

**Marquette Volunteer Legal Clinics: In-Person & Remote Services
Training Materials for Lawyer & Law Student Volunteers**

Questions? Email mvlc.law@marquette.edu


 This video icon is used next to linked supplemental training videos intended for one-time viewing for our newest volunteers.

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I. General Information and Link to Training Videos

A. For Attorneys

Watch the latest recorded version of the MVLC training from January 7, 2022:

- [Training Video](#), [PDF of Slides](#)

After you complete the training session submit the [online training completion form](#).

B. For Law Students

Watch the latest recorded version of the MVLC training from January 18, 2022:

- [Training Video](#), [PDF of Slides](#)

Record your training time in [your pro bono account](#). If you are new to pro bono, learn about the pro bono account by reading the law student FAQ linked below. Pro bono accounts have special credentials (NOT your typical Marquette credentials).

II. Before Your First Shift




– Review:

- [Law Student FAQ](#)
- [Attorney FAQ](#)
- [Notetaking Guide](#)






 [How to take good notes during the clinic](#) (11-minute video)






III. Resource Links: Used During Clinic Shift

A. Remote Marquette Volunteer Legal Clinics






1. Beginning of each shift: review the [MVLC Updates Page](#)
 [What you receive before each remote shift](#) (4-minute video)
2. During each shift:
 - [Student Script when Greeting Clients](#) & [Explanation of Clinic Services](#)
 [Greeting the client and reviewing the Explanation of Clinic Services](#) (6-minute video)
 - [Client Visit Form](#) Make sure your computer's browser is not set to "auto-fill" online forms otherwise clients will see names of prior clients as you type on the form.
 [Completing the client intake and visit form in remote clinics](#) (14-minute video)
 - [List of Available Gold Guides](#) and [MVLC Gold Guides](#) – works best in Chrome
 [How to access and use the Gold Guides](#) (6-minute video)
 - [Civil Legal Aid Flyer \(Spanish version\)](#)
 [How to make referrals](#) (6-minute video)
 - [CCAP](#)
 [How to use CCAP](#) (4-minute video)
 - [MJC Internal Forms Page](#) – works best in Firefox
 [What are "forms?" The Milwaukee Justice Center's website and checklists](#) (13-minute video)
 [Using the small claims forms and checklist](#) (12-minute video)
 [How to save fillable PDFs](#) (5-minute video)
 [How to complete a fee waiver](#) (13-minute video)
3. End of each shift: law students, record your pro bono time in your [pro bono account](#).

B. In-Person Marquette Volunteer Legal Clinics


1. Beginning of each shift: review the [MVLC Updates Page](#)
 [What you receive before each remote shift](#) (4-minute video)
2. During each shift:
 - [Student Script when Greeting Clients](#) & [Explanation of Clinic Services](#)
 [Greeting the client and reviewing the Explanation of Clinic Services](#) (6-minute video)
 - Client visit notes are completed on a clinic-provided computer in a Salesforce database. Hard copies of the [Client Database User Guide](#) are available at all in-person clinics.
 [Client Database Guide](#) (11-minute video)
 - [List of Available Gold Guides](#) and [MVLC Gold Guides](#) – works best in Chrome
 [How to access and use the Gold Guides](#) (6-minute video)
 - [Civil Legal Aid Flyer \(Spanish version\)](#)
 [How to make referrals](#) (6-minute video)


- [CCAP](#)
 [How to use CCAP](#) (4-minute video)
 - [MJC Internal Forms Page](#) – works best in Firefox
 -  [What are “forms?” The Milwaukee Justice Center’s website and checklists](#) (13-minute video)
 -  [Using the small claims forms and checklist](#) (12-minute video)
 -  [How to save fillable PDFs](#) (5-minute video)
 -  [How to complete a fee waiver](#) (13-minute video)
3. End of each shift: law students, record your pro bono time in your [pro bono account](#).

C. Remote Small Business Clinic








1. Beginning of each shift:
 -  [What you receive before each remote shift](#) (4-minute video)
2. During each shift:
 - [Student Script when Greeting Clients & Explanation of Clinic Services](#)
 [Greeting the client and reviewing the Explanation of Clinic Services](#) (6-minute video)
 - Small Business Clinic [Client Visit Form](#) Make sure your computer’s browser is not set to “auto-fill” online forms otherwise clients will see names of prior clients as you type on the form.
 [Completing the client intake and visit form in remote clinics](#) (14-minute video)
 - [List of Available Gold Guides](#) and [MVLC Gold Guides](#) – works best in Chrome
 [How to access and use the Gold Guides](#) (6-minute video)
 [How to save fillable PDFs](#) (5-minute video)
3. End of each shift: law students, record your pro bono time in your [pro bono account](#).

D. Remote Expungement and Pardon Clinic

1.  [Clinic specific training video](#) to watch before your first shift (1 hour & 10 minutes).
 Also review the website associated with the clinic:
<https://www.mkemobilelegalclinic.com/>.
2. Beginning of each shift:
 -  [What you receive before each remote shift](#) (4-minute video)
3. During each shift:
 - [Student Script when Greeting Clients & Explanation of Clinic Services](#)
 [Greeting the client and reviewing the Explanation of Clinic Services](#) (6-minute video)
 - Expungement/Pardon [Client Visit Form](#) Make sure your computer’s browser is not set to “auto-fill” online forms otherwise clients will see names of prior clients as you type on the form.
 [Completing the client intake and visit form in remote clinics](#) (14-minute video)
 - Expungement/Pardon [Google Drive](#).
 - MVLC Gold Guide: [Expungement](#). Works best in Chrome.

- [CCAP](#)
 [How to use CCAP](#) (4-minute video)
4. End of each shift: law students, record your pro bono time in your [pro bono account](#).

E. Remote Eviction Records Clean-up Clinic

1.  [Clinic specific training video](#) to watch before your first shift (13-minute video)
2. Beginning of each shift:
 -  [What you receive before each remote shift](#) (4-minute video)
3. During each shift:
 - [Student Script when Greeting Clients & Explanation of Clinic Services](#)
 [Greeting the client and reviewing the Explanation of Clinic Services](#) (6-minute video)
 - [Client Visit Form](#) Make sure your computer’s browser is not set to “auto-fill” online forms otherwise clients will see names of prior clients as you type on the form.
 [Completing the client intake and visit form in remote clinics](#) (14-minute video)
 - MVLC Gold Guide: [Eviction](#) pages 12-13 (works best in Chrome)
 - [Assessment Criteria](#)
 - [Substantive and Procedural Issue Checklist](#) [How to access and use the Gold Guides](#) (6-minute video)
 - [CCAP](#) to confirm an eviction case has been dismissed
 [How to use CCAP](#) (4-minute video)
 - [MJC Internal Forms Page](#) – works best in Firefox
 -  [What are “forms?” The Milwaukee Justice Center’s website and checklists](#) (13-minute video)
 -  [How to save fillable PDFs](#) (5-minute video)
 -  [How to complete a fee waiver](#) (13-minute video)
4. End of each shift: law students, record your pro bono time in your [pro bono account](#).