
Civil Legal Helpline FAQs For Law Student Volunteers



1. **Make sure to record all pro bono time, including training time.** Enter the time you spend being trained in the classroom or online for this project into [your pro bono account](#). If this is your first-time logging into the account, you likely need to complete the Pro Bono Code of Conduct (linked in #2 below) which contains your account credentials.
2. **Complete the Pro Bono Code of Conduct.** Before beginning pro bono work of any type, students must have read, signed, and submitted a completed [Pro Bono Code of Conduct](#) which includes reading the accompanying [memorandum](#) regarding the professional responsibilities of law students engaged in pro bono work. If you have already submitted the Pro Bono Code of Conduct in conjunction with another project, you do not need to do it again.
3. **Getting scheduled.** If you are interested in signing up for this project at the beginning of the semester, indicate that on the [pro bono project scheduling form](#). Once you are scheduled, your assignments will appear in [your pro bono account](#). If you are interested in joining this project mid-semester, email Angela.Schultz@marquette.edu or Kathryn.Mertz@marquette.edu.
4. **Delivery of Services.** The Civil Legal Help Line operates using Google Voice. Students will receive information at the beginning of each shift about the calls they should return, the resources they should offer, and whether to schedule the client for an appointment with the Marquette Volunteer Legal Clinics. All calls will occur through the Google Voice account. Supervision will be available through Zoom during the entirety of your shift.
5. **Can't make it to a scheduled shift or need to change your schedule?** If you must miss an assigned shift or change your schedule, email Alexi.Richmond@wicourts.gov to alert her as soon as possible.
6. **Professionalism, bias, and confidentiality.** Pro bono clinics are a place where everyone involved—from the clients to the volunteer law students to the volunteer lawyers—should be treated with respect and dignity. If any person involved with a pro bono project ever feels targeted with bias in any form, that person is encouraged to speak with Dean Schultz or any member of the Office of Public Service.

If in a shared space while making calls to clients, please use headphones and refrain from using speaker functions. If you write any confidential information down about a client anywhere (besides the client logs and appointment forms) dispose of it appropriately (i.e. a shredder).

For further information contact Alexi.Richmond@wicourts.gov.