Legal Service offices on campuses and universities across the United States. This relationship has enabled Jeffries and Associates PLLC to create a network with other Student Legal Services professionals in order to communicate and share ideas and experiences regarding current legal issues facing students. Housing and rental matters as well as issues surrounding the name, image, and likeness policy were some of the subjects covered this year.

## **IV. GOALS FOR THE 2021-2022 ACADEMIC YEAR**

### **A. Student Consultation and Representation**

The primary focus of Student Legal Services will continue to be providing legal consultation and representation of all students at Michigan State University. With the experience obtained through the implementation of its data collection process last year, Jeffries and Associates PLLC has made several changes, not only in its collection practices, but in further refinement of its matter and issue codes, as well as estimated service times. These changes will result in a more comprehensive data collection process that will help Jeffries and Associates PLLC to better utilize its resources and be more effective in the services it provides to students and ASMSU and COGS. Each year, this information will be made available to ASMSU and COGS and become part of a statistical analysis performed by Jeffries and Associates PLLC.

Jeffries and Associates PLLC will continue to work from its office in the Student Services building and offer consultation and representation virtually. Jeffries and Associates PLLC will continue to comply with all university COVID requirements as well as those established by the courts. As such, all employees at Jeffries and Associates PLLC are fully vaccinated and it is our hope and desire that we can return to in-person consultation and representation as soon as possible.

### **B. Awareness of Student Legal Services**

Jeffries and Associates PLLC will continue to promote Student Legal Services as a vital and valuable service sponsored by ASMSU and COGS. Awareness through outreach including marketing, speaking engagements, and tabling events will continue. Outlined below are some of the goals set by Jeffries and Associates PLLC to increase student awareness of Student Legal Services in 2021-2022:

- Update and refresh our website, [www.studentlegalservices.com](http://www.studentlegalservices.com), which will include information about Student Legal Services, ASMSU and COGS, as well as provide legal updates, campus and community resource information, and more.
- Continue to publish and distribute the “Parent’s Playbook” that will be offered on our website at [www.studentlegalservices.com](http://www.studentlegalservices.com). This document is designed to inform parents of the free legal services that are available to their students at Student Legal Services.
- Partner with ASMSU and COGS in their focused marketing and social media efforts by utilizing platforms such as Instagram, Twitter, and Facebook.
- Distribute informational cards to be utilized by the courts to provide information to students about Student Legal Services.
- Engage members of the ASMSU’s General Assembly and the COGS’ Full Council to help inform their constituents about the importance and value of Student Legal Services.

## **C. Organizational Services**

Jeffries and Associates PLLC will continue to assist ASMSU and COGS in their missions to serve students. In that regard, Jeffries and Associates will continue to meet regularly with the officers of the organizations to review legal issues and attend meetings upon request. These services will also include contract review, negotiation, and enforcement.

## **D. Service Update**

Jeffries and Associates PLLC continuously reviews and updates the services it provides to students and ASMSU and COGS. This year, part of that review will include:

- Last year, Jeffries and Associates PLLC implemented a new Power of Attorney (POA) service for both medical and financial issues. This free service has saved students hundreds of dollars in preparation fees which would otherwise be paid to a private attorney for the same service. Because of the success of this service, Jeffries and Associates PLLC will again this year highlight and promote this service to all students.
- Over the past year, there have been many changes to Michigan's expungement laws. The purpose behind these changes is to allow persons who have committed nonviolent crimes to get their records wiped clean. The benefits and impact of a clean record are enormous and can assist students who have made minor mistakes to have these issues removed or sealed from the view of potential employers and insurance companies. Jeffries and Associates PLLC is currently reviewing these changes to determine how we can best assist students with these matters.
- Jeffries and Associates PLLC recently received a request to assist in the development of a program designed to help international students to deal with the legal challenges they face in the area of housing and leasing matters. We look forward to working with all the stakeholders to create a useful and effective tool to assist these students.

## **THANK YOU**

In October 2020, Jeffries and Associates PLLC received a badly needed update to its reception area. Thanks to ASMSU, a new workstation was installed along with a new seating arrangement for clients, and other critical office furniture. These improvements have created a more professional work environment as well as provided a secure and safe workplace for all of us at Jeffries and Associates PLLC.

A special shout-out goes to Erik Millard, Assistant Director of Student Life and Student Government Advising. With Erik's constant support and counsel throughout the pandemic, ASMSU and Student Legal Services were able to continue to provide necessary and vital services to the students and organizations we all serve. Jeffries and Associates PLLC also want to recognize and thank Nicole Gonzalez and the staff of the ASMSU Engagement Office along with Dr. Allyn Shaw, Assistant Vice President for Student Affairs and Services, for all the help and assistance provided to Student Legal Services during these very trying times.

Finally, to all the employees of Jeffries and Associates PLLC, thank you for your commitment and dedication to serving the students at Michigan State University, ASMSU and COGS throughout a very difficult and demanding period of time. The sacrifices you made during the pandemic and the willingness to maintain our bubble environment, allowed all of us to remain safe and healthy as we provided valuable and essential services to our clients.

## **V. CONCLUSION**

As this annual report indicates, this has been a challenging and very different year at Student Legal Services. Jeffries and Associates, PLLC has a well-qualified team who works hard every day on behalf of the students at Michigan State University. Experience and innovation go hand in hand to provide unique legal services for students and their student government bodies, ASMSU and COGS. It is our responsibility and privilege to account for our services to you.

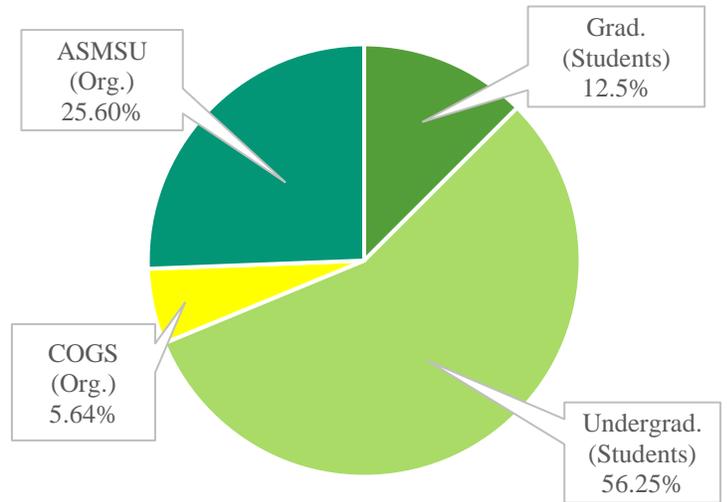
## Appendix A: Student Legal Services Statistics 2020-2021

### Part 1: Annual Totals & Percentages

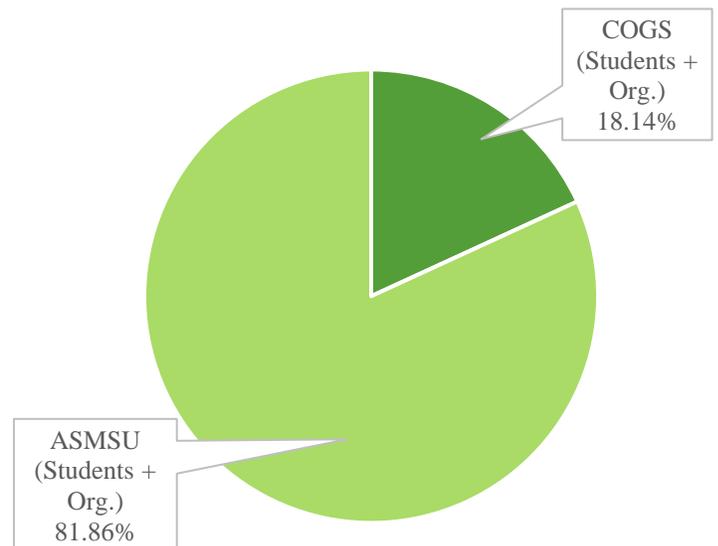
Categories	Hours	% of Total Hours
Total Grad (Students)	566	12.50%
Total Undergrad (Students)	2546.5	56.25%
Total COGS (Org.)	255.25	5.64%
Total ASMSU (Org.)	1159	25.60%
Combined	Hours	% of Total Hours
Total COGS (Student + Org.)	821.25	18.14%
Total ASMSU (Student + Org.)	3705.5	81.86%

**Total Hours: 4526.75**

Annual Hours Breakdown by Category



Annual Hours Breakdown - ASMSU and COGS Totals

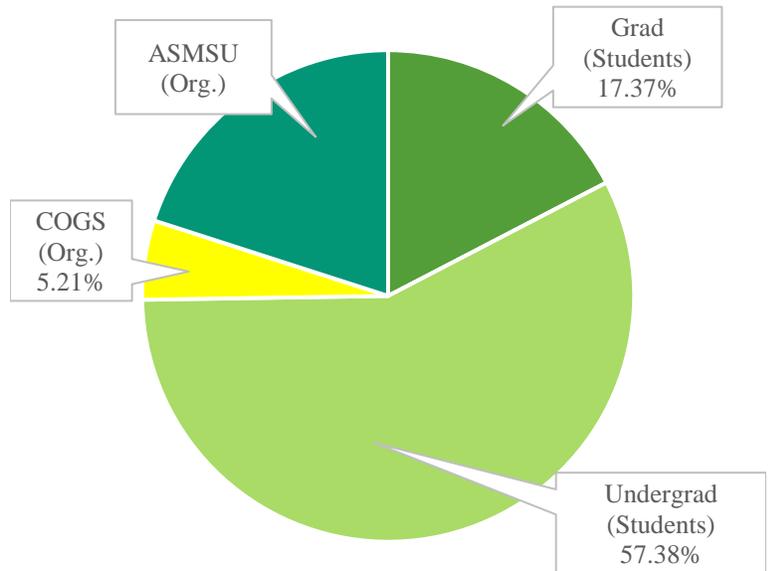


## Part 2: Semester Totals & Percentages

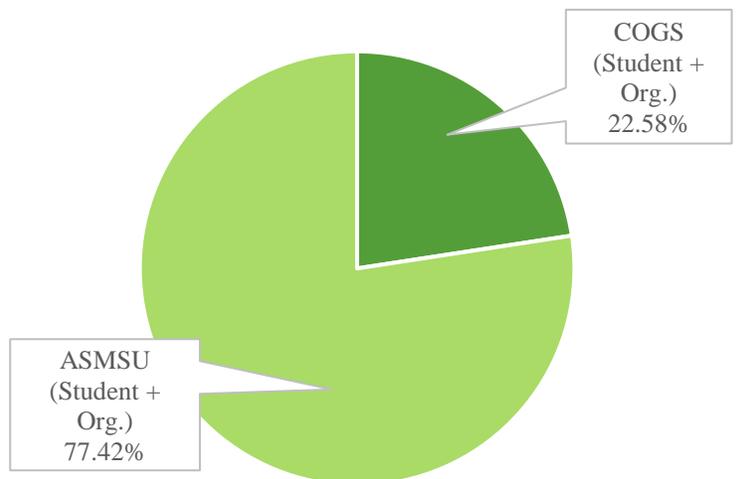
### Fall 2020 Totals

Categories	Hours	% of Total Hours
Total Grad (Students)	291.75	17.37%
Total Undergrad (Students)	963.75	57.38%
Total COGS (Org.)	87.5	5.21%
Total ASMSU (Org.)	336.5	20.04%
Combined	Hours	% of Total Hours
Total COGS (Student + Org.)	379.25	22.58%
Total ASMSU (Student + Org.)	1300.25	77.42%

Fall 2020 Hours Breakdown by Category



Fall 2020 Hours Breakdown - ASMSU and COGS Totals



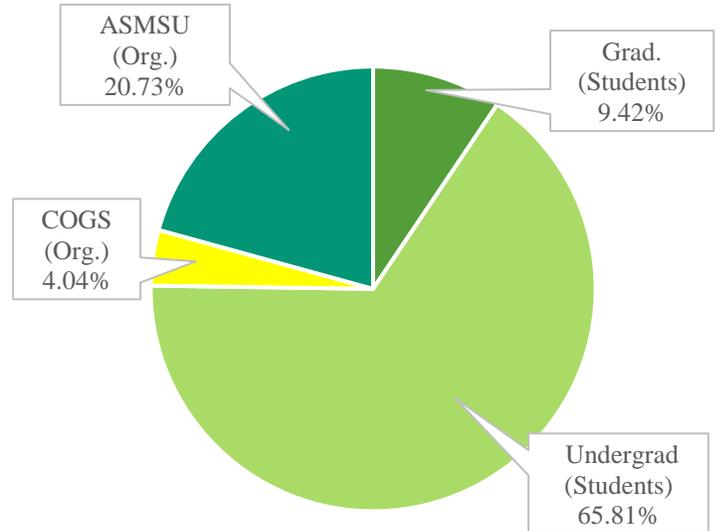
**Total Hours: 1679.50**

# Spring 2021 Totals

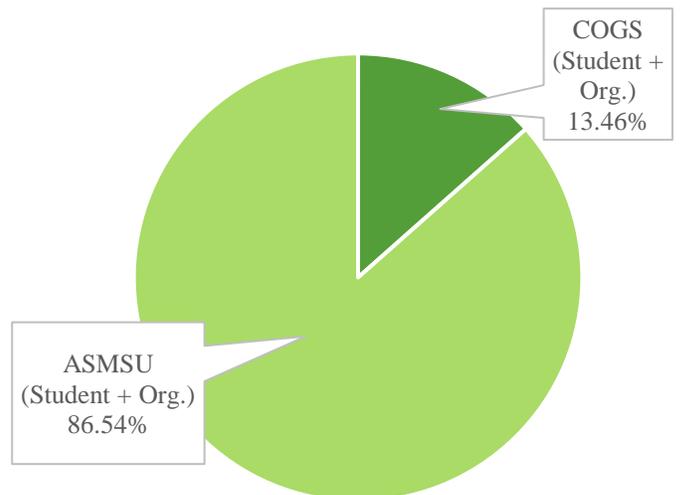
Categories	Hours	% of Total Hours
Total Grad (Students)	176	9.42%
Total Undergrad (Students)	1229.75	65.81%
Total COGS (Org.)	75.5	4.04%
Total ASMSU (Org.)	387.25	20.73%
Combined	Hours	% of Total Hours
Total COGS (Student + Org.)	251.5	13.46%
Total ASMSU (Student + Org.)	1617	86.54%

**Total Hours: 1868.5**

Spring 2021 Hours Breakdown by Category



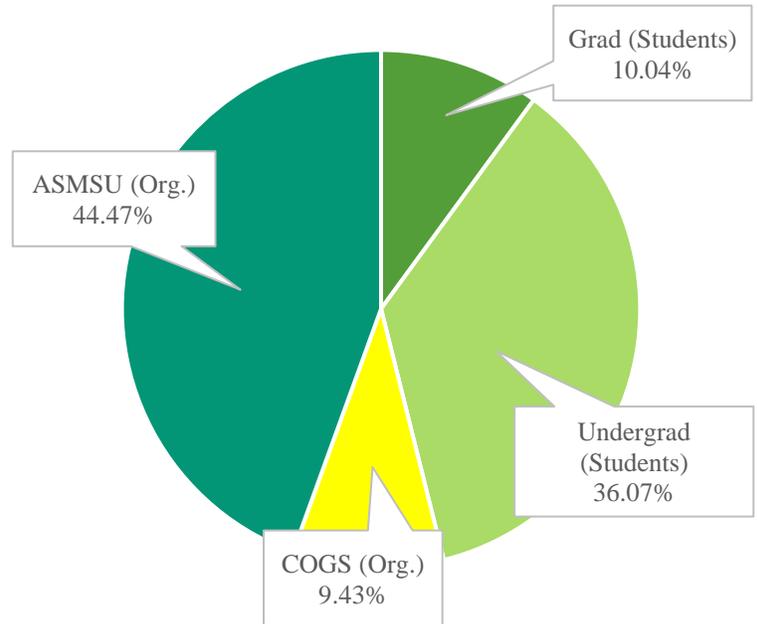
Spring 2021 Hours Breakdown - ASMSU and COGS Totals



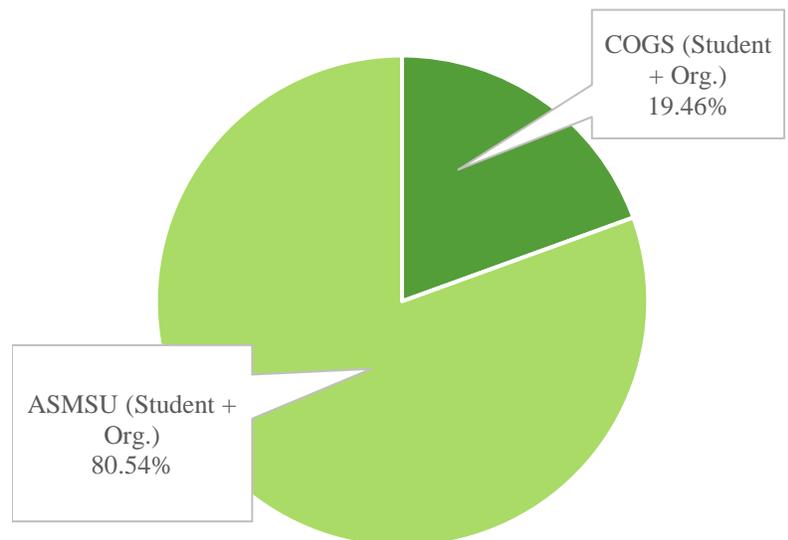
# Summer 2021 Totals

Categories	Hours	% of Total Hours
Total Grad (Students)	98.25	10.04%
Total Undergrad (Students)	353	36.07%
Total COGS (Org.)	92.25	9.43%
Total ASMSU (Org.)	435.25	44.47%
Combined	Hours	% of Total Hours
Total COGS (Student + Org.)	190.5	19.46%
Total ASMSU (Student + Org.)	788.25	80.54%

Summer 2021 Hours Breakdown by Category



Summer 2021 Hours Breakdown - ASMSU and COGS Totals



**Total Hours: 978.75**

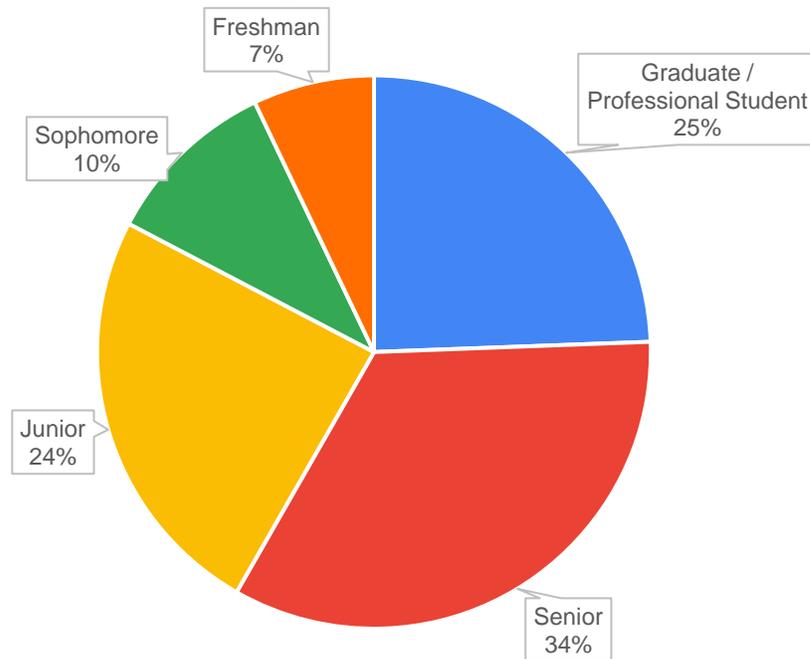
## Appendix B: Collections, Damages and Refunds

Over the past several years, Jeffries and Associates PLLC has been tasked with recovering money owed to ASMSU pursuant to the terms and conditions of several vendor contracts, as well as the enforcement of liquidated damage provisions, force majeure provisions, and demands for refunds as shown in the following schedule:

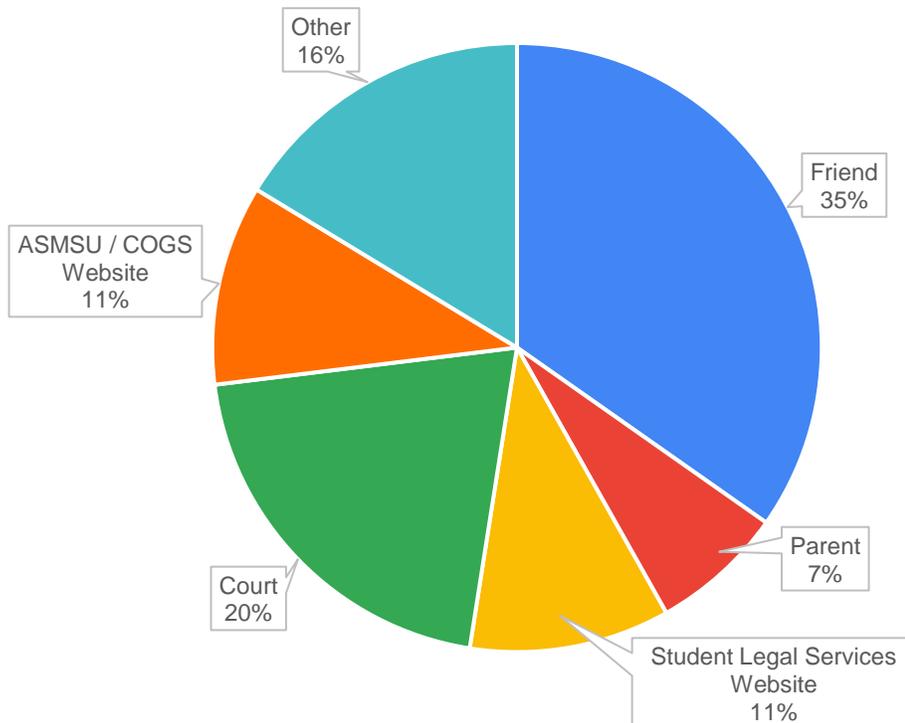
Year	Vendor	Amount Recovered	Description
2016	Jostens (RCL)	\$15,000.00	Enforced liquidated damage provision of \$500 per day for each day yearbooks were late. Total days late - 30
2017	Lauren Studios (RCL)	\$54,057.00	Recovery of past due payments (2015-2017)
2018	Lexis Nexis	\$13,422.29	Recovery of past due payments
2018	Thompson Reuters	\$14,202.00	Recovery of past due payments
2020	Dean Transportation (Safe Ride)	\$30,000.00	Enforced force majeure provision for service stoppage due to COVID pandemic
2021	TransLoc (Safe Ride)	\$15,130.25	Recovery for paid, but unused, software service.
2021	TransLoc (Safe Ride)	\$13,650.00	Reduction in overall annual software costs for 2021-2023 service years.
<b><u>Total</u></b>	<b><u>\$155,471.54</u></b>		

## Appendix C: 2020-2021 Survey Results

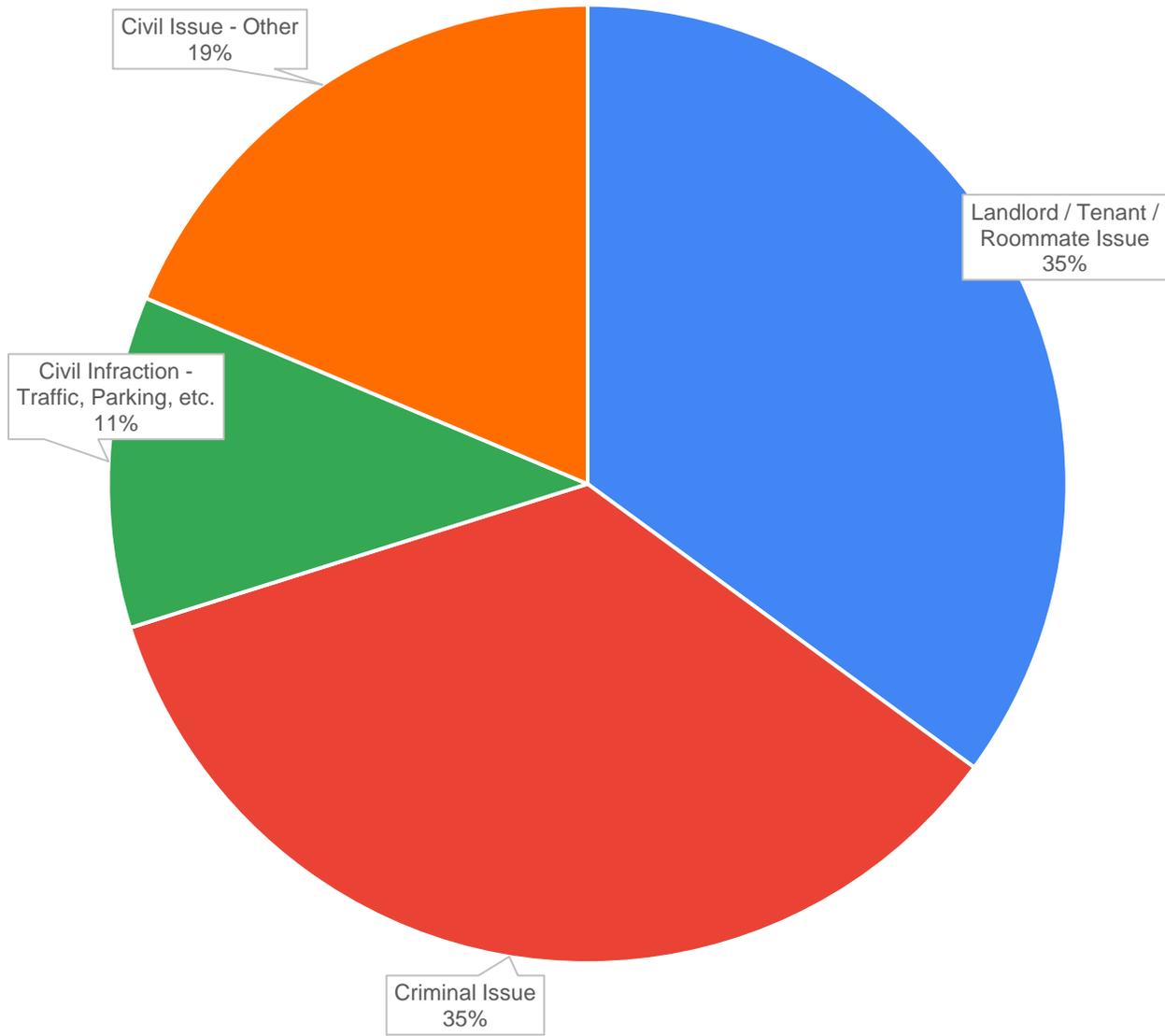
What is your status at MSU?



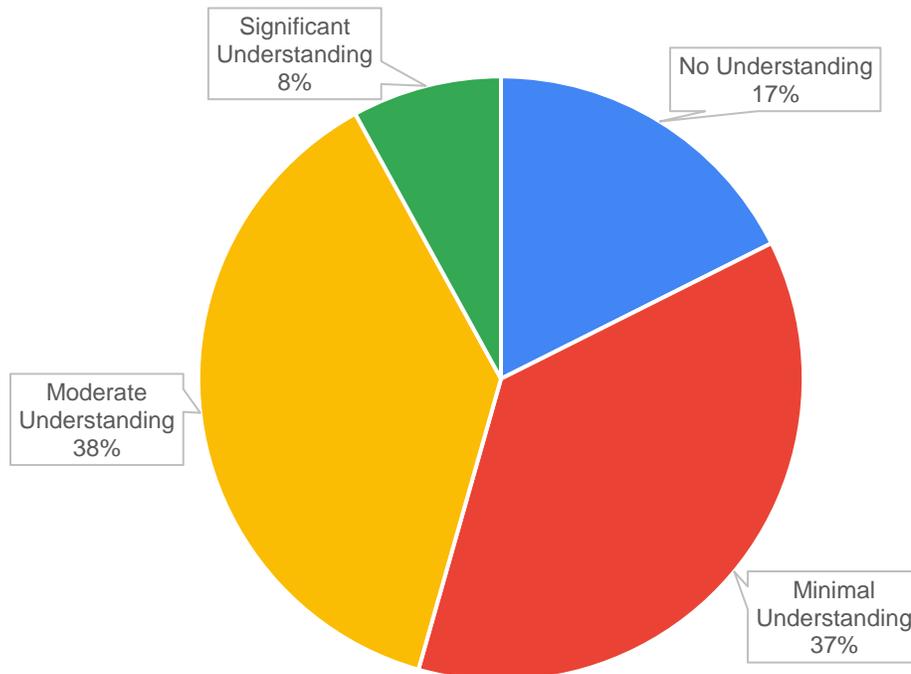
How did you find out about Student Legal Services?



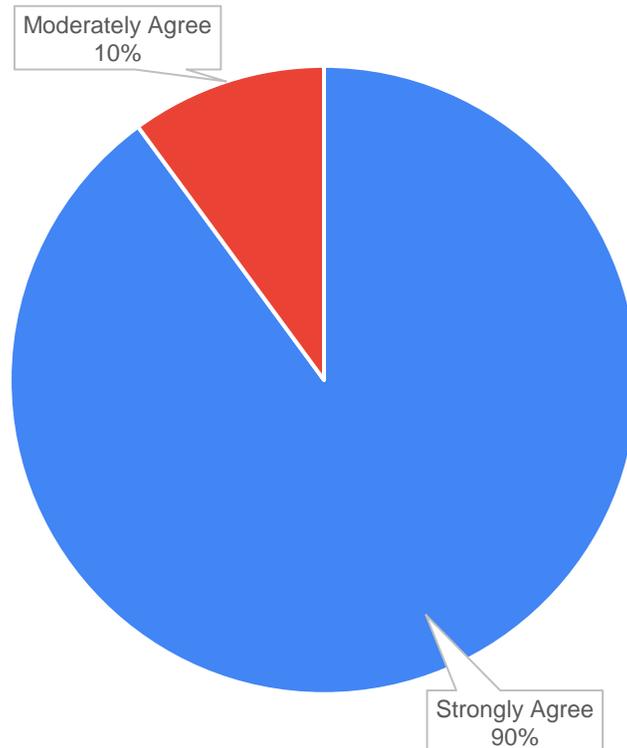
## What Issue brought you to Student Legal Services?



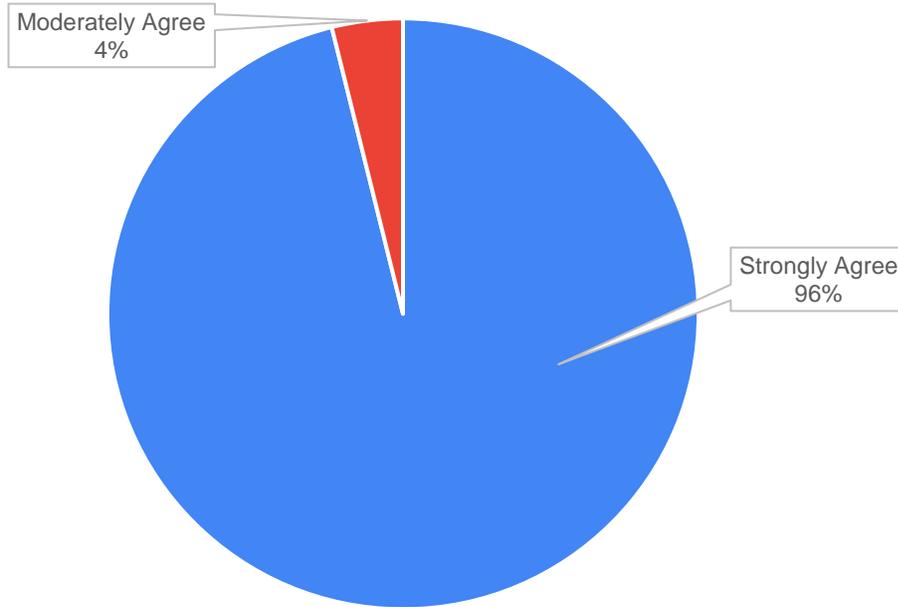
What was your level of understanding as to your legal issue prior to seeking Student Legal Services?



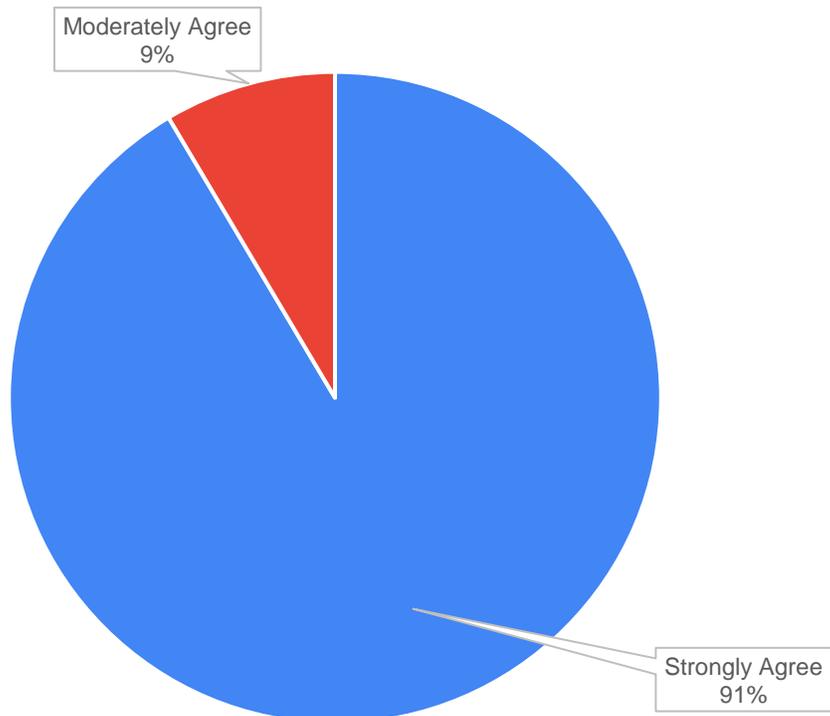
"As a result of the consultation and/or representation with Student Legal Services, I better understood my legal rights and responsibilities."



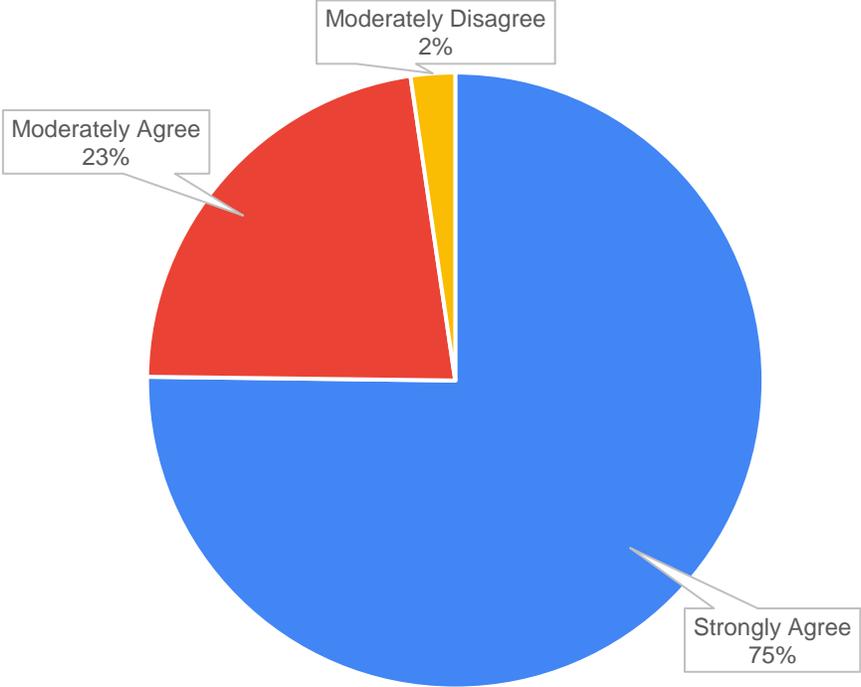
Were you treated in a courteous and respectful manner by Student Legal Services' Attorney(s)?



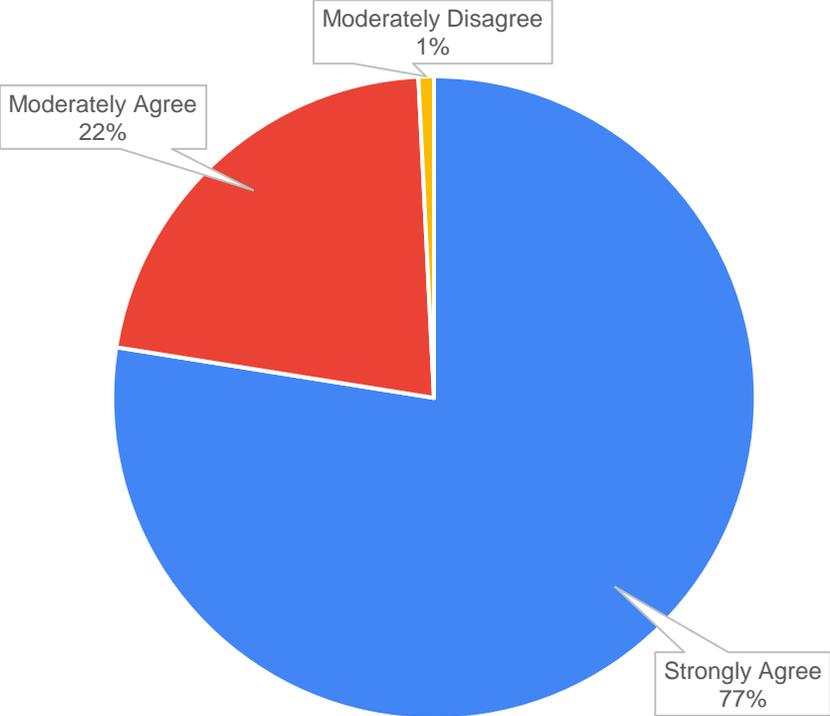
Were you treated in a courteous and respectful manner by Student Legal Services' Staff and/or Interns?



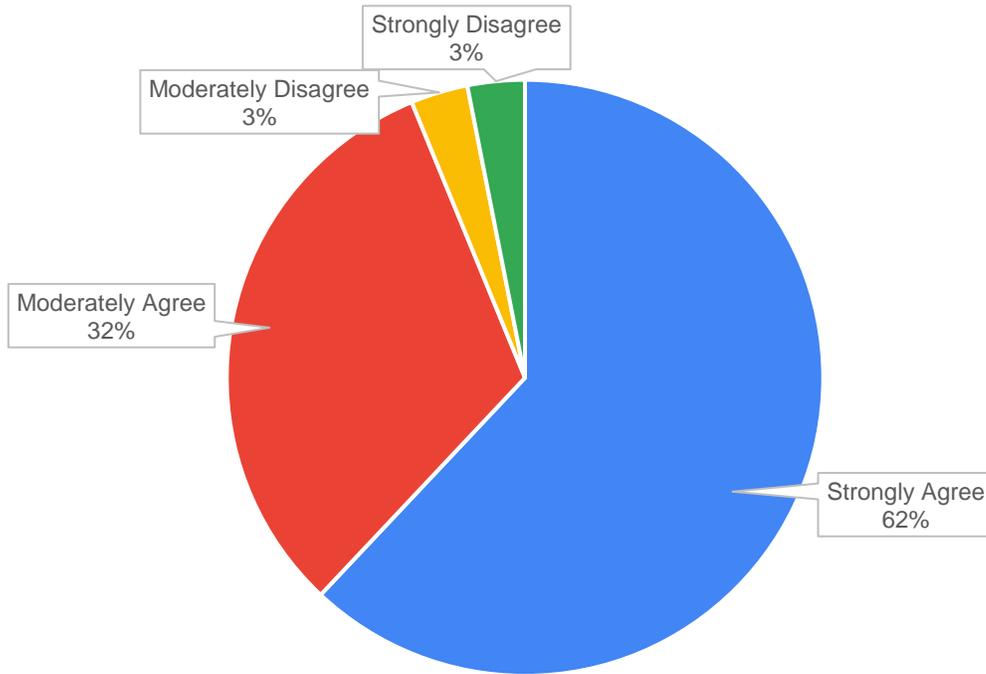
"My legal issue(s) caused stress in at least one area of my life."



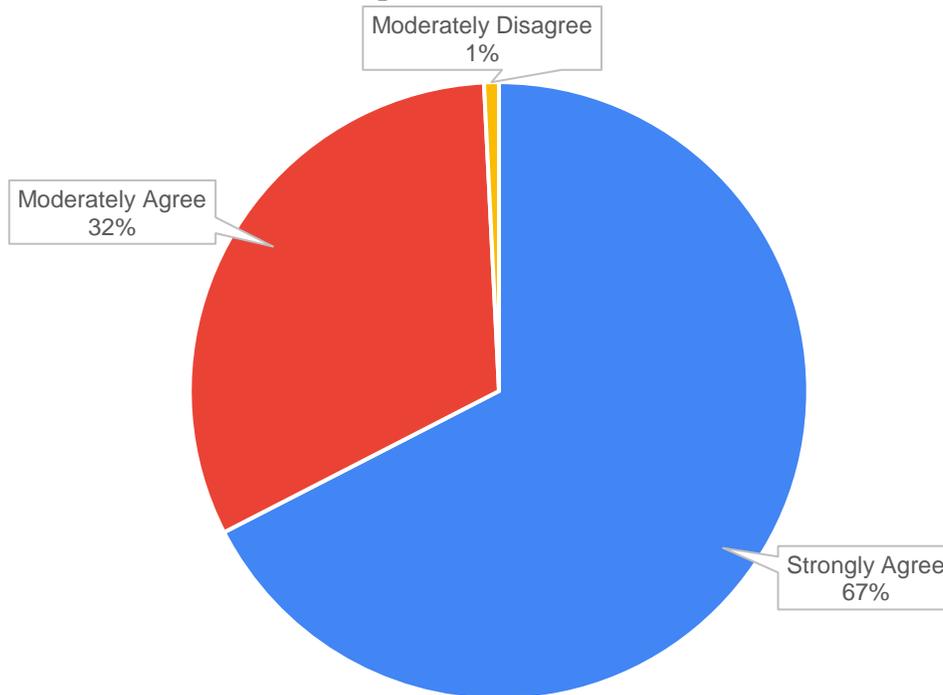
"As a result of the consultation and/or representation with Student Legal Services, I was less stressed about my legal issue."



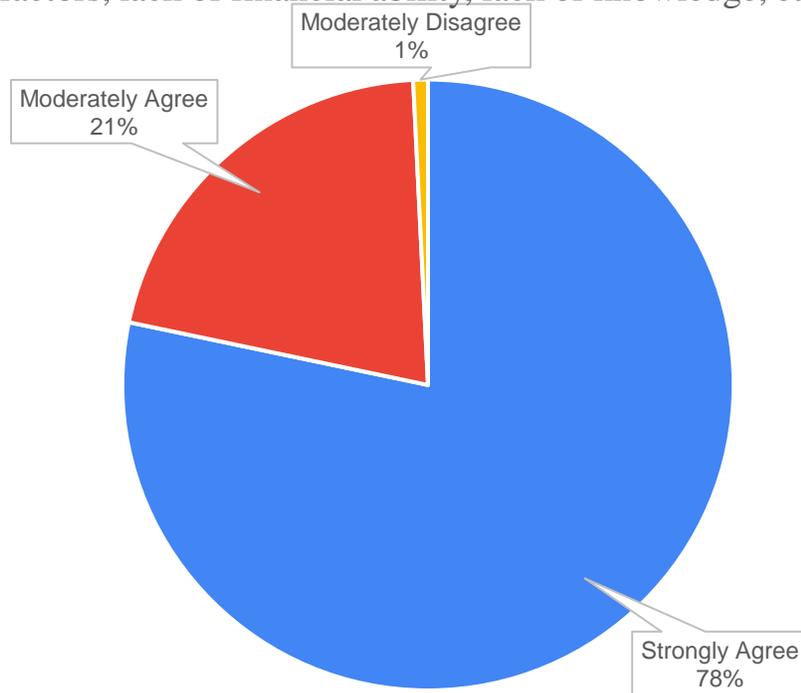
"My legal issue(s) affected my ability to focus on my studies and/or responsibilities as a student."



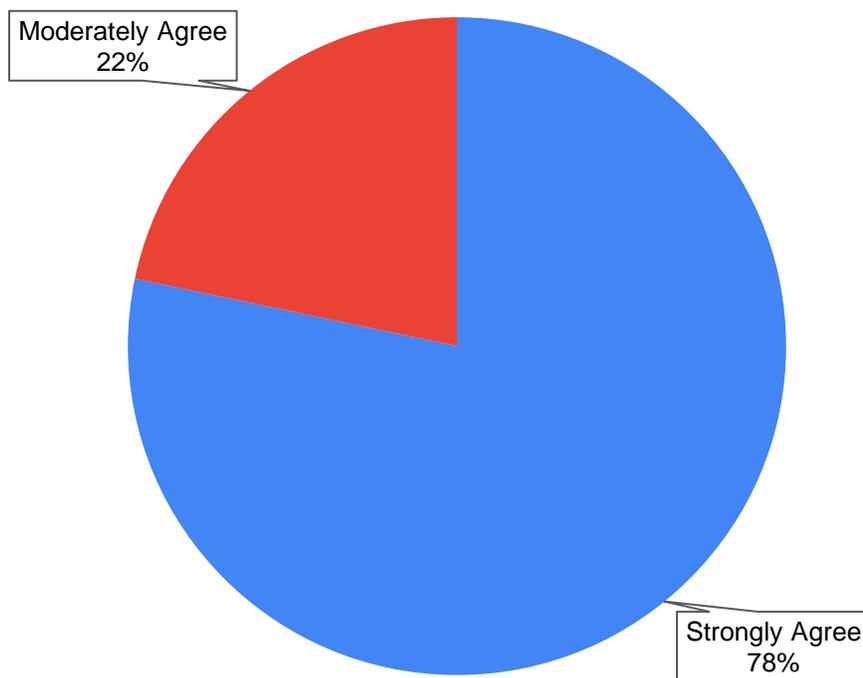
"My consultation and/or representation with Student Legal Services allowed me to be better able to focus on my studies and/or responsibilities as a student."



"I feel that Student Legal Services gave me access to an attorney that I may not have been able to obtain otherwise" (due to socio-economic factors, lack of financial ability, lack of knowledge, etc.).



"I believe Student Legal Services is a valuable service for students."



## Appendix D: 2020-2021 Student Survey Comments

- Student legal services was extremely helpful I am so grateful for all that they did for me!!
- When I first was met with Student Legal Services about my situation, I was very anxious and stressed because I didn't know what to do or what was going on. Student legal services helped me greatly by giving me a better understanding of the situation and helped me feel more at ease about everything. Brian Jeffries was able to get my charge reduced down to something less so I could still have a clean record. I am so thankful for student services and Mr. Jeffries because I don't know what I would have done if I wasn't made aware of this at MSU.
- David was great and responded so quickly.
- The lawyer who tele-consulted with me, David Meyers, was extremely patient, thorough, and knowledgeable. He took the time to answer all my questions and had all my power of attorney documents completed within a few hours and also continued to be super helpful and answer my questions once that was given to me. I really appreciated all the services and how easy and helpful it was.
- Student Legal Services has been very helpful, professional, and patient.
- This is my second time working with Dave Meyers. He is great at his job and I am extremely thankful that both Mr. Meyers and this service is available to students!
- Thank you for providing your services to students of MSU! It does not go unappreciated!
- I would like to commend Brian Jeffries for handling my case diligently and for always keeping me informed about the situation. I would highly suggest Student Legal Services to any friend that may need it.
- Student legal services did a great job in helping me resolve my case and made it less stressful on me to get back to my schoolwork and continue my everyday life.
- This was a great experience. I am so thankful for the help I received from Student Legal Services.
- Thank you, especially to David, for his help and advice!
- AMAZING EXPERIENCE! THANKS FOR THE HELP!
- Thank you so much!!!
- David Meyers is the man. Thank you so much.
- I had a terrible morning and after just one phone call with an attorney I felt so much better about my situation.
- “I just wanted to thank you so much for helping me through this. That was the longest 15 months of my life, and I am so incredibly grateful that you worked to do everything you could to make things better. Because of you, I am able to finally move on from a stuck phase and chase my dreams! Thank you so much for everything Mr. Jeffries. There simply are not enough words to thank you. Thank you, thank you x 3000!”

- “Mr. Meyers, I just wanted to say thank you and express how grateful I am for everything you did for me. It has not been an easy time for my family and me. Without your help and kindness through this whole process, I probably would have ended up with \$1000’s less in my bank account and a lot of other problems. I hope you understand how truly grateful I am for getting the opportunity to have someone as dedicated as you to help me!”
- Dave Meyers was amazing! He spoke very highly of me and was able to get my sentencing cut in half. I truly appreciate his services!
- David is great! I am grateful to be able to utilize these services free of charge. I do not know if my situation would have been resolved if I did not have these services. David made me feel a lot more comfortable and did not judge me in my situation. He is amazing.
- I was very nervous about my legal issues and it caused a lot of stress in my life, Student Legal Services helped to minimize the stress. I had a wonderful experience with Brian Jeffries and he was a huge help. I could not have asked for a better person to represent and help me. I want to emphasize on what an amazing person he is and how grateful I am to have had access to him and his help through the school.
- I’m very grateful to have this service available to me as a student, wonderfully helpful!
- I love the service.
- My attorney, Brian Jeffries, was beyond helpful, kind, and considerate during my legal issues. He helped me better understand the legal process and gave me hope from the beginning to the end of my case.
- The two attorneys I met with; David Meyers and Brian Jeffries were able to drop two civil infractions of mine and knock a misdemeanor open into a civil infraction. I could not be more thankful for their hard work.
- The attorneys were very helpful and understanding and were always willing to answer questions which was comforting in this stressful situation. I’m very thankful for their service and it made at least that aspect of it less stressful since finding and paying a good lawyer as a student can be difficult.
- I had Brian Jeffries along with a meeting with David Meyers and both were very helpful and reassuring with my case! I am thankful I used MSU legal rather than hiring a different lawyer. Thank you so much!
- I never would have been able to afford a lawyer and would have been screwed by my landlord if I had not had Student Legal Services. Thank you so much!!!
- Student Legal Services was very helpful, just knowing I had someone taking care of the situation made me stress less about the court and more on school (or at least an improvement).
- You guys were great. I thank you all for helping me understand the situation.
- I cannot express my thanks in words to MSU student legal services. Working with them has put my mind at ease and has allowed me to refocus my time and energy on my education. Without ASMSU/legal office, financially, emotionally, and educationally I would be in a detrimental position. I am so grateful for the services they have provided me.

- Wonderful service! You all should be very proud of yourselves.
- No suggestions, you guys were great!
- Thank you!
- The staff and attorneys were very respectful and genuinely seemed like they wanted to help.
- Mr. Jeffries is fantastic!
- It's really helpful for international student.
- I had nothing but a positive experience. I'm so thankful that student Legal Services was brought to my attention because I honestly don't know what I would've done without it. I will recommend student legal services to anyone any day!
- Thanks for assistance from the office .
- Attorney was so kind and helpful.
- Thank you for all your help and even helping me after my case was done.
- I strongly think that this organization is a great concept, and a huge help for MSU students.
- Phenomenal campus resource! I would highly recommend them to any MSU student.
- The student legal services team did much more for me than I expected. They truly went above and beyond and I am very grateful.
- We had a great experience and are very happy with how David Meyers handled our situation. Thank you so much!
- Mr. Meyers was a genuine man and lawyer. He offered not only help for the current situation, but gave us his card and said anytime we need something he has got us.
- I can't thank Legal Services enough. Mr. Meyers was such a big help and he was on point with his advice.
- Thank you for all the help!
- Brian and Dave acted in my best interest and were always more than willing to answer questions.
- Thank you for your help!
- David Meyers is amazing!
- ASMSU student legal services has great attorneys that made my process of dealing with my legal issues a lot smoother. Very professional, and caring people.

- I have so much gratitude for every person working with student legal services that worked on my case. I had no idea about anything court related until I met with my attorney. The front desk person was amazing as I called many times to confirm times and dates with them and they were more than willing to send extra emails, call off duty attorneys and return phone calls within 10 minutes. My attorney called my personal cell to update me, or I was forwarded to them from the front desk within minutes if I had any questions about the case. I was told every step to obtaining all the information I needed before I met my attorney and then steps to get additional footage (body cam). I am so thankful for how my case turned out (totally dismissed) and the respect I was given throughout the whole situation.
- I don't know what I would have done without the help and guidance of Student Legal Services. I appreciate it all so much.
- I don't know what I would have done without them!
- Maybe add more parking spots near the building? It's pretty hard to park on Grand River Ramp and walk back...
- The office manager was extremely professional and courteous; that stuck out the most during my visit.
- David was amazing! Very informative, personable, and professional!
- I am so thankful for the guidance I received. David Meyers really helped me out and saved me and my family from a lot of stress.
- Dave Meyers was such a huge assistance to me. I really appreciate having Student Legal Services available to me. THANK YOU!