

Tech Tools for running clinics:

Case Management Systems

Nicola Antoniou

Senior Lecturer

Director of Law Clinic at the University of East London (UEL)

Eleanor Scarlett

Lecturer

Supervising Solicitor at UEL's Law Clinic

Our Clinics:

Generalist Law Clinic

Romford Autism Hub Legal Advice
Clinic

How we operate.....

General Law Clinic:

- Drop-in sessions
- Fact-finding interview
- Students research law
- Drafting letters
- Supervising Solicitors check letters
- Clients are sent encrypted letters via email

Romford Autism Hub Legal Advice Clinic:

- Pre-booked appointments
- Advice provided on the day

How do we manage our cases?

Paper files

Clio

Intralinks

CLIO

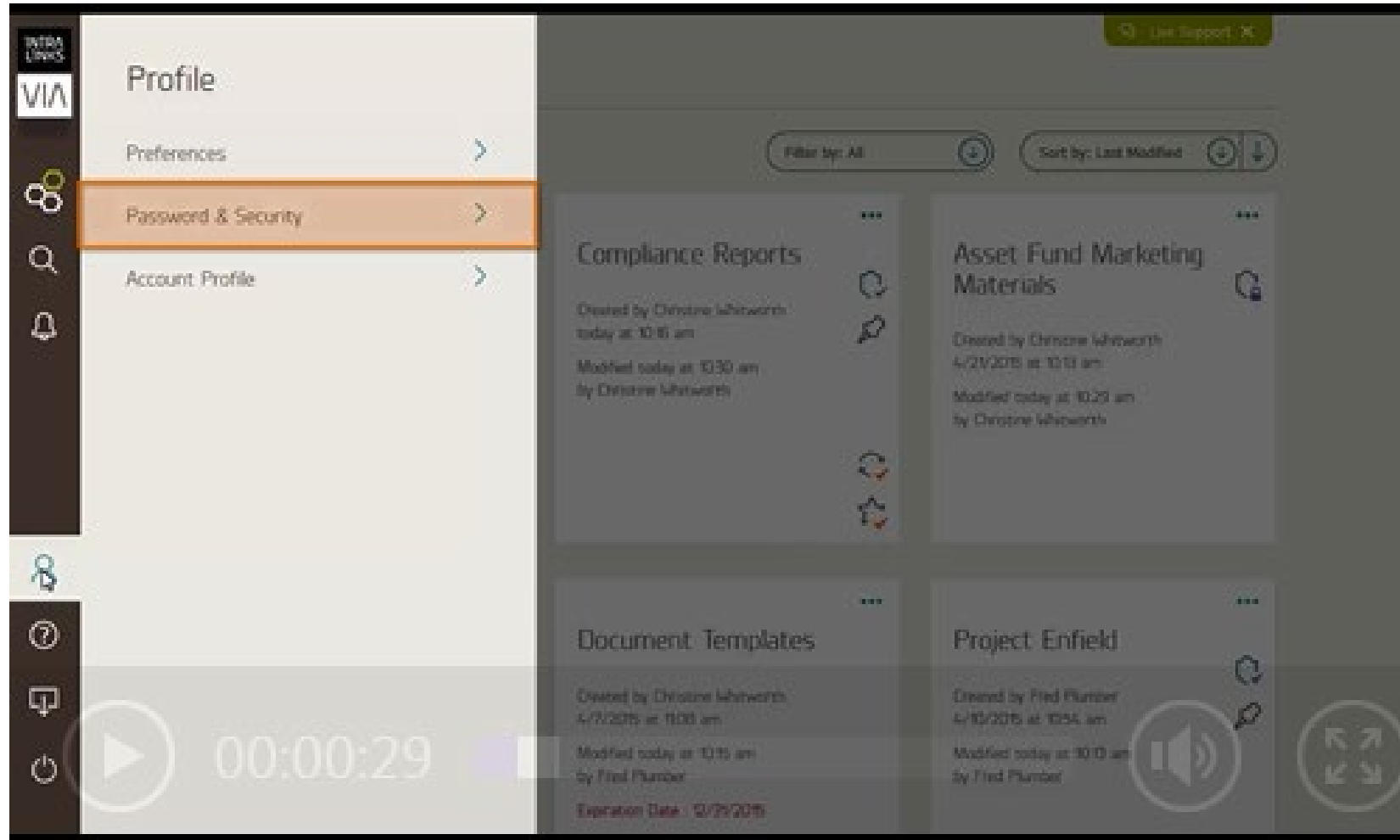
- Cloud-based legal case management software
- Client contact details
- Matters/areas of advice
- Reference numbers
- Conflict checks

Intralinks

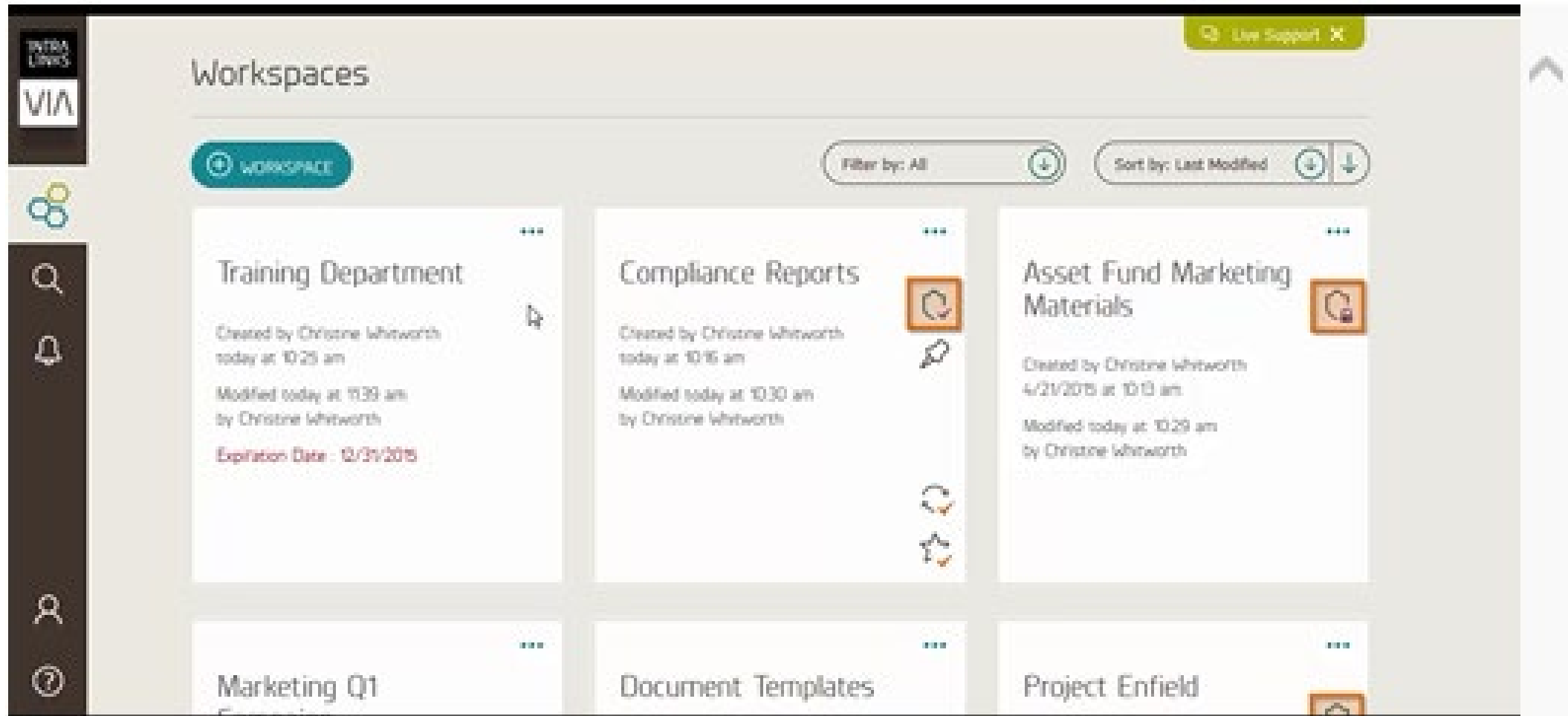
- A secure document storage system based in the cloud
- Dedicated workspaces
- Students can work on letters
- Edit and save as you go...
- Notification links.....

Intralinks: How do some
of the features work?

Screen shots from Demo: Intralinks



Screen shots from Demo: Intralinks



Screen shots from Demo: IntraLinks

The screenshot displays the IntraLinks interface for a workspace named "Training Department". The interface includes a left-hand navigation bar with icons for home, search, notifications, and user profile. The main content area shows a "FILES" section with a "FILE" button dropdown menu open, listing options like "From Your Computer", "From a Workspace", and "From an Exchange". Below the menu, two files are listed: "Intralinks logo.gif" (Version 1, 69.88 KB) and "Intralinks Contact Info.pdf" (Version 1, 27.46 KB). A "SHARED WITH (3)" panel on the right shows the workspace is shared with "Christine Whitworth (You)" as the Owner and "Fred Plumber" as an Editor. The interface also features a "Live Support" button, a "Set an expiry date" link, and a "Sort by: Last Modified" dropdown.

Training Department

FILES

FILE FOLDER

From Your Computer

From a Workspace

From an Exchange

Copy Selected Items to an Exchange

Intralinks logo.gif
Version 1, 69.88 KB, updated moments ago by you

Intralinks Contact Info.pdf
Version 1, 27.46 KB, updated moments ago by you

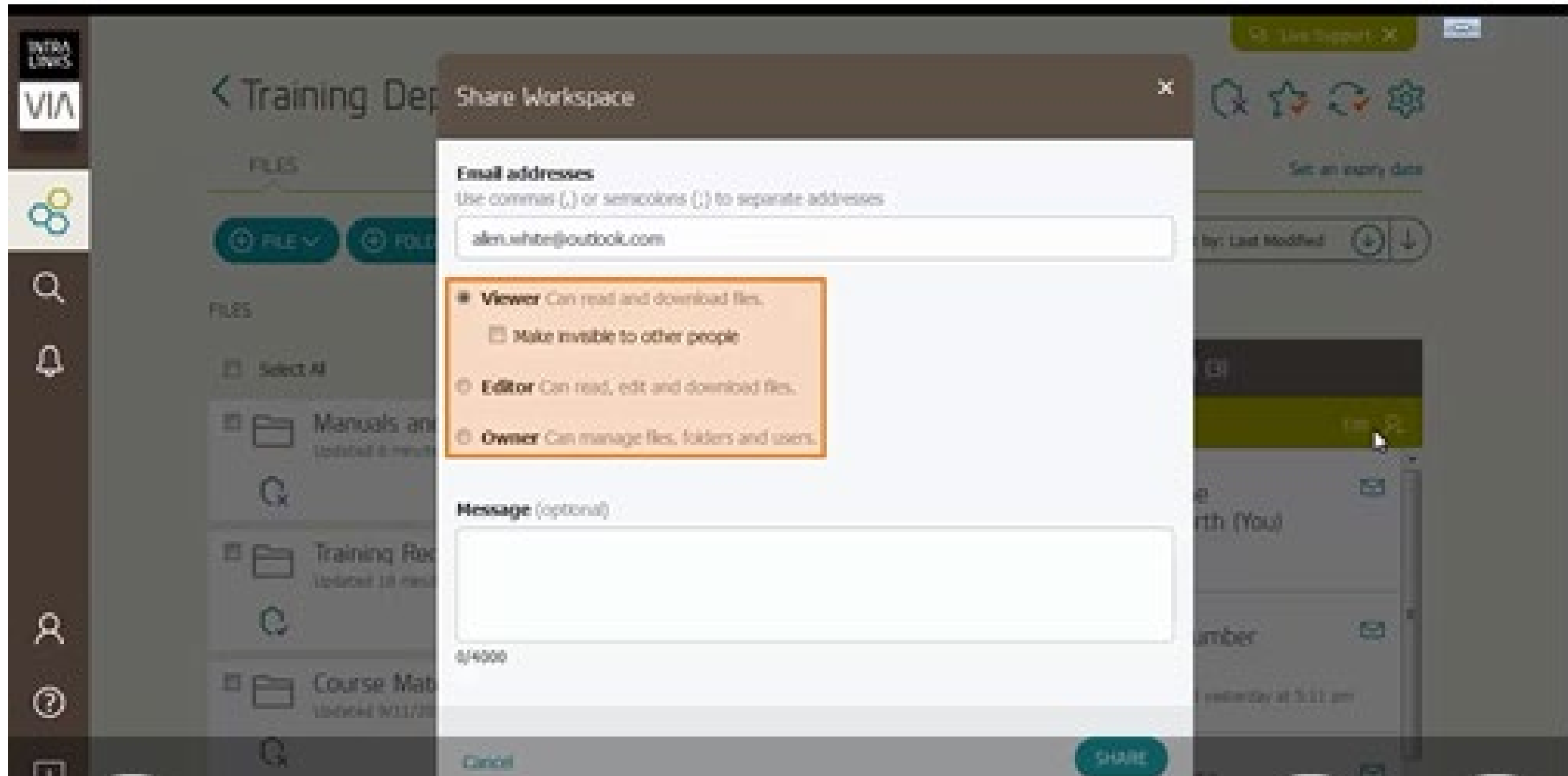
SHARED WITH (3)

Workspace (3)

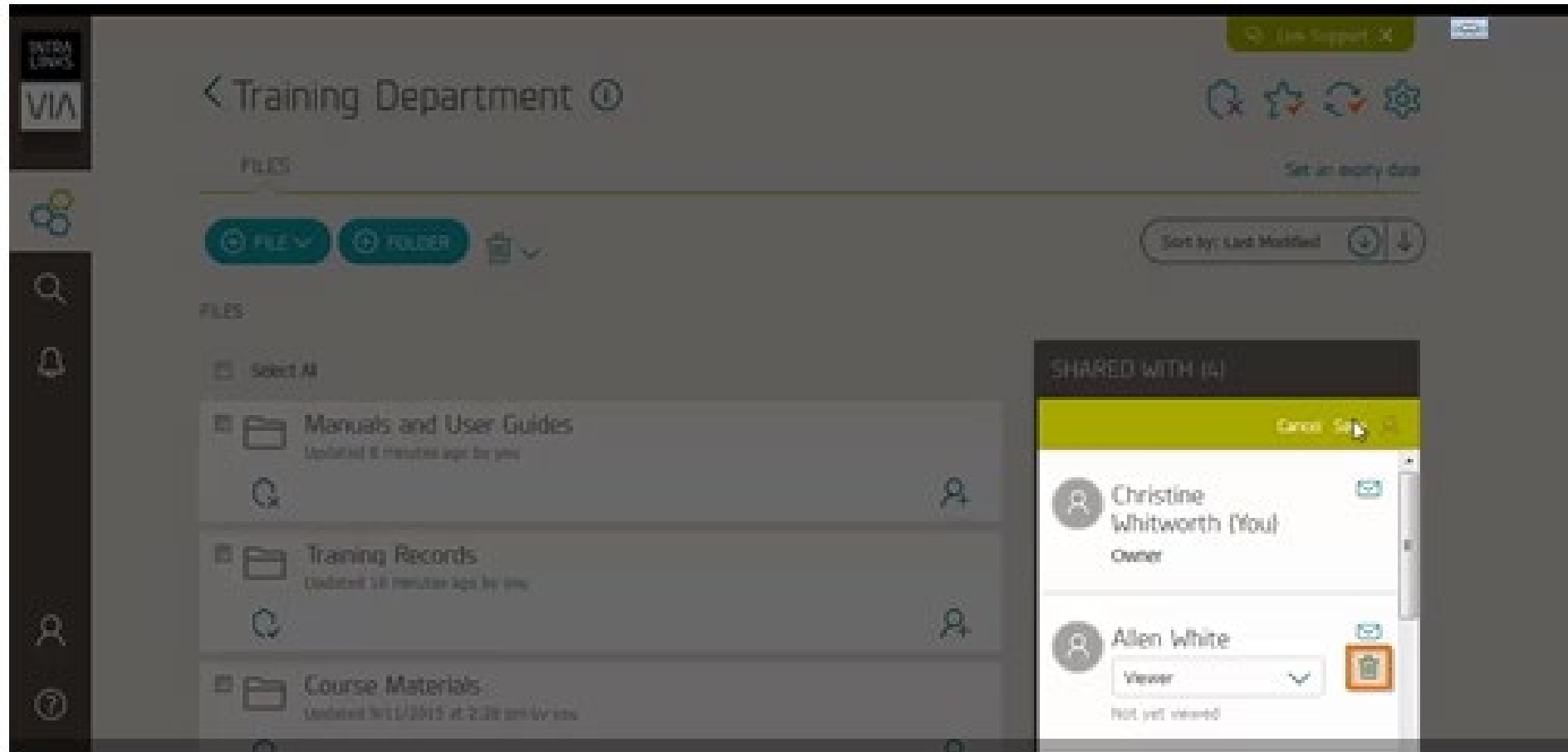
Christine Whitworth (You)
Owner

Fred Plumber
Editor
Not yet viewed

Screen shots from Demo: Intralinks



Screen shots from Demo: Intralinks



Questions?

Open Justice law clinic

Liz Hardie, Lecturer, Student Experience Manager and
Supervising Solicitor

Francine Ryan, Lecturer, Director of the online law clinic and
Supervising Solicitor

The Open Justice law clinic



- Online law clinic
- Contract, tort, consumer and employment matters
- English and Welsh law only
- Advice only
- Third year law students (W360 Justice in Action module and volunteers)
- Started in 2017
- One of 10 projects which are part of the Open Justice centre
- Students, tutors, staff and clients are all at a distance from each other
- Based in any of the 4 nations within the UK (no campus office)
- Can work at different times (apart from interview)

The law clinic process:



- Enquiries from the public through our Open Justice website:
<http://law-school.open.ac.uk/open-justice>
- Enquiries triaged by one of the Supervising Solicitors and signposted elsewhere or accepted into the clinic
- Case set up on Clio, the case management system and allocated to a group of students
- Students set up interview online
- Supervising solicitor send text message reminder 24 hours before the interview
- Online interview between students and client (Adobe Connect)
- Students draft proof of evidence
- Students carry out research and draft letter of advice
- Timescales: 2 weeks to interview, 3 weeks for letter of advice
- Students supported by a tutor (2 tutors) and overseen by Supervising Solicitor

Technology used in the online clinic



- Online enquiry form: <http://law-school.open.ac.uk/open-justice/get-legal-advice>
- Clio case management system (including Clio launcher):
<https://eu.app.clio.com/nc/#/>
- Text messaging service: <https://my.fastsms.co.uk/>
- Adobe Connect:
<https://learn2.open.ac.uk/mod/connecthosted/view.php?id=1245655>
- Tutor forum:
<https://learn2.open.ac.uk/mod/forumng/view.php?id=1352095>

Guidance for students

- Student Agreement (confidentiality and other issues)
- Student Guide to Clio Part 1 (clinic procedures)
- Student Guide to Clio Part 2(using Clio)
(<https://learn2.open.ac.uk/course/view.php?id=207289&area=resources>)
- Online training sessions
- Online safeguarding module
- Training case

Any questions?

