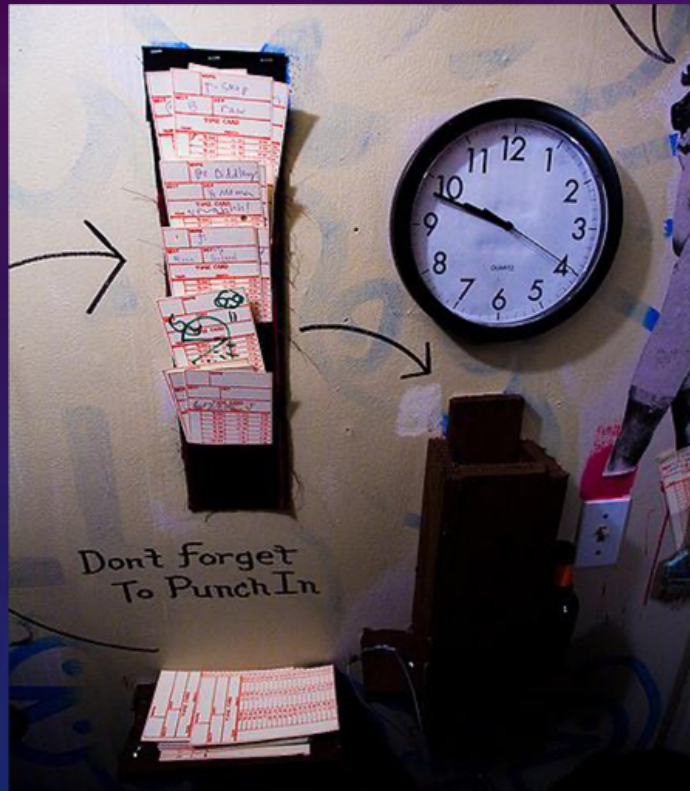


COMMUNITY SOLUTIONS CLINIC

UNIVERSITY OF VIRGINIA SCHOOL OF LAW



INTRODUCTION TO TIME ENTRY



Timekeeping is the bane of a lawyer's existence. However, because all we have to offer is our time, lawyers in all types of practices need to learn how to track their time accurately and describe it completely. **This is an essential practice skill: 75% of lawyers surveyed believe this is a skill that is necessary to for entry level lawyers to learn in the short term.***

For background, read [this brief article](#) about ethical billing practices, and [this opinion](#) denying a graduate admission to the Bar because she misrepresented time entries in an internship.

*Foundations for Practice, <https://iaals.du.edu/projects/foundations-practice/phase-one-survey-results>

TIME ENTRY EXPECTATIONS

- Student attorney time should be entered in **6-minute increments** (tenths of an hour), with partial increments rounded up to the nearest tenth.
- The time reported must be **actually worked**. Do not just enter scheduled work begin and end times; enter the actual amount of time you were either in the clinic workspace, or otherwise actually working on clinic-related work (as described in the next slide). If it helps, use Clio's built-in timer.



TIME ENTRY EXPECTATIONS

- Record your time regularly -- ideally **daily**, but at least **weekly**. Otherwise, your memory of what you did will fade, and could result in misrepresentation.
- **Descriptions of work** are essential to persuading your client that your time was well-spent, and keeping them, and me, informed. Describe with as much detail as possible, without revealing confidential information. Timesheets can sometimes be used for purposes other than client communication, and it's easier to keep confidential information out than to redact later.





WHAT SHOULD I RECORD?

- You should record:
 - class time and class prep time
 - time you spend directly on clinic work, whether at the office or elsewhere,
 - time you spent in the clinic workspace waiting for assignments/instructions (but alert your professor/supervisor or the director of clinical programs if this is routinely an issue;
 - work-related travel from clinic office/law school/home to court or client site, or to other locations besides the clinic office or law school,
 - anything your professor asks you to do related to clinic responsibilities
- Do *not* include:
 - commuting time (i.e., to and from the clinic/law school), or
 - time not actually worked (holidays, sick days, etc.)

Report all time using [Clio](#) under “Activities.”

SAMPLE TIME ENTRY

“8 hours -- Clinic”

Poor

The description of the work must have sufficient detail to allow faculty (and clients) to see what you were spending clinic time on, and to determine whether it was an appropriate amount of time, or if you might need more direction or assistance from teammates.



SAMPLE TIME ENTRY

“7.9 hours -- research and draft memo”

Better

This entry generally describes work being performed, but given the amount of time spent, may not contain all of the details of the work performed, and may not seem like an efficient use of time. It also doesn't help me ensure work is properly balanced (Did you work on the memo with anyone? What research were you doing as opposed to research of a teammate?)



SAMPLE TIME ENTRY

“7.9 hours -- research relevant comparable organizations to determine benchmarks; discuss with team to assess; draft memo summarizing team assessment for client and supervisor.”

Best

This entry contains detail about all of the tasks performed, including who performed which tasks, without revealing confidential information.





LAW CLINIC HANDBOOK

2020-2021

Compiled and Edited by the Legal Aid Justice Center

in court the following afternoon, is suddenly required to be out of town due to a family situation, and therefore will be unable to appear or have the matter continued.

In any emergency, broadly defined, contact your supervising attorney immediately. If you are unable to reach your supervising attorney, contact one of the staff attorneys at Legal Aid.

Please also give your emergency contact information to your supervisor.

IV. LAW STUDENT RESPONSIBILITIES

A. CONFIDENTIALITY

All information received and all work done concerning a client of the Legal Aid Justice Center shall be considered confidential. Discussions concerning such information or work shall occur only with authorized individuals and only in a manner that protects the confidentiality of the material discussed.

B. PROMPT AND DILIGENT REPRESENTATION

You are responsible for thoroughly investigating matters, both factual and legal, raised by the client. Clinic assignments should be completed promptly, especially tasks like requesting records and making telephone calls. Procrastination is a disservice to the client, the legal case, and your ability to make progress on your clinic cases (and get a good grade).

C. EXPLAINING YOUR ROLE TO CLIENTS

You should explain to the client that most of the work on their case will be done by you, and that you are either a second or third year law student. Explain that an attorney, who is a member of the Virginia State Bar, will supervise you. Be sure that clients understand that you are not a lawyer.

When you open any case, or begin working on a case that is already open, you should immediately introduce yourself and explain your role to the client. Client consent to student representation is a part of our standard retainer agreement, but you should also execute a "Consent to Student Representation" form (see "FORMS") if you anticipate using your practice certificate or think the client could benefit from additional clarification on your role.

D. TIME KEEPING

It is very important to keep an accurate record of the time you spend on each client's case and a record of the activities that you are performing. Clinic students use JusticeServer.org to record time (see below). Please record all activities. Even activities that may seem insignificant at the time may end up being important (such as attempting to call someone and not being able to leave a message).

You also need to keep track of time spent in clinic generally. In addition to time spent on client matters, clinic time may include reading for clinic, attending clinic-related events like guest speakers and court observation, and working on clinic-related tasks such as policy work or outreach.

The Legal Aid Justice Center keeps time in increments of tenths of an hour. So, the minimum time you spend on any activity should be .1 of an hour. Thus, for example, if you make a phone call and leave a message, record that time as taking .1 of an hour.

The American Bar Association and UVA Law require clinic coursework to reasonably approximate 42.5 hours of work per credit. This includes classroom instruction and supervision meetings. In the fall semester, in-person requirements will end by November 24, but remote work will continue until the exam period on December 1.

E. CASE ROUNDS & MEETING WITH YOUR SUPERVISING ATTORNEY

The various Legal Aid Justice Center clinics handle student supervision differently. Some supervisors meet with the full class on a regular basis in a case rounds style. Other supervisors meet with individual students or a team of two students on a regular basis, and then they meet less frequently with larger groups of students in a case rounds style. Irrespective of how your supervisor handles supervision, there are some general requirements for students in all clinic supervision.

First, all students must meet with their supervisor at least once per week. Again, that may be an individual meeting, a meeting in a team of two, or a group meeting with a number of other students. If you have an emergency, are ill, or have some other reason why you cannot attend supervision in a given week, contact your supervisor (and any other students who may attend supervision with you) as soon as possible before supervision to either reschedule supervision or to determine a plan for how you can catch up on missed discussions.

Second, every student must come to supervision prepared to discuss substantive issues and strategy questions in their cases. Students also should actively participate in case discussions led by other students, asking questions and providing advice.

Third, students will undoubtedly need supervision and assistance from their supervisors between weekly supervision/case round meetings. Students should collaborate with their supervising attorney to identify appropriate and mutually agreeable times and mechanisms for additional supervision.

F. COMMUNICATION

1. STUDENT AVAILABILITY:

Students are expected to generally be available to respond to time-sensitive clinic matters that arise during the semester. Students must inform their supervising attorney if they will be without cell service or wifi for a significant period of time during business hours. In such situations, the student and supervising attorney will make arrangements to have the students' cases covered during the absences.

2. E-MAIL & PHONE MESSAGES:

Students are responsible for frequently checking phone messages and e-mail

regarding clinic cases. If involved in very active negotiations or litigation, checking several times a day would be prudent during the busy period.

G. MAINTENANCE & INTEGRITY OF CLIENT FILES

1. FILE MAINTENANCE

- a. At all times, a client file shall be maintained in such fashion that a staff member of the Legal Aid Justice Center, called upon to substitute for an absent law student, may review the file and become completely informed and current with the client's situation. All files should be organized, easy to read, and current at all times. Cross-references to materials kept in other locations should be clear and easy to understand.
- b. Changes in a client's address or telephone number are important changes to record in the client file. Students are unable to modify a client's intake information on JusticeServer, so contact your supervisor immediately to ensure the contact information in JusticeServer is accurate.
- c. Student work product will be stored in case files that are accessible to the LAJC team (including other students and interns) for the purpose of client representation and advocacy. Participation in clinic constitutes consent to share this information for this purpose.

3. JUSTICESERVER: Online Case Management

- a. [Registration and Utilization How Tos](#)
- b. Time Entry
 - i. Time attributed to an LAJC case or campaign should be logged in the appropriate case.
 - ii. All other clinic time is logged in the Clinic Placeholder.
- c. JusticeServer General Guidance
 - i. JusticeServer is used to record case progress and time in clinic, both on cases and on other clinic-related tasks.
 - ii. At all times, client files should be maintained in such fashion that at any given time, your supervisor may review the JusticeServer file and become completely informed and current with the client's situation.
 - iii. Attachments: Copies of court documents, agreements, letters, client records, and other documents, upon which signatures, dates, etc. are placed, should be scanned and added as attachments in JusticeServer.
 - iv. Advice and Notes: The Advice/Notes section of JusticeServer provides the primary forum for students to track their progress on clinic cases. Each and every client contact should be recorded in JusticeServer as a note, even voicemails. Substantive emails, including the contact information, date, and subject line, should be copied and pasted as notes in JusticeServer, as well. Additionally, ongoing case reports, research, and strategy notes can be saved as notes for organizational purposes and easy access by students and supervisors.

Nonprofit Law Clinic
UVA Law School
April 9, 2021

Time Keeping

Students are expected to develop and enhance their practical legal skills in law school clinics. Time keeping is expected and is the basis of most compensation models in law firms. Professors make this expectation clear on the syllabus and in the standards for performance. Accordingly, nonprofit law clinic students are expected to keep track of the time spent on client matters. We use Clio for client management. Students set up the matter in Clio. This process includes uploading client contact information, uploading completed memos and keeping track of time using the activities function.

The clinic breaks down activities into the following categories.

- Clio admin
- Course work
- Email with client
- Intake
- Meeting with client
- Memo preparation
- Phone call with client
- Research for client.

The professors regularly ask students to update their time reports. Professors check the time to evaluate whether client work is evenly distributed among students. Sometimes, one client will require much more service. When we see that a student's workload is disproportionate to others, we can reassign students to ease the workload. Professors use the time report to correlate key performance indicators (grades) with time. Students who are spending too much time or not enough time with clients tend to produce lower quality work. By keeping track of time, professors can assess which students need more feedback or extra support with client work. It's our experience that reviewing time keeping, especially in the first semester, enhances the learning experience for students. Professors suggest where the student should spend more time, either on research, writing or editing. By the second semester, a weaker student will likely make progress based on feedback and actually spend less time on their assignments.

We also ask students to keep time because the clinic is a service to the community. Though we have never been asked about how much time the students spend on improving the missions of local nonprofits, we are prepared to respond to inquiries. Students who take the New York Bar Exam are able to report their nonprofit law clinic hours to meet their pro bono requirement for admission to the bar.

Thus, time keeping has several advantages. It is a practical skill that law firms require from their associates. Using Clio gives nonprofit law clinic students experience with time keeping. For

pedagogical purposes, time keeping is an important form of feedback for students and professors because we can identify who needs extra support or when a client is demanding too much time from a student. Finally, time keeping enables the Nonprofit Law Clinic to report the number of hours that students spend with the local nonprofit community. Their time helps local nonprofits do a better job of achieving their missions. For many of the nonprofit law clinic's clients, this service is invaluable.

Camilyn Leone
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UVA Nonprofit Law Clinic
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New time entry

Duration ⓘ

1h 12m, 1:12...

▶ 00:00:00

Matter

00067-Spotsy Dog Park Inc:Legal Health Checkup

Activity category

Find a category ▼

HOURLY

Board meeting with client

Clio administration

Course Work

Email with client

Intake process

Meeting with client

Date

04/09/2021

Required

Firm user

Camilyn Leone ▼

Required

Rate ⓘ

0.00

/ hr

Default rate

Required

☐ Non-billable ⓘ

Save entry

Save and create another

Save and duplicate

Cancel