

# Remote Small Business Clinic FAQs For Law Student Volunteers



MARQUETTE  
UNIVERSITY

Marquette Volunteer Legal Clinic



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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](mailto:Angela.Schultz@marquette.edu) or [Kathryn.Mertz@marquette.edu](mailto:Kathryn.Mertz@marquette.edu).
4. **Delivery of Services.** The clinic utilizes the Zoom platform to deliver services. Students will receive date-specific information the day before their scheduled shift and need a computer with video capabilities for the meeting. Your [training materials](#) contain this [helpful guide](#) which you should read for additional details on the student role and resources available to you.
5. **Can't make it to a scheduled shift?** If you must miss an assigned shift, ask a fellow MVLC volunteer if they can pick up your shift. If you can't find a friend, request a substitute via the listserv at [mvlcstudents@lists.marquettelaw.org](mailto:mvlcstudents@lists.marquettelaw.org). Please include the shift date and time in the email's subject line. DO NOT include confidential client or Zoom information in your request for a substitute. Once you find a sub, email [MVLC.Law@marquette.edu](mailto:MVLC.Law@marquette.edu) with the change.
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, please use headphones and refrain from using speaker functions. If you write any confidential information down about a client anywhere (besides on electronic the client visit form link provided to you), dispose of it appropriately (i.e. a shredder). While you are sharing your screen, remember the client and attorney can still see you and your browser's tabs and bookmarks bar. Only have the appropriate bookmarks up and refrain from having any personal information on the screen. This clinic involves working with attorneys and clients directly, so please come neat, clean, and business casual. You are not expected to wear a suit for this clinic.

For further information go to [www.marquettelegalclinic.org](http://www.marquettelegalclinic.org) or contact the MVLC at [mvlc.law@marquette.edu](mailto:mvlc.law@marquette.edu).