



UNIVERSITY OF
DENVER

Sturm College of Law

Student Law Office

Policies & Procedures
Manual

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Welcome to the Student Law Office at the University of Denver Sturm College of Law, where the practice of law begins.

Dear SLO Students:

I am happy to welcome you to the Student Law Office (SLO) and what I hope will be one of the most gratifying experiences of your law school career. This is the opportunity you have been waiting for since the time you decided to become a lawyer. In the SLO, you will have the chance to represent real clients under the careful supervision of faculty who are also experienced practicing attorneys. You and your supervising faculty member will determine your responsibilities in the clinic. You may handle a case from initial interview through the final stage of the matter or you may work on particular issues impacting a larger case during your time in the clinic. In all cases, you will not only learn lawyering skills, but you will also learn about the myriad issues that impact our indigent clients.

You are becoming part of an amazing 108-year-old tradition here at the law school. In 1904, the then dean had the foresight and vision to recognize that poor and underserved communities needed legal help and that student could benefit from learning practice skills before graduating. The University of Denver Sturm College of Law created the first “legal aid dispensary” and the tradition of clinical education has thrived at this law school ever since. Today, we represent clients in many areas of the law, including criminal, domestic violence protection orders, wage and hour, housing, civil rights and environmental protection. We teach students mediation and arbitration skills, as well as pre-trial and trial skills. We work together to learn case and law office management, professional responsibility and ethical practice.

Together we will work to enhance your lawyering skills while at the same time providing valuable service to the community.

Welcome to the SLO. I look forward to working with all of you.

Professor Laura Rovner
Ronald V. Yegge Clinical Director
Associate Professor of Law

The faculty and staff of the SLO reserve the right to add or edit any procedures or policies explained within this manual as necessary. Any such changes must be in writing and approved by the Director of Clinical Programs. Written notice of approved changes will be given to each active student within the SLO, either via e-mail or memorandum.

I. Purpose of Manual

The purpose of the SLO Manual is to provide you with program information and a reference tool to help you understand the policies and procedures in the SLO. Together with the packet you will receive at orientation, this manual should answer a variety of questions you may have about office procedures during the course of your SLO experience. While much of the material and procedures described in this manual are of universal significance, some clinics will have supplemental manuals for their students. If you have questions regarding anything in this manual, please see your supervisor.

II. Goals and Values in the SLO

The goal of the SLO is to teach students the skills needed to provide quality legal services to clients who might not otherwise have access to representation. Our faculty chooses to work in the SLO because of our commitment to clinical teaching and to the value of working with real clients on real cases, both for students and for clients. We value dedication and hard work, innovation, being present and flexible, and being open to trying new things. Such a program could be the center of the law school curriculum—innovative, collaborative, and effective in meeting community needs. We want to offer core clinical education to all students, educate them to be client-centered agents for social change, and continually challenge ourselves as faculty about what and how we teach.

III. SLO Personnel and Clinical Offerings

The SLO handles cases in the areas of civil litigation, criminal defense, civil rights, environmental law, transactional law, and mediation and arbitration. Students of the SLO work under the supervision of faculty and/or staff attorneys who provide feedback so that students can improve their skills and their understanding of the legal system.

SLO Faculty & Staff

Visiting Assistant Professor Rhonda Brownstein supervises students in the Civil Litigation and Civil Rights Clinics. Rhonda came to DU from the Southern Poverty Law Center in Montgomery, Alabama, where she spent fifteen years as a litigator and the last eight years as the Center's Legal Director. The Southern Poverty Law Center is a national non-profit organization that works to reduce bigotry and oppression through education and litigation. At the Center, Rhonda was lead and co-counsel in ground-breaking class action constitutional and civil rights cases in the state and federal courts, including a lawsuit that ended Alabama's notorious chain gangs. Along with her Center colleagues, Rhonda also co-counseled cases against neo-Nazi and Ku Klux Klan organizations. Before working at the Center, Rhonda was a legal aid attorney in Alabama and Pennsylvania, representing poor people and low-wage workers in employment, housing, consumer, and domestic violence cases, and was an associate at a labor law firm. A Philadelphia native, Rhonda received her law degree in 1986 from Temple University Law School.

Professor Christine Cimini teaches in the Civil Litigation Clinic. After receiving her J.D. from the University of Connecticut School of Law, Christine spent three years as a clinical teaching fellow at Yale Law School. After completing her clinical teaching fellowship, Christine returned to practice for several years where she was an attorney with the ACLU and a legal aid lawyer in both Connecticut and Oregon. Christine's current work in the civil litigation clinic focuses on day laborer issues, housing and domestic violence. Christine's research and writing interests currently focus on legal issues that arise when representing undocumented immigrant workers. Her most recent article entitled *Ask, Don't Tell: Ethical Issues Surrounding Undocumented Workers' Status in Employment Litigation* was published in the *Stanford Law Review*. Other articles have been published in the *Maryland Law Review*, the *Rutgers Law Review* and the *Georgetown Journal on Poverty Law and Policy*. Christine is a member of the Board of Directors of the Clinical Legal Education Association, is co-chair of the AALS, Clinical Section, Regional Conference Committee, a member of the AALS, Clinical Section, Scholarship Committee and a member of the Clinical and Skills Education Committee of the ABA Section of Legal Education and Admissions to the Bar.

Professor Patience Crowder joined the faculty in 2010 to create and teach the Community Economic Development Clinic. Prior to joining the DU faculty, she was the Wellspring Assistant Clinical Professor of Law at Tulsa College of Law, where she formed and taught a transactional legal clinic. She began her career in the legal academy as a Clinical Fellow in the Community Development Clinic at the University of Baltimore School of Law. She began her legal career as a bank finance associate with Shearman & Sterling in San Francisco, California; afterwards she was the business development manager of a nonprofit corporation that works to revitalize an inner-city neighborhood in Sacramento, California, through economic development and public education. Her scholarship examines the impact of contract, corporate, and local government law in transactional advocacy for the public's interest, particularly the revitalization of inner-city and underserved communities. Her articles have been published by the *Tennessee Law Review*, the *Journal of Affordable Housing & Community Development Law* (reprint), and the *Georgetown Journal on Poverty Law & Policy*. She earned her J.D. from Rutgers School of Law – Newark, where she was an Articles Editor of the *Rutgers Law Review*. She received her B.A. in Sociology from Georgetown University.

Eric Franklin is the Whiting Clinical Fellow in the Student Law Office's Community Economic Development Clinic. Eric received his J.D. from Cornell Law School and his B.A. from the University of Texas. After law school, Eric joined Sullivan & Cromwell's corporate group in Palo Alto, where his practice primarily focused on mergers and acquisitions and securities offerings. After several years at Sullivan, Eric moved to Seattle to join the business transaction group of Davis Wright Tremaine. At DWT, Eric worked on a wide range of projects, from documenting a multi-billion dollar joint venture in the telecommunications industry to counseling local entrepreneurs on legal issues facing early-stage companies.

Visiting Professor Brittany Glidden supervises students in the Civil Rights Clinic. Brittany received her J.D. from New York University and her B.A. from Stanford University. Following law school, she served for two years as a judicial clerk for Chief Judge James Giles in the Eastern District of Pennsylvania. Brittany then worked for the Prison Law Office, a non-profit organization striving to improve living conditions in California prisons. Her practice focused specifically on a system-wide challenge to the medical care provided in state prisons, with a class of more than 170,000

individuals. She also represented individual prisoners in state and federal court seeking parole. Brittany also worked for Lieff, Cabraser, Heimann & Bernstein LLP, a plaintiff-side class action firm, where her practice focused on employment litigation, including representing workers in a federal wage and hour suit against Wal-Mart. Before coming to DU, she was an adjunct professor at Golden Gate University Law School teaching Legal Research and Writing.

Professor Michael Harris is the Director of the Environmental Law Clinic. He received his J.D. in 1995 from Boalt Hall School of Law at U.C. Berkeley, a M.S.L. *magna cum laude*, from Vermont Law School., and a B.A. from Pitzer College in Claremont, California. Before coming to the University of Denver Sturm College of Law, Michael was a Senior Deputy District Counsel for the South Coast Air Quality Management District where he worked on policy and legal issues associated with air quality in the Los Angeles. Michael has also worked as a staff attorney with Earthjustice in Denver, Colorado and has over 13 years of experience representing environmental clients.

Professor Jeff Hartje is the Director of the Mediation Clinic. Jeffrey Hartje clerked for a federal judge and practiced law as a private law firm attorney, federal public defender, and Legal Services law reform director for nine years before founding and directing the clinical law program at Gonzaga University Law School. Hired as a clinical director at the University of Denver College of Law in 1987, he founded the Mediation and Arbitration Clinic and has served as the supervising professor in the Student Law Office's civil and criminal defense clinics. He founded and for several years directed the Lawyering Process Program and the Chancellors Scholars Program. In addition, he has served as the Sturm College's associate dean for academic affairs. Hartje has also been the chair of the Association of American Law School's Section on Clinical Legal Education, a founder/charter member of the Clinical Legal Education Association and a founding advisory board member of the Clinical Law Review. He has been a consultant to the National Legal Services Corp., the U.S. Department of Education and to a number of law schools, including the University of Dayton and Toledo University. He has taught in law programs in Japan, Australia, Argentina and Chile.

Professor Tamara Kuennen supervises students in the Civil Litigation Clinic. Before joining the faculty at DU she taught for two years in the Domestic Violence Clinic at Georgetown University Law Center, where she earned her L.L.M. degree in trial advocacy. Prior to teaching, Professor Kuennen practiced at Legal Aid Services of Oregon for five years, representing indigent clients in a variety of civil cases, including protection orders, domestic relations, public benefits and civil rights litigation. She graduated from Northeastern University School of Law in 1996.

Professor Chris Lasch has been litigating to protect his clients' constitutional rights since 1996. After graduating from Yale Law School, Chris worked for three years as a public defender in Louisville, Kentucky. He represented hundreds of clients in the adult trial division and was a member of the capital trial division for nearly two years. In 2000, Chris partnered with another former defender to form a small private law firm dedicated to criminal defense and civil rights litigation. He continued to represent those accused of crimes in Kentucky's trial courts, and broadened his practice to include appellate, post conviction, and federal habeas corpus litigation on behalf of convicted prisoners. His firm brought civil rights actions and tried civil rights cases in both state and federal courts. In 2006, Chris became a Robert M. Cover Clinical Teaching Fellow at the Yale Law School, where he taught in numerous clinics, including the Capital Punishment

Clinic, Criminal Defense Project, and the Worker and Immigrant Rights Advocacy Clinic. In the 2009-10 academic year he was a Visiting Assistant Clinical Professor at the Suffolk University Law School, where as a teacher of the Suffolk Defenders Clinic he supervised students defending criminal cases in the Boston Municipal Court system. His scholarship focuses on the availability of constitutional remedies in federal habeas and state post conviction litigation, and on the intersection of criminal and immigration law.

Kevin Lynch is the Environmental Law Clinical Fellow. He received his J.D. from New York University School of Law and a B.A. in biology from Rice University in Houston, Texas. Kevin worked in the energy industry before attending law school, and was previously a junior attorney at Environmental Defense Fund's office in Boulder, Colorado. Kevin has experience working at the state and federal level on regulatory and permitting issues related to climate change, air quality, and energy policy, as well as litigation experience in state and federal courts.

Assistant Professor Raja Raghunath received his J.D. from the University of Michigan Law School and his B.A. from Duke University. Before beginning his teaching career, Raja was an associate at Cleary Gottlieb Steen & Hamilton LLP in New York, New York, where his practice focused primarily on securities enforcement and bankruptcy litigation matters. His pro bono practice included federal wage and hour litigation on behalf of undocumented immigrant restaurant workers and guardianship proceedings in New York State Family Court. Raja also worked as a labor lawyer at Gilbert & Sackman, A Law Corporation, in Los Angeles, California, representing unions, unionized workers, and jointly-trusted labor-management employee benefit funds in federal and state administrative and judicial forums. He was the the Civil Rights Clinical Fellow of the Student Law Office from 2007 to 2009.

Professor Howard I. Rosenberg teaches in the Criminal Defense Clinic. He has been teaching at the Sturm College of Law, as an adjunct between 1967 and 1973 and on the full time faculty since 1973. In the past he taught Creditor Debtor and Bankruptcy, Professional Responsibility, Advanced Procedure, and Poverty Law, and also served as Director of the Clinical Program. Prior to joining the Faculty he was Director of the Legal Society of Metropolitan Denver. Professor Rosenberg also served as President of the Denver Bar Association, 1992-1993.

Professor Laura Rovner is the Ronald V. Yegge Clinical Director. She created and teaches in the Civil Rights Clinic, in which she supervises students who represent clients in situations involving a broad range of civil rights issues, including prisoners' rights, disability rights, employment discrimination, housing, and equal access to public entities and privately-owned places of public accommodation. Before joining the DU faculty in 2004, she taught in clinical programs at Syracuse University College of Law and the University of North Dakota School of Law, and worked as a staff attorney/Equal Justice Works Fellow at the National Association of the Deaf Law Center. She has served on the Board of Directors of the Clinical Legal Education Association and is a past-chair of the AALS Standing Committee on Clinical Legal Education. She is the Co-Chair of the ABA's Committee on the Rights of Persons with Disabilities and a former member of the ABA Commission on Mental and Physical Disability Law. Her scholarly work focuses on disability rights and clinical education.

Professor Robin Walker Sterling is a graduate of Yale College and New York University School of Law, where she was a Root-Tilden-Kern Scholar, and Georgetown University Law Center, where

she earned an L.L.M. in Clinical Advocacy. Following law school, she clerked for Judge Emmet G. Sullivan of the United States District Court for the District of Columbia. She then served as the Stuart-Stiller Teaching Fellow in the E. Barrett Prettyman Fellows program at Georgetown University Law Center, representing adults and children charged with criminal offenses in the Superior Court of the District of Columbia while supervising third-year law students in the Juvenile Justice Clinic. Professor Walker Sterling then worked as a staff attorney in the trial division of the Public Defender Service for the District of Columbia (PDS), representing adults and children charged with criminal and delinquency offenses. Professor Walker Sterling followed her tenure at PDS with a position as a Supervising Attorney at the Children's Law Center, where she trained and supervised guardians *ad litem* handling dependency, adoption, and guardianship cases. For the last three years, Professor Walker Sterling has worked as the Special Counsel with the National Juvenile Defender Center, a juvenile defense policy advocacy organization in Washington, D.C. Professor Walker Sterling's research and teaching interests include clinical advocacy, criminal law, and juvenile justice. Professor Walker Sterling's current work in progress explores extending the right to a jury trial to juveniles facing delinquency proceedings.

Laurie Saraceno is the Administrative Director of Clinical Programs. Prior to join the SCOL, she was the Office Services Manager for seven years at Davis Graham and Stubbs, LLP. In 2004, Laurie joined the Sturm College of Law. Laurie is a 2008 graduate of the MSLA graduate program.

Katie Lyon is an Administrative Assistant for the law clinic. After graduating from the Daniels College of Business at the University of Denver in 2007, she worked in a corporate law firm for three years. Katie has a B.S. in Business Administration and is working to complete the MSLA graduate program at the University of Denver Sturm College of Law.

Direct Telephone Numbers

| | |
|--|----------|
| Rhonda Brownstein, Lecturer – 335G | 871-6230 |
| Prof. Christine Cimini, Civil Litigation Clinic – 365F | 871-6780 |
| Prof. Patience Crowder, Community Economic Development Clinic – 365G | 871-6895 |
| Eric Franklin, Community Economic Development Clinic – 365O | 871-6726 |
| Brittany Glidden, Civil Rights Clinic – 365Q | 871-6933 |
| Prof. Michael Harris, Director, Environmental Law Clinic – 365H | 871-7870 |
| Prof. Jeffrey Hartje, Mediation Clinic – 407D | 871-6289 |
| Prof. Tamara Kuennen, Civil Litigation Clinic – 365D | 871-6246 |
| Prof. Christopher Lasch, Criminal Defense Clinic – 365B | 871-6368 |
| Kevin Lynch, Environmental Law Clinic Fellow – 365N | 871-6039 |
| Prof. Raja Raghunath, Civil Litigation Clinic – 365J | 871-6941 |
| Prof. Howard Rosenberg, Criminal Clinic Supervising Attorney – 407B | 871-6290 |
| Prof. Laura Rovner, Ronald V. Yegge Clinical Director – 365E | 871-6441 |
| Prof. Robin Walker-Sterling, Criminal Defense Clinic – 365A | 871-6160 |
| Laurie Saraceno, Administrative Director of Clinical Programs – 335M | 871-6150 |
| Katie Lyon, Administrative Assistant – 335 | 871-6133 |

IV. SLO Clinics Registration

Registration for the Clinics

The SLO Administrative Director will register all students for their coursework. New clinic students must have completed and returned their acceptance letters by the specified deadline before they can be registered. Students cannot register themselves for a clinical course on the web.

Dropping SLO Credits

Once orientation has been completed, the student has a responsibility towards his/her potential clients and their supervising attorney. Therefore, a clinical course may only be dropped with prior approval from the supervisor. SLO courses cannot be dropped online or via telephone. The SLO Administrative Director will inform the Registrar's Office once a student has been approved to drop a clinic.

Applying for an Advanced Clinic

Students interested in participating in an advanced clinic need to contact their individual supervisor for more information on how to apply. Students must have completed a basic clinic course before applying for an advanced clinic. Generally students take an advanced clinic for up to 3 credit hours.

V. Administrative Policies

We realize that for some of you, the SLO may be your first exposure to a law firm environment and actual client representation. Although the SLO is a learning environment, it is also a law firm. The administrative staff members will help to orient you to the SLO office procedures. Please remember to interact responsibly and professionally with clients, the courts, and other contacts. Your behavior directly impacts others in the SLO, and especially our clients.

Office Hours

SLO business hours are 8:30 a.m. to 5:00 p.m., Monday through Friday. The office is officially closed on legal and University holidays, but faculty and other students are often here on weekends or holidays.

You will be able to gain access to the SLO after business hours with the door code that will be provided to you at the beginning of the semester. If you do not know this door code, see the Administrative Assistants.

Be sure not to hold or prop the doors open or share the door code with other students. As a law firm, we must be careful to protect the confidential and privileged information contained in our client files.

Students who anticipate working late at night or early in the morning will need to request special after-hours access. In order to remain in the SCOL after the building's official nightly closure, students must have an SLO-issued Pioneer Access Card. Campus safety officers perform nightly closures of the building and request each person permitted to remain in the building present a Pioneer Access Card. These Pioneer Access Cards are available for checkout by the Administrative Assistants.

If you are meeting clients outside of business hours, you will need to make arrangements to let them inside as the clinic doors will be closed. You may meet your client at the front door, ask the client to telephone you, or instruct them to ring the doorbell when they arrive. The clinic's doorbell is located outside the front doors. On the right-side wall there is a white doorbell button. When the doorbell is pushed the sound will resonate throughout the clinic at a reasonable level.

Office Staff

The SLO office staff consists of an Administrative Director and Administrative Assistants. As office staff, they will support you to the best of their abilities; however, it is essential for you to be familiar with the internal operations of a law firm. Therefore, we require that you handle your own correspondence, copying, and administrative tasks. If you have any questions about how to operate equipment or about SLO policies and procedures, ask the office staff.

If you experience problems with any SLO equipment, inform the Administrative Assistant so they are aware of the problem before the machine is used again.

Laurie Saraceno is the SLO Administrative Director. She manages the SLO staff and office operations, and is responsible for compliance with general SLO policies and procedures, budgeting, billing, clinic applications, assisting the faculty as well as registration, orientation, and submission of grades.

The Administrative Assistants are the first points of contact for clients, opposing counsel, court personnel and other individuals that call or visit our office. They assist the Administrative Director and faculty, answer incoming calls, meet and greet clients, distribute incoming mail and send outgoing mail. They are our Practice Master experts and will help you with any case management concerns. The Administrative Assistants will also help you file and serve electronically with Lexis Nexis.

Carrel Space

The SLO has computer carrel stations. Carrels are open for SLO student use and are occupied on a first-come first-serve basis. Carrels are intended to be used for clinic work space only and are not to be used for personal storage. Because all carrels are shared, students may not leave their personal belongings in the carrels. Do not leave any active or closed case files in the carrel space. There is special storage for both types of cases. Student attorneys need to ensure that files are returned to their appropriate file storage location in the file room so that supervisors and staff have access to the documents.

Use of Telephones

Telephones are provided to the student attorneys for case purposes. You may give your clients the general office number, 303-871-6140, as your contact information. You may also want advise your client to press 4 to bypass the automated phone greeting. When you are working in the office the administrative staff will transfer the calls to your SLO extension. The Sign-In/Out Board at the front of the office will indicate whether you are present and available to take calls. Inform your clients that you are not always in the SLO office, but that the SLO staff will take a message on your behalf.

The SLO staff will not give out students' home, cellular or work telephone numbers unless specific permission has been given. It is recommended that all calls pertaining to your cases are made from the SLO rather than from your home, cellular or office telephone. Remember, many people have Caller ID. If you make a call to your client from a personal cell phone, your client may be able to see and save your phone number. If you are expecting an important telephone call and cannot be in the office to accept the call, make an arrangement with the staff to have the call transferred from the SLO to your home, cellular or office telephone. This helps to ensure your contact information will not be compromised.

All telephone calls that come in after hours will be sent to the main number's voice mail. In the morning the Administrative Assistant will check for voice mail messages and will either put a written message in your mailbox or will e-mail you the message. If clients need to call you after hours, you may give them the extension number of the phone you are using, but be sure they understand that they must use 303-871-6140 to reach you at other times.

To make a **local** call dial **9 + area code + phone number**. To make a **long-distance** call dial **8 + 23484 + 1 + area code + phone number**.

To **transfer** a call within the university, press the **XFER** button, then dial **1** and the last 4 digits.

To put a call on **hold**, press the **HOLD** button. To **remove a call off HOLD**, press the **HOLD** button again.

Clients can leave students voice-mail messages after hours on the main number 303-871-6140.

If a voice mail message is left for you, the staff will leave a written message in your mailbox or send you an e-mail.

All messages, incoming mail, and faxes are placed in the student's mailbox (see section below marked Mail and Mailboxes) or emailed to the student as they are received. You must check for messages every day. If you are unable to come in to the clinic to check your mailbox, call and ask an Administrative Assistant to check your mailbox. If you are unable to reach your client and you leave your client a message asking them to return your call, give a time when you will be available to accept their call in the SLO, or ask an Administrative Assistant in advance to transfer the call to your home, cellular or office telephone number.

Use of Computers and Software

Each carrel is equipped with a computer. Students will be able to sign on to the computers with their DU law school e-mail login information and password. The computers are loaded with Microsoft Office software and Practice Master. You may also log on to the school's network with a laptop remotely and in the office.

There are computers also located in 335D. Room 335D is a quiet room so students occupying this room are not allowed to talk with each other or on the telephone.

If you are in need of a computer with specific software installed, see an Administrative Assistant.

Refer to Appendix F for Remote Desktop instructions.

Use of Printers, Facsimile, and Copier

Please limit use of office technology to SLO-related business only. Operation instructions are posted next to each machine in the Copy Room 335C.

When making copies, be careful not to leave confidential client material unattended as other departments outside the SLO periodically utilize the copier.

Office Supplies

Office supplies are located in the Copy Room 335C. The supplies are limited, but you are welcome to use them for SLO business. The administrative staff places one supply order at the beginning of each semester. If a supply item runs out, notify a staff member.

Should you need office supplies that are not available in 335C, or if you need an additional amount of supplies, contact an Administrative Assistant.

The SLO has a video camera, digital camera, web-camera, and digital tape recorders to aid in case preparation. For access to these items contact an Administrative Assistant.

Extended Absence from the SLO

The SLO is a law firm and therefore never shuts down. If you will be out of town for an extended period of time (longer than a long weekend), you are required to leave a number where you can be reached. You must leave your case file with your supervisor or in the student "open case" file drawer.

Well in advance of your departure:

1. Fill out an Extended Absence form, see Appendix H.

2. Discuss the case status with your faculty supervisor and how the case should be handled in your absence.
3. If required by your supervisor, write a short memo to your supervisor providing the status of each case and how you can be reached. In addition to the memo to the supervisor, include a short, detailed memo in each of the files (or be sure that your case notes are up-to-date) so that any attorney who picks up the file will know the status of the case in the event anything else needs to be completed. Include any relevant dates.
4. Leave your client files in the SLO so we can handle any issues that may arise in your absence.
5. Notify your client by telephone or by mail that you will be gone and provide your client with the clinic supervisor's name and the name of the student attorney covering the case until your return. Your casework must be up-to-date and available in the case file and in Practice Master. Tell your clients who to contact in case of an emergency.
6. Discuss with your supervisor whether or not you need to notify opposing counsel that you will be away so that you are able to deal with any relevant, time sensitive matters before you leave.

Business Cards

Generic student attorney business cards are available for you to give to clients and opposing counsel. The cards are located the front desk. Write your full name on the card before distributing.

Mail and Mailboxes

Two mail baskets are located on the front desk. One basket is for *intercampus* mail which goes through the University's mail system. The other basket is for *regular* U.S. mail which is delivered to the mailroom at 9:30 a.m.

If you miss the 9:30 a.m. mail run and have time-sensitive correspondence that must be post marked the same day, an Administrative Assistant will post the mail, but the student is responsible for taking the mail to the post office. Clearly write your name above the return address in the event the mail is returned to the SLO.

The Administrative Assistants have certified mail and return receipt slips. Appendix C contains an example of a properly filled out certified mail slip and return receipt. To be reimbursed for certified mail sent outside the SLO you must turn-in an original receipt from the post office. Refer to the "Reimbursement" instructions in this manual.

Incoming mail is delivered every afternoon. Student mail will be date stamped, sorted and placed in the SLO student mailboxes.

Students are required to check their mailbox daily for new case assignments, information and messages. Since space is limited, do not use your mailbox to store your mail or other items. If you are unable to come into the office on a particular day you may call 303-871-6140 and ask a staff

member to check your box. The staff provides this service as a courtesy, so please do not use this call-in system on a regular basis in lieu of coming to the office.

Sign In/Out Board

As a means of facilitating good communication and intra-office relations, use the In/Out board to indicate if you are available to receive calls. If you do not mark yourself in, you may miss an important call; the staff has no other way of knowing who is in the office to receive calls.

Reserving Interview & Conference Rooms & Student Workroom

Space limitations in the SLO make it impossible to provide each student attorney with an individual office and telephone. There are four offices available for client meeting rooms: 335 H, J, K & L. If the client meeting requires videotaping or a web-camera, contact an Administrative Assistant. The interview rooms are equipped with web-cams; prior to requesting use of the web-cam, check with your supervisor to determine if client consent is necessary. All interview rooms are equipped with speaker telephones. The interview rooms and conference room must be reserved in advance. You may use the rooms for client meetings or for working on SLO business, but client meetings will take precedence over working on SLO business. Due to the limited amount of space, the interview rooms and conference room can only be reserved for a maximum of 2 hours at one time. If a room is reserved for more than 2 hours, the Administrative Director reserves the right to ask the student to vacate a room if it is needed for other clinic business. When using an interview room, inform the staff of your location so that calls can be transferred to you.

The conference room is located behind the front desk workstation. The conference room is used for mediations, client meetings, settlement conferences, depositions, small group discussions, and meetings with opposing counsel. The room is equipped with a speakerphone, television, and VCR and DVD player. You must reserve the conference room in advance. If you need the conference room for longer than 2 hours, contact an Administrative Director or Administrative Assistants.

The reservation books for the interview and conference rooms are located at the front desk.

Meetings with clients are arranged at the mutual convenience of the student and client. You are expected to attend classes at the regularly scheduled times. If possible, do not schedule client meetings, supervision meetings, or court appearances during class session time.

Parking

Clients must pay to park in the lot directly below the law school (refer to Appendix B) or park on the street. Parking Services charges \$1.50 per hour to park in the guest lot. Most on-street parking near the university is limited to 1 hour which is generally not enough time for a client meeting. Some streets east of University Avenue have no time restrictions for parking. Tickets for parking violations are at least \$20. The SLO does not reimburse clients for parking tickets. Students should not pay for clients' parking tickets.

Free parking passes are available in the Dean's Suite and are to be used only for clients who absolutely cannot afford to pay for parking. Students who need parking passes are responsible for

notifying the administrative staff before the client meeting. Spaces are limited and need to be reserved well in advance of client meetings. Remember that many clients arrive either well before or well after their scheduled appointments, meetings run longer than anticipated and unforeseen problems arise, so plan accordingly. Put the parking pass in an envelope marked with the client's name. Place the envelope in the clear bin located on the right side of the elevator doors in the parking garage, level P1.

Auto Liability

"When driving for your programs, please note that the University of Denver automobile policy does not include coverage for personal vehicles. Please refer to the policy at <http://www.du.edu/risk/insurance/auto.html> for further details. Should you be involved in an accident related to your clinical work, however, involving any third parties, please report to local authorities, your supervisor and notify Campus Safety at 303.871.2334 within 24 hours. While the University does not cover your vehicle, and your insurance is primary in any incident while the vehicle is under your care, custody and control, the incident may ultimately involve the University and we should be aware in order to report it to our insurers if appropriate. If you are a staff, faculty or paid-employee of the University, either part-time or full-time, however, and you are injured while on-the-job, your injury may be covered under workers' compensation.

Use of car-share services should be conducted using a separate account for your business use versus your personal use. Should any incidents occur using the vehicle for business use, the deductible and additional coverage would be covered by the University's insurer and Risk Management should be notified, as well as a report provided to Campus Safety, within 24 hours.

Use of car-share services for personal business shall be covered by your own insurance, or in the case of students, their parents' insurance or as noted by the car-sharing service terms and conditions.

Media

Should media contact you regarding a case, do not comment and contact your clinic supervisor immediately. Your supervisor should be notified and you should discuss your comments with University Communications prior to speaking with the media. If warranted a Critical Incident Response Team (CIRT) can be called if the activity surrounding the case impacts the University student or staff life safety or University's reputation.

SLO Library and Resources

As a courtesy to your colleagues, when you have finished working in the library, remove your belongings and return books to shelves. The SLO library may also be used for meetings. To reserve the SLO library, consult the scheduling books located on the Administrative Assistant's desk.

You are encouraged to use the library books, but re-shelve them where you found them. SLO books are not to leave the office. If you have an emergency and need to borrow a book for one day, check the book out with the Administrative Assistant.

A list of available resources is located on the X: drive. This list includes valuable electronic resources and Westlaw items. You may also refer Appendix G for the SLO library resource list.

Use of Kitchen

The kitchen is available to current SLO faculty, students and staff only. Please keep the counters clean, place your dishes in the dishwasher, and remove items from the refrigerator before they expire. The refrigerator is cleaned on a regular basis and questionable items are thrown away.

Access to Clients in Jail/Prison

In order to gain access to jails or prisons for client visits, you must have an official letter from your supervisor or the director stating that you are acting as a student lawyer and should be granted access to your client. Different jails and prisons use different protocols for admitting student attorneys. Before scheduling your visit, consult with your supervising attorney to ensure you are using the appropriate procedure.

CBI Background Checks and CoCourts.com

Students may conduct background searches online through either the Colorado Bureau of Investigations (CBI) or CoCourts.com. CBI records checks will show arrest records. CoCourts.com will provide past and current court information for a given name or birth date combination. Please note CoCourts.com will only provide information at the county court level. Municipal court matters are not listed in the CoCourts.com database. **Use of login information is restricted solely to your work on behalf of your clients in the SLO and may not be used for any other purposes.**

CoCourts.com:

- www.cocourts.com
- Each check costs \$6.00, billed automatically to the SLO
- Username: clinics1
- Password: Justice2011
- Follow the prompts
- Results are given on the website

Colorado Bureau of Investigations:

- <https://www.cbirecordscheck.com/Index.aspx>
- Each check costs \$6.85, billed automatically to the SLO
- On the right, click on the "Account User" tab
- Login with the following user ID and password:
 - o Username: slo
 - o Password: Clinics2011
- Select "Individual Name Inquiries"

- Follow the prompts
- Results are given via a PDF attachment that is either e-mailed or uploaded to a user's computer

Confidentiality and Client Communications

Student attorneys, like all Colorado lawyers, have a professional duty to keep certain information confidential. This duty is based on two different sources of law: (i) the Colorado Rules of Professional Conduct and (ii) the attorney-client privilege.

Excluding certain exceptions, the Colorado Rules of Professional Conduct prohibit a lawyer from revealing information about a client unless the client has provided informed consent or the disclosure is impliedly authorized in order to carry out the representation. This duty of confidentiality has a broad application, and, unlike the attorney-client privilege, its scope extends beyond legal proceedings.

The attorney-client privilege is an evidentiary rule that protects communications between a client and his or her attorney from disclosure in legal proceedings. The attorney is duty-bound to protect this privilege by refraining from any disclosures that may result in client waiver of the privilege (e.g., if the client acts as if the information is not confidential by disclosing the information to a third party in the presence of the attorney).

The obligations to maintain client confidentiality and protect client communications are not limited to clients who are individuals but also extend to legal entities (with certain qualifications). The attorney-client privilege and the duty of confidentiality extend through Clinic faculty to those who work directly with such faculty (i.e., employees, associates, Student Law Office staff, and law students). All student attorneys must be acutely aware of these rules and make certain not to disclose client information without client permission. These rules apply to clients who receive only brief advice, as well as to clients involved in more protracted representation. The obligation to preserve confidentiality extends beyond the end of the academic year and the termination of a representation. In the classroom and in discussions with fellow student attorneys, Student Law Office staff, or Clinic faculty members, client work may be discussed freely, as it would be among attorneys from the same firm. However, student attorneys must take care not to use client names except with Clinic faculty and Clinic students. In no event may client information be disclosed outside of the Clinic, including disclosure to non-Clinic faculty. Student attorneys are usually intensely involved with their client work and, because it is very interesting to students, they may be tempted to discuss the work with significant others, friends, and acquaintances. Nonetheless, student attorneys must remember that they are governed by the same restrictions on confidentiality that govern practicing lawyers. This includes not only references to client names but also any information which might be so unique – nationality, church membership, occupation – as to reasonably lead to the identification of a client. Before sharing any client-related information with anyone outside of the Clinic, student attorneys must first consult with Clinic faculty. Finally, student attorneys must be careful about how client-related materials are discarded (e.g. drafts of documents). If a document is not placed in a client's file, that document must be shredded. Do not recycle client documents. Shredding receptacles are located in the copy room and in the hallway of faculty offices.

Files

Students are required to keep all case files in the appropriate file cabinet. Case files can be taken out of the office ONLY if necessary, if you are able to protect your client's confidentiality, and with your supervisor's approval. Case files are the property of the SLO and must be permanently stored in the SLO in the appropriate active case file cabinet. Faculty supervisors may review files and Practice Master notes at any time, so files must be kept current and accessible.

All closed files are located in the file room 335B. Should you need access to a closed file, contact a staff member. Do not take closed files out of the office. When you are finished with the file return it to the person who retrieved it for you for re-filing.

Do not keep confidential client information on your personal computer, especially laptops which can be stolen. This could be a malpractice risk.

Notary Services

The Administrative Assistants are certified notaries public. If your client needs documents notarized, check with the staff to confirm that someone will be available during the time the signer will be in the office. Make sure that all parties have valid identification with them. If the SLO staff is not available to notarize documents, you may make arrangements with a notary in the Dean's Suite in room 215 or in the Faculty Support suites on the fourth floor.

Outside Vendors

The SLO uses selected outside vendors for specific services such as service of process, court reporting, investigations, etc. Talk to your supervisor before using outside vendors for your case.

The SLO does not require that students use only vendors used before by the SLO. If you know of other vendors who perform the same duties at a smaller cost, please inform the staff of their services. If any service is over \$15.00, you must seek prior approval from your supervisor.

Reimbursements

Any invoice that you receive for services rendered by a party outside of the DU system must be turned into an Administrative Assistant. In order to obtain reimbursement, you must have (a) preapproval for the expense, and (b) the original receipt. You cannot be reimbursed for gas mileage parking. If you have questions about reimbursement, be sure to ask before you incur the expense.

If you need a check to pay for expenses in a case, you may submit a check request. Please provide at least ten days notice, detailed information regarding the expense, and information (potentially including completing a W9 form and submitting it to the DU purchasing department, which can

take a significant amount of time). The check request will be processed by the University's Purchasing department. Purchasing does not allow SLO personnel to pickup cut checks. If the check needs to be submitted with enclosed documents (such as pleadings for a filing), the documents must be delivered to the Purchasing department, along with the administrative paperwork for the request. Purchasing will mail the check directly from their office and will send any enclosures related to the check (such as pleadings) in the same envelope.

Keep in mind such expenses as transcription, translation, and chemical testing may be waived by or be reimbursable by court order. Ask your faculty advisor how to petition the court for these expenses. If your client is employed, they should pay court costs directly related to the case or reimburse the SLO for costs advanced; discuss this with your faculty supervisor.

VI. Office Policies in the SLO

Client Intake

The administrative staff, work-study students, and student attorneys work together to perform intakes for potential cases. While each clinic has its own intake criteria there are two criteria that impact each clinic:

Indigent status – Under the Colorado State student practice rule, the SLO may represent only the “poor” or “legally underserved” within the meaning of the Student Practice Act. This restriction does not exist in the federal court student practice rule. The Civil Rights Clinic, which litigates primarily in federal court, accepts cases and clients who would otherwise not have access to legal representation. The client's income should be less than 125% of the federal poverty guidelines, but the supervisors can make some exceptions in determining eligibility. The Environmental Law Clinic and Community Economic Development Clinic clients are the only exceptions to this eligibility requirement. The Environmental Law Clinic represents non-profit organizations with scant resources and the Community Economic Development Clinic represents under-resourced small business, non-profits, entrepreneurs, and artists.

Conflict of Interest – All cases must be screened by staff to determine whether a conflict of interest exists.

Types of Cases/Matters

Civil Rights Clinic

Constitutional rights of prisoners

Indefinite solitary confinement

Failure to provide prisoners with adequate medical or mental health care

Long-term denial of outdoor exercise

Prison's refusal to provide meaningful process to individuals placed in long-term segregation

Civil Litigation Clinic- A changing variety of cases including such topics as:

Eviction defense
Housing discrimination
Domestic violence protection orders
Wage and hour claims
Employment discrimination
Non-litigation community projects

Community Economic Development Clinic

Drafting corporate formation documents
Tax-exempt applications
Maintenance of tax-exempt status
Drafting and negotiating contracts

Criminal Representation Clinic:

Misdemeanors (assault, harassment, theft, etc.)
City ordinance violations (shoplifting, assault, disturbing the peace, interference, etc.)
Felonies (possible)
Juvenile cases (possible)

No traffic (DUI, DWAI, NPOI, DUS, DUR, speeding, etc.).

Environmental Law Clinic:

Citizen suits under a variety of statutes including the Endangered Species Act, the Clean Air Act, the Administrative Procedures Act, and the Clean Water Act.
Administrative issues such as comments on rulemaking proceedings, contested case hearings, and petitions for rulemaking.

Mediation Clinic:

The Mediation Clinic will mediate a variety of disputes including neighbor relations, home repairs, car repairs, contracts, issues between roommates, consumer dissatisfaction, and employment issues. Most mediation cases are referred directly from the courts or other agencies, and intake occurs at the courthouse. The Mediation Clinic's work-study student assists the public with mediation intakes.

Case Assignment

All students are responsible for their assigned cases until the cases are completed or until they are transferred. The number of cases each student is assigned varies as does the time spent on each case.

Student attorneys have certain case responsibilities as members of the SLO including:

- Update the Outlook docket with all court dates and other litigation deadlines at the start of the case. The docket should be updated as dates change or new deadlines are added.
- Each clinic has its own method of keeping client records. However, all new clients must be entered into Practice Master so conflict of interest checks can be completed. Keep Practice

Master clients' case notes and time records current so that the clinic faculty and staff have an accurate and up-to-date record of case activity and time spent on each case. For clinics utilizing Practice Master, the staff uses the case notes to check for conflicts of interest, so the names of any witnesses, parties, opposing counsel, etc., must be included in the case notes.

- Checking the docket calendar weekly to verify your court dates and other significant case deadlines.
- Following case closure procedures (see below), and submitting all cases to be closed to your clinical supervisor.

Where Do I Start?

New cases require certain documentation. These forms are located in the X: drive (refer below). Check with your clinic supervisor to determine which forms are required for your case.

Forms for specific clinics are located in the following locations:

Civil Clinic forms are found at X:\SLO\Civil Litigation\Forms

Criminal Defense Clinic forms are found at X:\SLO\Forms

Civil Rights forms are found at X:\SLO\CRC\CRC Forms

Environmental Clinic forms are found at X:\SLO\Environmental Law Clinic\Forms

Community Economic Development Clinic at X:\SLO\CED Clinic\Forms

Letterhead & Correspondence

The SLO supplies letterhead and envelopes for formal correspondence. Letterhead requires a special page setup to print correctly in Word. Go to: File, Print, click "Properties" inside the print window, go to "Paper" and then select "Manual Tray" or "MPF". Then click "Ok". The original print window will re-appear, click "Ok" again. A light on the printer will flash indicating that you need to manually feed the letterhead paper. Load the letterhead face up with the top of the page pointing inside the printer (as shown in the picture on the printer). The printer should print your letter. If this process does not work, please see one of the staff members.

Correspondence is a large part of your responsibility as a student attorney. No correspondence shall leave the office without the approval of a faculty member. This includes e-mail, U.S. mail, scanned documents, faxes, packages, and any FedEx documents. Signed copies of all correspondence must be copied and placed in the client's file prior to sending it out of the office. Appendix D contains a sample letter.

The SLO has self-addressed postage paid envelopes for return correspondence. The envelopes are located in the file room and next to the mailboxes in the reception area. Write your name above the return address on the envelope so the staff will not have to open the letter if it is returned to you.

Pending Dates & Docket

Docket control is the responsibility of the student attorney. The students must update their Outlook docket with pending dates on cases include trials or hearings, return/answer dates including filing deadlines, draft deadlines, etc. as soon as you learn of them. The following procedures must be observed:

When picking up a case:

- 1) Immediately verify upcoming dates with the appropriate court or agency. Verification may require checking court or agency files. Information in the file came from the telephone conversation with the client and may not be correct;
- 2) Take immediate steps to enter your appearance as student counsel – see above.

The docket must be updated for all pending dates of importance as required by our malpractice insurer.

Record Keeping/Timekeeping/Billing

Unless otherwise specified by your faculty supervisor, students are required to keep up-to-date and accurate case notes in Practice Master or in the appropriate system used in your clinic. It is essential that anyone in the office is able to pick up a file and completely understand the case status. Records of information given to you by your client, as well as your impressions and advice given, are necessary in order to transfer the case or answer questions after a case is closed. The notes in the file are particularly important in the event malpractice questions should arise later. Students using Practice Master will be trained on how to enter case notes into the case management system during orientation or during the first weeks of the semester.

Be sure to include all types of activity, such as:

- 1) Intake interviews
- 2) All telephone calls with or for the client or case (including any referrals or messages left)
- 3) Investigation on the case
- 4) Interviews of parties, witnesses, or any informant for the case
- 5) Legal research
- 6) Correspondence
- 7) Court appearances
- 8) Conferences with other attorneys
- 9) Discussions about the case with faculty supervisors (including weekly supervision meetings)

Timekeeping information is essential in situations where the clinic is able to recover attorney fees. Regardless of the client file system used by your clinic, keep your client/case time records up-to-date so your supervisor is aware of the scope of your work as well as the status of the case. The time and effort you spend on a case will serve as a tool to your faculty supervisor when evaluating your performance.

Pleadings

Your supervisor should proofread all correspondence and pleadings that you have drafted *before* they are mailed or filed with a court. All pleadings and correspondence need to be co-signed by your supervisor unless otherwise advised.

Dealing with the “No Show” Client

Occasionally your client may cancel or not show up for scheduled appointments. If this happens, discuss with your supervisor how best to proceed with the client.

Closing or Transferring Cases

The closeout/transfer system is designed with two goals in mind: 1) to provide a simple means of understanding the file at a glance should someone else have to refer to the file, and 2) to assess your ability to summarize relevant data and case activity in light of a client’s goals and objectives.

Unless otherwise instructed by your clinic supervisor, once you have finished all action on a case the following procedures should be followed:

- 1) Send client a closeout (or transfer) letter.
- 2) Print time sheets and journal notes from Practice Master or the system your clinic utilizes.
- 3) Write a closeout or transfer memo.
- 4) Place closed file in supervisor’s box and ask that he or she review it.

A case file will not be closed unless all of the above items are completed. Your supervisor must sign off on the file before it can be closed or transferred. All cases must be closed or transferred before you can be given a grade for the course.

When closing your cases keep in mind the following:

- 1) Fasten all papers in the file, either with a staple or a metal fastener.
- 2) Do not use a metal fastener if a staple will suffice.
- 3) Remove copies of statutes or other research unless it is something that is difficult to find or unusual (if transferring a case, do not remove research). Ask your faculty supervisor to evaluate whether you should make a copy of legal briefs, memos, etc., to be saved on the X: drive for future reference and use.
- 4) Remove notes you made to yourself. All notes need to be written as case notes or memos so that they can be read by others (such as your supervisor, their supervisor, or the malpractice carrier). The case information you learned from the clients and the information you gave them should be very clearly conveyed in the file.
- 5) Store case notes in reverse chronological order. (Most recent documents on top.)
- 6) Do not retain multiple copies of the same document. When you get a signed copy of a document, remove and recycle the unsigned copies.
- 7) Remove blank pages and unused forms.

Closeout Letters

Closeout letters serve several purposes: 1) to document your work on a case; 2) to remind the client of the stages of the process you have gone through together; and 3) to provide the client with an accurate synopsis of what happened in his/her case. The following is a sample outline of a general closeout letter.

1) Subject line Re:

A subject line is the “Re:” in a letter and is typed between the inside address and the salutation. All business correspondence should include a subject line that identifies this case from all others. You may include the case name, case number, and court, i.e., Re: People v. Barney, 99-0567, Denver County Court.

2) First Paragraph: Synopsis

This paragraph contains a short summary, in lay terms – not legalese – of what happened in the case. [In criminal cases it should conclude with the violations originally charged, identified by name (e.g., battery) and appropriate citation (e.g., 42-4-1203(A) C.R.S. 1973). This paragraph also should include maximum penalties, either collectively or individually, to which the client would have been subjected. In civil cases, include the kind of problem presented and the client’s goals.]

3) Details of Case and/or Resolution

This section contains what you did on the case such as negotiation and settlement (whether successful or not) and details of any and all court appearances. Identify the negotiating or opposing attorney, the court, the judge, and the date.

4) Explanation of Court Orders

Describe the outcome and remind the client of any obligations the court imposed and the consequences of failing to follow those obligations, such as making payments on a judgment. Be sure to explain all terms in simple, easy to understand diction. Be as clear as possible.

5) Shred Policy

Notify the client that the case will be destroyed without further notice after 10 years of the closing date. The client can contact us before that time period to receive a copy of her/his file.

6) Conclusion

End on a personal note if at all possible. Thank the clients for their cooperation, if applicable. Wish them well. Tell them to contact the office, not you, if they have any further questions on the case or if difficulties arise. Be careful not to give them the impression that we will handle future unrelated cases.

7) Closing

All closeout letters, as with all correspondence on cases, must be on SLO letterhead and reviewed by a faculty member. Every case is different so the letter must be tailored to the case. If a relevant

event happened during the handling of the case, which is not covered in these instructions, it must be included. Consult with your supervisor.

VII. The Student Practice Rule, Professionalism, and Ethics

Law students enrolled in the clinical programs are allowed to practice law in Colorado under the following rules and statutes:

1. C.R.C.P. 226.5 allows students of any accredited Colorado law school to represent clients of the legal-aid dispensary in district, county, and municipal courts, as if licensed to practice. Students are permitted to practice law in any court or administrative tribunal in the State of Colorado without court permission and without a supervising lawyer being present, if the lawyers in charge of the clinic and the judge approve.
2. C.R.S. 12-5-116 allows students to represent clients of a legal-aid dispensary where poor or legally underserved persons receive legal advice and services and to appear in court, as if licensed to practice.
3. In order for the court to authorize the appearance of a law student on behalf of our client, a motion and signed order must be filed in all cases. If a new student comes into the case, the court must know about the substitution.
4. We do not practice under the student intern rule C.R.S. 12-5-116.1. This is the statute that requires that the dean of the law school certify that you are qualified to appear in court in an internship placement.
5. Pursuant to U.S. District Court for the District of Colorado General Order 2005-3, students who have completed two semesters of law school and a course in Evidence may, with the approval of the presiding judge, appear in federal district court “on behalf of any party who has consented in writing.” To appear, students must be enrolled in a clinical program and must be supervised by a clinical faculty member.

C.R.S. 12-5-101 requires that a person practicing law have a license to practice or be authorized under another rule. Since C.R.S. 12-5-116 and C.R.C.P. 226.5 authorizes students to represent only the clients of the legal-aid dispensary (SLO), you cannot give advice to anyone who is not a client of the clinic. This includes your friends, relatives, acquaintances, your client’s friends, relatives, acquaintances, etc.

Rule 226.5. Legal Aid Dispensaries

Students of any law school that maintains a legal-aid dispensary where poor or legally underserved persons receive legal advice and services shall, when representing the dispensary and its clients, be authorized to advise clients on legal matters and appear in any court or before any administrative tribunals or arbitration panel in this state as if licensed to practice law.

12-5-116 – Legal aid dispensaries – Law students’ practice.

Students of any law school which has been continuously in existence for at least ten years prior to April 23, 1909, and which maintains a legal-aid dispensary where poor persons receive legal advice and services shall, when representing said dispensary and its clients, be authorized to appear in court as if licensed to practice.

16-5-501 - Prosecuting attorney – incarceration - legal representation and supporting services at state expense.

Except as otherwise provided, in any criminal prosecution for class 2 and class 3 misdemeanors, petty offenses, class 1 and class 2 misdemeanor traffic offenses, or municipal or county ordinance violations, the prosecuting attorney may, at any time during the prosecution, state in writing whether or not he will seek incarceration as part of the penalty upon conviction of an offense for which the defendant has been charged. If the prosecuting attorney does not seek incarceration as part of such penalty, legal representation and supporting services need not thereafter be provided for the defendant at state expense, and no such defendant shall be incarcerated if found guilty of the charges against him, but the defendant shall be subject to all alternatives available to the court under section 16-11-502 and to alternatives available to each municipality under its municipal ordinances for failure to pay fines and costs.

Source: Amended, L.87, p. 1469, § 5. People v. Austin

NOTE: Some judges will not appoint law students when the prosecutor is not requesting jail time as a penalty for an offense. Some believe that they are mistakenly relying on C.R.S. 16-5-501, above. Try to help those judges to distinguish between the SLO and the Public Defender’s Office (or other court-appointed counsel) on the basis *that there is no state expense involved when law students are appointed*. If the Court does not otherwise object, and if we are still taking cases in any given semester, a person who meets our criteria should be able to have student counsel just as if that person had chosen and retained a private attorney.

Professionalism Reminder

On July 21, 1990, the Colorado Bar Associations Board of Governors adopted *A Lawyer’s Principles of Professionalism*. These *Principles* were adopted to guide lawyers in their dealings with the judiciary, the public, clients, and other lawyers. The *Principles* state:

- | |
|--|
| <ol style="list-style-type: none">1. A lawyer owes, to the judiciary, to the client and to opposing counsel, candor, diligence, respect, courtesy, cooperation and competence. |
|--|

2. In serving the client, a lawyer must be ever conscious of the broader duty to the judicial system of which both attorney and client are a part.
3. A client has no right to demand that counsel abuse any participant in the judicial system or indulge in offensive conduct. Effective advocacy requires neither.
4. A lawyer should not use any form of discovery, the scheduling of discovery, or any other part of the dispute resolution process as a means of harassing opposing counsel or opposing counsel's client or as a means of impeding the timely, efficient and cost effective resolution of a dispute.
5. A lawyer will be punctual in communications with others and in honoring scheduled appearances, and will recognize that neglect and tardiness are demeaning to the lawyer and to the judicial system.
6. If a fellow member of the bar makes a just request for cooperation or seeks scheduling accommodations, a lawyer will arbitrarily or unreasonably withhold consent.
7. A lawyer owes to the public a devotion to the public good and the public service; a commitment to the improvement of the administration of justice; a duty to abide by and report violations of others of any disciplinary rules; and the contribution of uncompensated time and civic influence on behalf of those persons who cannot afford adequate legal assistance.
8. Above all, a lawyer owes to all with whom the lawyers come in contact, civility, professional integrity and personal dignity.

Ethical Issues

Ethical rules involving confidentiality and conflicts of interest (and other related topics) will be reviewed with you during orientation and throughout the semester. However, no lecture or book can cover all of the variations on ethical issues that can arise in the clinic, so you should discuss matters with your supervisor. However, here are a few reminders of ethics-in-action that are SLO policy:

1. **Confidentiality and E-Mails:** Our Practice Master system is not accessible to anyone outside of the SLO including Sturm College of Law computer technicians and Help Desk staff. Thus all documents associated with Practice Master are confidential. Although our Outlook email system is generally safe, it is NOT completely secure. Thus, when using the email system to communicate confidential matters, be sure to avoid identifiable client names or other identifying information. Instead, if you need to use the email system to communicate with a supervisor, for example, use a client's initials. It is best to not communicate with clients via email because of the lack of total security of our system as well as theirs.
2. **Conflicts of Interest:** Conflicts of interest can arise in a variety of circumstances. First, they may arise because we have represented a prior party or organization. Second, conflicts may arise due to prior employment of students who are enrolled in the Student Law Office. For this reason we ask you to complete a Conflict of Interest form about your past employment. Third, you may feel that you have a conflict for personal reasons. If you believe that due to personal reasons you may have a conflict of interest in representing a particular client, you should promptly notify your supervisor to discuss a

possible alternative assignment. Should this circumstances arise, students are encouraged to use the situation as a learning experience and to discuss the matter in your supervision meeting.

3. **Current or Past Military Experience:** 18 U.S.C. § 205(a)(1) prohibits “an officer or employee of the United States” from acting as an “agent or attorney” for anyone “prosecuting any claim against the United States,” except where that employee is acting “in the proper discharge of his official duties.” If you presently: serve in the United States armed forces (including the National Guard or the Reserves); work for, contract with, or intern at any federal government entity; or plan to do so within the next academic year, please inform your supervising attorney or the administrative staff.
4. **Accepting Offers of Employment:** During your time in the Student Law Office, you may have the opportunity to accept a new job, internship or clerkship. While this may be an excellent opportunity for you, it may create a liability for the clinic. Before accepting a new position, we ask that you speak to your supervising attorney to ensure a conflict of interest does not exist.
5. **Gifts from Clients:** Occasionally, a client will want to give you a gift. A number of factors are involved in consideration of our policy. First, it is appreciation that generally motivates clients to offer a gift. A policy should not squelch a show of generosity. On the other hand, our mission is to provide free services to indigent clients who usually have very little to share materially. Secondly, we would not want another client who did not or cannot afford to give a gift to feel he or she failed somehow. (Some clients do communicate with each other.) Additionally, periodically we have clients who offer students generous or expensive gifts or even large sums of money. Accepting anything other than a token gift is inappropriate for a student lawyer. A token gift is something material that can be shared with others in the office—such as food, or something personally made by the client for the student, or something so small as to be “de minimus.” If clients want to do something to express their appreciation, you can suggest they write a letter to your supervisor, the dean, or even the chancellor to let them know of DU’s contribution (through you) in helping improve their life. If you have questions about this, please discuss it with your clinic supervisor.

VIII. Expectations, Grading Procedures, & Evaluations

A. Faculty Advisors

It is the responsibility of the clinic faculty to do the following:

- 1) Plan orientation and classes;
- 2) Actively supervise assigned students throughout the semester/year;
- 3) Attend all court appearances;
 - a) Meet with student attorneys regularly;
 - b) Give appropriate feedback;

- c) Evaluate student attorneys according to criteria stated in the Evaluation and Grading Section.

B. Students

It is the responsibility of the student to do the following:

- 1) Attend all orientation, classes, and weekly supervision sessions;
- 2) Be alert to potential ethical issues and address them promptly;
- 3) If required by your supervisor, prepare a trial notebook 10 days prior to all cases going to trial;
- 4) Inform faculty advisor and administrative staff of all court dates by using the Outlook docket;
- 5) Observe all office routines and procedures as described in this manual;
- 6) Attend all appearances, including review hearings;
- 7) Close and/or transfer case files promptly by observing office procedures;
- 8) Complete the notes and time entries in Practice Master and/or the system utilized by your clinic.

C. Students and Faculty

A mandatory meeting with the faculty supervisor(s) will be held at the end of the semester. All open case files must be brought to this meeting. You and your supervisor will discuss the future course of your relationship on any continuing cases.

All SLO students are evaluated by their clinical supervisor. Each clinic has its own evaluation criteria, but below are some areas you might be evaluated on. Your supervisor will review your clinic's evaluation criteria with you. If you have any questions about the criteria, you should discuss them with your supervisor at the beginning of the semester.

1. Attorney-Client Interactions

- A. Attorney-Client Relationship: Did you foster an effective attorney-client relationship with your clients? Did you respond in an empathic manner to your clients? Did you foster confidence in your clients? Did you return your clients' phone calls in a timely manner? Did you set appropriate boundaries between you and your client? Did you define the attorney-client relationship? Did you make appropriate referrals for the client when a problem fell outside the scope of your representation?
- B. Providing Quality Legal Services to the Client: Did you produce work on behalf of the client in a timely manner? Did you keep in constant contact with your clients, informing them about the progress in their case? Did you advise your clients of significant developments in the case and of such major work products such as briefs in support of motions? Did you advise your client of significant dates, delays, and changes in schedules? Did you assist your clients in making all significant decisions in their case by providing all needed information and by helping the clients to structure the decision-making process? Did you educate your clients so that they will be better able to protect their interests in the future?

C. Interviewing Skills: Did you obtain relevant information from your client? Did you effectively use the interview process to establish the attorney-client relationship? When you were in supervision, were you able to answer questions about the facts? Did you provide your supervisor with a tape of a client interview and review the contents with your supervisor?

2. Theory of the Case Development and Implementation

A. Fact Investigation: Did you investigate and develop the facts in a timely manner? Were you able to find information that you did not have when you first opened the case? Were you able to distinguish facts that were helpful, harmful, or neutral in your case?

B. Legal Research: Did you research and understand the controlling statutes (ordinances or regulations), applicable case law, and the accompanying procedural rules that relate to your case? Did you properly advise your client based on the research? Did you provide a thorough analysis of the legal issues? Did you utilize the full range of legal authorities available? Did you acquire sufficient substantive knowledge to develop all appropriate legal theories? Did you develop sufficient legal precedents to establish legally persuasive theories? Was your legal research comprehensive and reliable? Did you identify all applicable rules of procedure? Did you develop sufficient substantive knowledge to implement all appropriate legal theories?

C. Theory of the Case Development: How creative were you in developing theories of the case to accomplish your clients' goals? Did you conduct sufficient legal research to identify all possible theories? Did you develop sufficient facts to identify all appropriate theories? Did you identify factual inconsistencies in order to discard inappropriate theories? How effectively did you implement the theories of the case? Did you develop sufficient facts to establish emotionally sensitive theories? Did you anticipate legal and factual arguments from adversaries and others? Were you able to use procedural and evidentiary rules to your clients' advantage?

3. Oral and Written Advocacy

A. Motions and Documents: Did you proofread any and all documents prior to submitting them to your supervisor? Was the information utilized in your written work cited properly? Did you follow office procedure and have your supervisor (or another clinical faculty member, if there was an emergency) review everything that you sent out of this office? Did you follow the suggestions made by your supervisor on your written work? Did your work improve over the semester? Was your written work of the highest professional quality?

B. Negotiations: Did you understand the issues in your case well enough to translate into effective negotiation? Did you communicate properly with your client throughout the negotiation? Were you prepared for each negotiation session? (i.e., did you have a proposed settlement when you were meeting with opposing counsel?)

C. Trial Preparation: Did you gather facts, interview witnesses, and acquire documentary or tangible evidence throughout the case? Were you able to identify issues, gather and develop

a theory of the case? Did you prepare your trial notebook? Did you prepare the trial notebook in enough time to allow your supervisor to review the materials? Did you anticipate evidentiary objections and have rules and law to support your evidence?

- D. Trial/Hearings: Did you implement your trial plan? Did you respond well to the judge and opposing counsel during the trial/hearing? Were you able to think on your feet in response to objections? Were you able to make objections in a timely manner? Did you present your client's theory of the case in a compelling manner? Contrary to what you may hear, you will not be graded down if you do not win at trial.
- E. Overall Oral and Written Advocacy: Did you express your thoughts with precision, clarity, and economy? Did you express your thoughts in an organized manner? Did you express your thoughts in a format targeted to your intended audience, whether they were clients, adversaries, or others? Did you identify and use appropriate non-verbal aspects of oral communication? Did you identify and respond to verbal and non-verbal clues from others? Did your oral advocacy advance immediate and long-term objectives? Did you use proper grammar, vocabulary, and pronunciations? Did you articulate and enunciate clearly? Did you identify and use appropriate non-verbal aspects of written communication? Did you respond effectively to the positions expressed by others? Did your written advocacy advance immediate and long-term objectives? Did you use proper grammar, vocabulary, and sentence structure?

4. Practice Management

- A. Office Conduct: Did you make efforts to work with others in the office? Did you effectively share the limited resources of the SLO? Did you coordinate your efforts with others? Did you consistently follow office procedures or have a reasoned and approved departure from those procedures that you discussed with your supervisor and staff? Did you consistently file ticklers to inform the SLO staff and your supervisor of court dates, filing deadlines, etc.?
- B. Time Management: Did you commit to the time required for course credits? Did you maintain a level of productivity that conformed to applicable standards? Did you meet all deadlines? Did you leave casework until the last minute? Did you allocate all of the time, effort, and other resources necessary to meet obligations to the client?
- C. File Maintenance: Were your files in order and did you have them at each supervision meeting? Were the files kept in neat and chronological order? Were your case notes kept current and updated? Were your files left in the office when you were out of the office? Did you keep the information in the files confidential? Was the information in the file complete, including the client phone numbers and addresses? Could your supervisor pick up your file and understand what was going on with the case? Were your files kept in the file cabinet and not left about the SLO so that others can see them?

5. Professional Relationships

- A. Interaction Outside the SLO: Did you interact effectively with adversaries? Did you interact effectively with court personnel? Did you interact effectively with witnesses? Did you respond courteously and with due consideration?
- B. Interaction at SLO: Did you interact in a considerate and respectful manner with office staff? Did you interact effectively with your partner (if you had one)? Did you simply divide all tasks or did real collaboration take place in your work? Did you attend your weekly supervision meetings? Were you prepared at your supervision meetings? Did you connect with your supervisor outside of the supervision session when necessary? Did you inform your supervisor and staff that you were going to be out of town? Did you make coverage plans for your absence?

6. Professional Responsibility

Did you identify and address all possible conflicts with the Code of Professional Responsibility? Did you identify and address possible conflicts with other ethical, ideological, or personal considerations bearing on a case or the attorney-client relationship? Did you consult with the clinical supervisor appropriately? Did you advise the clinical supervisor of sensitive and significant matters? Did you advise the clinical supervisor of delays and changes in dates and schedules?

7. Reflective Skills Development

Can you effectively criticize your own performance? Are you able to identify your strengths and weaknesses in the various areas of legal work? Did you gain insights about your future role as an attorney? Did you identify the aspects of lawyering that are important to you and the parts that are distasteful to you? Did you learn about the kinds of legal work that you want to do? Did you learn about the way that the legal system enforces norms? Did you learn about the value and limitations of lawyers in our legal system? Did you learn about the political and social contexts in which effective individual case analysis must take place? Did you gain insights about your future identity as an attorney?

8. Class Attendance and Participation

Did you regularly attend class? Did you regularly read the assignments for class? Did you analyze the issues raised in the readings prior to class? Did you participate regularly in class discussions? Were you prepared to discuss developments in your cases in an effective manner with other students during grand rounds?

9. Simulation Participation

Did you participate effectively in simulations? Did you prepare in advance of the simulations? Did you effectively assume the role assigned? Were you prepared to address unexpected developments? Did you relate effectively to your “client” in the interviewing and counseling simulations? Did you relate effectively to opposing counsel in the negotiation simulation? Did you conduct a meaningful analysis of your performance and of your strengths and weaknesses in each self-evaluation? Did you participate in the videotaped critiques in an open and non-

defensive manner? Did your performance as an attorney improve from your participation in the simulations?

10. Personal Development

Are you learning the process of being a lawyer? Are you recognizing more issues as the semester progresses? Are you balancing your work and personal life? Are you finding more meaning in your work in the SLO?

As the semester progresses, we will make notes about how well you are learning the processes. We will also note whether a case is more complex or has something unusual about it. When we are arriving at your grade, we will review these notes to make sure that we factor this into your grade. We are most interested in how you grow during this process and how you learn to analyze the issues in the case and apply the steps you are learning to each new case.

11. Special Recognition

Are there any aspects of your work in the clinic that are not otherwise described in the preceding criteria that deserve special recognition?

Student Evaluations of Program and Faculty

You will be asked to evaluate your faculty supervisor and your experience in the SLO at the end of each semester. Please take the time to fill out and submit the evaluations. These evaluations are very important to us because they help us to continually improve students' experiences in the SLO.

IX. Appendix A: Practice Master

Opening PM

From the W drive, PM is found at this path: \\slo2.law.du.edu\sti
Right click the CM.EXE icon and send it to your desktop

User Name: First initial of first name and complete last name (or as much as will fit).

Password: Initials followed by "12".

You will be able to access PM on any SLO computer.

Working in PM

After entering your user name and password, click "Client" icon. All the work you will do in PM can be done from this page.

On the right side of the screen is a button labeled "Quick Clicks." You will need to use the subheadings "Column Layout," "Filter" and "Sort By."

Column Layout

Using PM is easiest if your screen is laid out properly. Under the "Quick Clicks" menu for Column Layout, select "SLO_Layout." Your PM profile should maintain this setting.

Sort By

You have two choices for how to search for client files: by your client's last name or by SLO case number. To search by client's last name, select "Last_First." To search by SLO case number, select "Client_ID"

Filter

Select "List Filter Text" (next to the magnifying glass) and a text box will appear. Enter the client's last name or case file number. The system will search through the database and pull every record that contains the word or number you enter.

For example: If you enter the name "John," the system will pull every client with the first name "John," every client with the last names "Johnson" (or "Johns"), and every client from "Johnsonville" (though, we don't have any clients from there). Similarly, if you enter "208" in hopes of scrolling through the new clients from 2008, the system will pull every client with "208" in his or her address, phone number, zip code, or SLO case number.

Tabs

Most of the information below will be entered before you receive the case file. You are responsible for keeping information up to date.

1. List (default) – Searchable listing of all SLO clients, case numbers, and contact information.
2. Contact Information – Activity status of case, address, phone numbers, and other contact information.
3. Client Detail – Personal information about clients including DOB, citizenship, SSN, etc. Also, the comments window is for all miscellaneous information (including witness info) relevant to the case.
4. Case Information – Case number, jurisdiction, adverse party info, and case outcome.
5. Setup – Area of practice, supervisor and student(s) assigned to case.
6. Fees – Account of the time spent working on cases. To add a new time entry, click: Fees\ “New” icon\ Enter:
 - Your Timekeeper code from menu
 - Appropriate Tcode from menu
 - Number of hours worked
 - Rate of 100 (amount will automatically calculate)
 - Detailed description of work

Type detailed notes so that anyone viewing your records immediately will know what is happening with your case. Leave the other information on this page at the default settings. Your notes will be saved in chronological order. You may alter, but not erase saved journal notes.

Printing

Some professors may require their students to print their journal and time entries each week. All students are required to print their journal and time entries before closing their cases. Students will not be graded until all their cases are properly closed. To print:

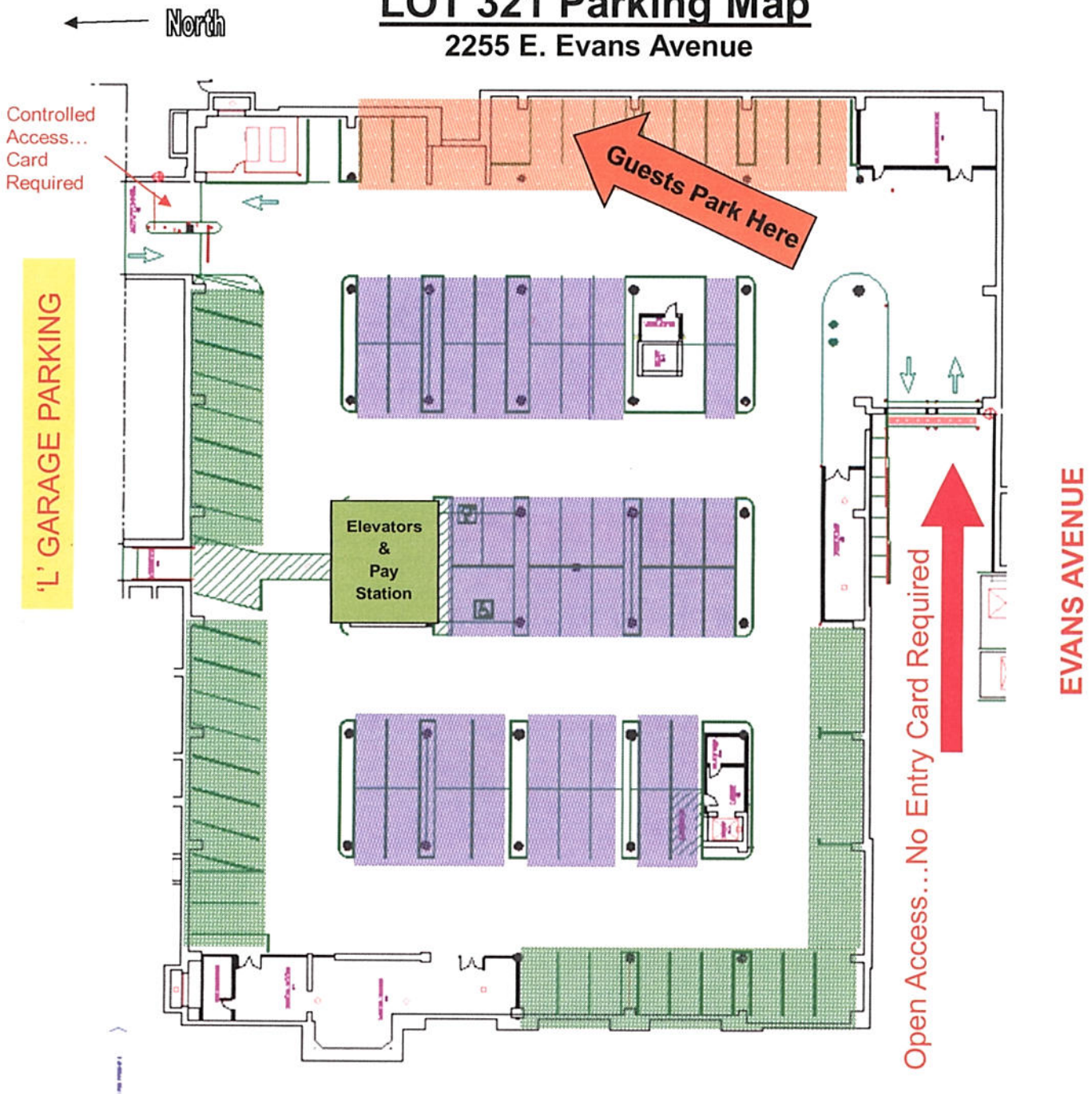
Click:

- Reports
- Report Writer
- Double Click on the report you wish to print
- Beginning Client Number (enter your client’s case number)
- Ending Client Number (enter your client’s case number)
- Start Date (enter the date your case was opened)
- End Date (enter today’s date)

Print/ Select “Preview” (to confirm your entries are correct)/ Select SLO Dell printer on drop-down menu/ OK/ Print.

LOT 321 Parking Map

2255 E. Evans Avenue



➤ Stalls highlighted in orange are **COL DEAN'S OFFICE BUSINESS ONLY** spaces.
➤ Dean's permit required at all times.

➤ Stalls highlighted in purple are **PAID VISITOR** spaces. \$1 per hour, pay station located south of elevators.
➤ **No 'Adjunct L' parking.**
➤ Blue 'scratch off' permits allowed... must have date scratched off to be valid.

➤ Stalls highlighted in green are **LAW ADMIN** spaces.
➤ 321 permits valid at all times.
➤ Adjunct L valid **after 4 PM Only**

For assistance, call 303-871-6104 or 303-871-6117 or Parking Services at 303-871-3825.

Return Receipt:

- Green 3"x5" card
- Placed on back of envelope
- Removed upon delivery and returned to sender as receipt confirmation
- Front:
 - o Recipient's name and address (Box #1)
 - o Article number, 20 digits, found on service label (Box #2)
 - o "Certified Mail" and "Return Receipt for Merchandise" both checked in Box #3

| SENDER: COMPLETE THIS SECTION | COMPLETE THIS SECTION ON DELIVERY | |
|--|--|---------------------|
| <ul style="list-style-type: none">■ Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.■ Print your name and address on the reverse so that we can return the card to you.■ Attach this card to the back of the mailpiece, or on the front if space permits. | A. Signature X <input type="checkbox"/> Agent <input type="checkbox"/> Addressee | |
| 1. Article Addressed to: Selvoy Filterup 123 Market St. Denver, CO 80202 | B. Received by (Printed Name) | C. Date of Delivery |
| 2. Article Number (Transfer from service label) | D. Is delivery address different from item 1? <input type="checkbox"/> Yes If YES, enter delivery address below: <input type="checkbox"/> No | |
| | 3. Service Type <input checked="" type="checkbox"/> Certified Mail <input type="checkbox"/> Express Mail <input type="checkbox"/> Registered <input checked="" type="checkbox"/> Return Receipt for Merchandise <input type="checkbox"/> Insured Mail <input type="checkbox"/> C.O.D. | |
| | 4. Restricted Delivery? (Extra Fee) <input type="checkbox"/> Yes | |
| 7008 1140 0001 1699 2706 | | |
| PS Form 3811, February 2004 Domestic Return Receipt 102595-02-M-1540 | | |

- Back:
 - o Sender's name and address
 - o YOUR name and the SLO address (including suite number)

UNITED STATES POSTAL SERVICE



First-Class Mail
Postage & Fees Paid
USPS
Permit No. G-10

• Sender: Please print your name, address, and ZIP+4 in this box •

Annie Seperich
c/o Student Law Office
2255 E. Evans Ave., Ste. 335
Denver, CO 80208

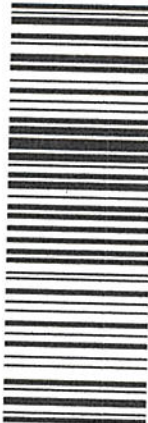
Service Label:

- Smaller green and white label with barcode
- Sender's address on bottom
- In the lower left corner of the "Postmark Here" area, please include YOUR INITIALS
 - o This small label is torn off before delivery and sent back to the SLO for billing. Like the return receipt, this service label should be kept with your client file. If there is no name or initial from the sender, we have no way of routing this label to you.
- Placed on front of the envelope in the middle
 - o Account for the return address on the left and postage meter markings on the right
- Affix the top of the label (with the bar code) to the envelope
 - o Fold the label over the top of the envelope at the dotted line

Return Address:

- Write your name or initials on the envelope on the return address
- If you are using DU letterhead, write your name or initials above the letterhead (see example)

CERTIFIED MAIL™



A. Seperich
UNIVERSITY OF
DENVER

Sturm College of Law
Clinical Programs
Ricketson Law Building, 335
2255 E. Evans Ave.
Denver, CO 80208

7008 1140 0001 1699 2706
7008 1140 0001 1699 2706

U.S. Postal Service™
CERTIFIED MAIL™ RECEIPT
(Domestic Mail Only; No Insurance Coverage Provided)

For delivery information visit our website at www.usps.com

OFFICIAL USE

| | | |
|---|----|------------------------------|
| Postage | \$ | Postmark Here (AS) |
| Certified Fee | | |
| Return Receipt Fee (Endorsement Required) | | |
| Restricted Delivery Fee (Endorsement Required) | | |
| Total Postage & Fees | \$ | |

Sent To: Selvon Fillerup
Street, Apt. No., or PO Box No. 123 Market St.
City, State, ZIP+4 DENVER, CO 80202

PS Form 3800, August 2006 See Reverse for Instructions

Se 12 Du

Margins: 1.5" (top); 1" (bottom and sides) to accommodate letterhead; 0 spacing before and after paragraph; full justify the paragraphs for business style

January 9, 2012

SPACE

SPACE

SPACE

Ms. Eleanor Roosevelt
1776 West Litigation Place
Denver, CO 80208

SPACE

Re: Smith v. Jones
Denver County Court No. 2012-0123456

SPACE

Dear Ms. Roosevelt: (Use a colon if you are addressing person with a title, such as Ms., Dr., etc. Use a comma if you are addressing the person with their first name only, such as Dear Eleanor,)

SPACE

I am writing to notify you of a change in the hearing date for the above referenced matter. The hearing will no longer be held on Monday, February 13, 2012, but is instead scheduled for Thursday, March 8, 2012 at 8:00 a.m. This hearing will be held in Courtroom 115, located in the Pre-Arrestment Detention Facility at 1351 Cherokee Street, in Denver. I have enclosed a copy of the notice from the court for your records.

SPACE

Please plan to meet us at the courtroom approximately 30 minutes before the hearing. Feel free to call if you should have any questions. We may be reached at the Student Law Office at 303-871-6140.

SPACE

Sincerely,

SPACE

SPACE

SPACE

John Adams
Student Attorney

YOUR CLINIC

University of Denver, Sturm College of Law

SPACE

Susan B. Anthony
Student Attorney

YOUR CLINIC

University of Denver, Sturm College of Law

c: Laura Rovner (Always copy your supervisor on any correspondence. You may also need to copy other people, such as copying your client on a letter to opposing counsel)

SPACE

enc: Copy of Notice from court (REMEMBER TO ADD YOUR LISTED ENCLOSURES)

c:\users\klyon\desktop\orientation\sample letter.docx

NOTE: Do not let dates separate onto another line. Use non-breaking spaces in between month, day, and year by hitting shift+ctrl+space bar

XIII. Appendix E: Sony Digital Voice Recorder

Recording

1. Press FOLDER/MENU to select the folder in which you want to record messages (A, B, C, D, or E).
2. Press the red REC/PAUSE button to start recording. You do not need to hold the button down while recording.
3. Direct the built-in microphone (located at the top of the device) at the source to be recorded.
4. Press the red REC/PAUSE to pause the recording, or press ■ (Stop) to stop recording.
5. If you have paused the recording and wish to resume, press the red REC/PAUSE button again to continue recording.

Listening

1. Press FOLDER/MENU to select the folder in which your message is saved.
2. Press -<< or >>+ to select the message you want to play.
3. Press the PLAY/STOP button. Playback will begin.
4. Press VOL +/- on the side to adjust the volume of the message.
5. To stop playback, press ■ (stop).

Erasing

1. Select the message you want to erase when the recorded is in the stop or playback mode.
2. Press ERASE on the side while you are playing the message you want to erase, OR press and HOLD the ERASE button while the message is in stop mode.
3. A beep will sounds and the message number and "ERASE" will flash.
4. Press ERASE again. "ERASE" will appear in the display window and the selected message will be erased. When the selected message has been erased, the remaining messages in the folder will be renumbered.

Connecting the Recorder to Your Computer

1. Use the provided USB connecting cable to connect the device to your computer. Your computer will recognize the device, and a folder labeled "IC_RECORDER" will appear on the desktop. The words "PC LINK" will appear on the device display window.
2. To copy a message to your computer, simply drag the desired voice file from the "IC_RECORDER" folder to the folder you wish to save it in on your computer. The sound file will be copied over.

See the administrative assistants for more detailed instructions regarding adjusting settings or troubleshooting.

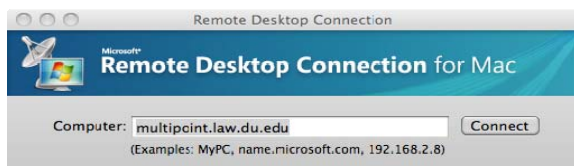
XIV. Appendix F: Remote Desktop

Mac Users:

If you do not already have Remote Desktop downloaded, you can download it via this link <http://www.microsoft.com/mac/remote-desktop-client> . Once you have successfully downloaded Remote Desktop, begin by following the instructions below depending on your location.

Working on the DU campus:

1. Open "Remote Desktop Connection"
2. Enter: multipoint.law.du.edu or multipoint2.law.du.edu



*Each server (multipoint.law.du.edu and mulitpoint2.law.du.edu) has a limited user capacity. You may find that one is at capacity if unable to log on. If this happens, utilize the other one.

3. Select "Connect"
4. Enter your user name (ex: jsmith12).
5. Enter your password. (This is the password you use to log into Webmail.)
6. In the field "Domain," enter: Law
7. Select enter to connect.
8. You may be prompted to select enter again in order to confirm the source is trusted.

Once you have successfully logged on you will be able to access Practice Master, the X drive, Summation, and Microsoft Office. You will not need to map to any of these programs.

Working off the DU campus: In order to be able to work off the DU campus **you must have Boot Camp software**. This enables your computer to run Windows. Once you have installed Boot Camp, your computer will be functioning as a PC. Continue by following the "PC User" instructions starting at step 1.

PC Users:

You do not need to download Remote Desktop; it is already on your computer. Please follow the instructions below.

Working on the DU campus:

1. Start
2. All Programs
3. Accessories

4. Remote Desktop Connection
5. Select "Options" in the bottom left corner.
6. Under the "General" tab:
 - a. In the field "Computer," enter: multipoint.law.du.edu or
multipoint2.law.du.edu
*Each server (multipoint.law.du.edu and multipoint2.law.du.edu) has a limited user capacity. You may find that one is at capacity if unable to log on. If this happens, utilize the other one.
 - b. Enter your user name: law\your user name (ex: law\jsmith12).
7. Select the "Local Resources" tab:
 - a. Uncheck the printers box so that a network search for local printers does not occur.
8. Return to the "General" tab and select "Save As" – this will create a short cut icon that you can save in a convenient location on your computer. Your options will be saved so that you can skip the steps above when logging in each time. You can create multiple shortcuts, such as one for multipoint and another for multipoint2.
9. Select "Connect"
10. You may be prompted to select "Connect" again in order to confirm the source is trusted.
11. Enter your password. (This is the password you use to log into Webmail.)
12. Select "OK"

Working off the DU campus: You will need to complete the above steps 1 – 8 under "PC Users" before proceeding onto step 13.

13. You will need to activate working through the RD Gateway.
 - a. Right click on the short cut icon you created in step 8.
 - b. Select "Edit"
14. Select the "Advanced" tab:
 - c. Select "Settings" under "Connect from anywhere"
 - d. Check the box "Use these RD Gateway server settings"
 - i. Enter the server name: rdgate.law.du.edu
 - ii. Leave the logon method as "Allow me to select later"
 - iii. Uncheck the box "Bypass RD Gateway server for local addresses"

- iv. Select “OK”
- v. Select the “General” tab.
- vi. Select “Save”
- vii. Select “Connect”

Once you have successfully logged on you will be able to access Practice Master, the X drive, Summation, and Microsoft Office. You will not need to map to any of these programs.

As long as you save your RD Gateway settings, you can skip the steps above when logging in each time.

Printing from Remote Desktop:

Print jobs from Remote Desktop can only be sent to the SLO printers. **You will not be able to print to a SLO printer when working off campus.** If you have questions about printing remotely, see the Administrative Assistants.

To print in the SLO, you will need to add a network printer, either the SLO Student Color printer or the SLO Student Black and White printer.

Adding a Network Printer:

- Start
- Devices and Printers
- Add a Printer
- Add a Network Printer (second option)
- Select “The printer that I want isn’t listed”
- Type in: \\lawprintsvr1.law.du.edu\
- Select “Law-SLO-Student-B/W” or “Law-SLO-Student-Color”
- Select “Next” and “Finish”

Signing out of your Remote Desktop session (on and off campus):

1. Save your work and close all open applications.
2. Select the Start button in the bottom left corner of the screen.
3. Select “Log off”

You must sign out of every Remote Desktop session. User sessions that have remained idle for an extended period of time will be logged out by an administrator.

XV. Appendix G: SLO Library Resource List

XVI. Appendix H: Extended Absence Form



Extended Absence Contact Form

Please fill out the information below so that we may reach you in case of an **emergency**.

Name: _____

Supervisor: _____

Home Phone: _____

Message Phone: _____

Vacation Phone: _____

Duration of Vacation (Dates): _____